










stars.marriott.com		
	STARS	LUMINOUS
<b>Rate Codes</b>	Sabre/Worldspan: <b>S72</b> Apollo/Galileo: <b>S73</b>   Amadeus: <b>OS8</b>	Sabre/Worldspan/Apollo/ Galileo/Amadeus: <b>L72</b>
<b>Description</b>	High touch, personalized service with exclusive benefits	Exceptional service with elevated benefits
<b>Brands</b>	Participating hotels from the following luxury brands   THE RITZ-CARLTON  ST REGIS  THE LUXURY COLLECTION   BVLGARI HOTELS & RESORTS  RITZ-CARLTON RESERVE  EDITION	Full-service hotels across luxury and premium brands   W HOTELS WORLDWIDE  JW MARRIOTT  AUTOGRAPH COLLECTION HOTELS  Plus participating hotels from Marriott Hotels®, Westin, Le Méridien, Renaissance and Tribute Portfolio.
<b>Reservation Priority</b>	<ul style="list-style-type: none"> <li>• “No walk” policy in sold out situations</li> <li>• Priority on waitlists in sold out situations</li> <li>• Priority for requested room category, bed type, rollaways and connecting rooms</li> </ul>	Varies by hotel
<b>Exclusive Site Inspection Rate for Travel Advisors</b>	STARS and Luminous Travel Advisor Site Inspection Rates are based upon availability and determined by the hotel. <sup>1</sup>	
<b>Advisor incentive program<sup>4</sup></b>	STARS Celestial Club	Luminous Crescent Club

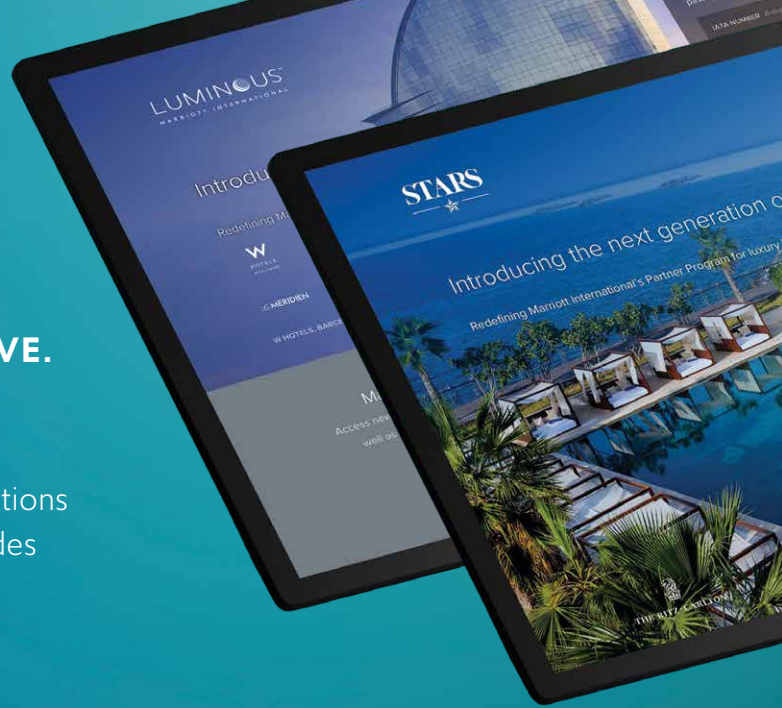
## Program Benefits for Your Clients

<b>Complimentary breakfast</b>	Daily breakfast for two people <sup>2</sup>	
<b>Early check-in/late check-out</b>	Based on availability	
<b>Room upgrade</b>	Priority for complimentary room upgrade (based on availability upon arrival)	
<b>WiFi</b>	Complimentary Wi-Fi daily	
<b>100 USD hotel credit <sup>3</sup></b>	All STARS hotels	Limited - Participating Luminous hotels will display on the website
<b>On property welcome</b>	In-person warm welcome from hotel management, personalized note from General Manager (or hotel management) recognizing their VIP status and acknowledging your agency and advisor	Welcome note/recognition from General Manager (or hotel management) recognizing their VIP status achieved by booking through your agency
<b>Welcome amenity</b>	Personalized welcome amenity customized for each client	Indigenous welcome amenity representing local area

## Advisor Support

<b>Hotel Support</b>	Guaranteed 4-hour response through Guardian Angel email for each property	Guaranteed 12-hour response from the Luminous Support Desk or hotel via email
<b>Program Support</b>	<b>GSO Travel Desk</b> gsotraveldesk@marriott.com   +1 877-231-7703	<b>Luminous Support Desk</b> LuminousSupportDesk@marriott.com   +1 855-501-6808

<sup>1</sup> To check availability, please contact the hotel's STARS Guardian Angel or Luminous Ambassador directly. Maximum length of stay is three nights for one room per travel advisor per night. You must be affiliated with a valid STARS or Luminous IATA at time of booking and check-in. You must email a copy of your valid IATA/IATAN or CLIA EMBARC card within 48 hours of booking and present the card upon check-in. If a valid card is not presented at check-in, the rate will revert to BAR for that room category. Please note that this offer is not the same as the Marriott Travel Advisors Rate or Fam-Tastic Rate and cannot be booked using the GDS. <sup>2</sup> Hotel designates full or continental breakfast and venue. Guests staying in a multiple bedroom unit will receive complimentary breakfast for 2 people per bedroom. <sup>3</sup> Once per stay, hotels to determine how credit may be used on property. <sup>4</sup> Program year from July 1 through June 30. Maximum of 70 winners annually. Program rules apply. See training documents for details.



## EFFICIENT. CONVENIENT. COMPREHENSIVE.

- Quickly find destinations & hotel contacts
- Access the most recent brand and hotel information
- Find current information about new hotels and renovations
- Easily book via the platform or GDS with new rate codes

[stars.marriott.com](https://stars.marriott.com)

## TRAVEL ADVISOR FREQUENTLY ASKED QUESTIONS

### How can I access the digital platform?

Advisors can access the digital platform by visiting [stars.marriott.com](https://stars.marriott.com). This program is by invitation only and access will only be granted to advisors entering an IATA number of an approved STARS and Luminous travel agency.

### How can I tell which hotels participate in the programs?

The search results page automatically defaults to show all hotels that participate in STARS and Luminous on a map. Using the left hand panel on the map page, users can deselect either program or filter to show our entire portfolio of hotels (including those not in either programs). Each participating hotel's map pin has a star or crescent moon designating its participation in STARS or Luminous. The hotel page displays its participating program's logo at the top of the page.

### Why do some hotels not appear in the digital platform?

STARS and Luminous are optional programs and, although brand icons are displayed, not all hotels within a particular brand participate. If a hotel has decided not to participate, they will not be searchable on the digital platform unless the advisor selects the "All Hotels" filter on the left panel of the search page. Program benefits only pertain to hotels that participate in these programs.

### What is the difference between the STARS and Luminous platforms?

The structure of these programs are similar, but the participating hotels differ for each. Additionally, some of the benefits and service levels are elevated for the STARS platform. Agencies who have access to STARS also have access to Luminous.

### Where can I find the rate codes for both programs?

Rate codes for both STARS and Luminous can be found in the digital platform and will be automatically applied when booking through the website. When booking through a GDS, you can use the rate code of L72 for Luminous in all GDS. For STARS you can use S72 for Sabre and Worldspan, S73 for Apollo and Galileo and OS8 for Amadeus.

### How can I reach someone on property at a specific hotel?

Contacts for each STARS and Luminous hotel can be found in the digital platform on the hotel's page. Users can also use the shortcut "Find a Contact" on the homepage.

### Are there limits to the application of the hotel credit valued at 100 USD?

Yes. It cannot be applied to room and tax or back-to-back bookings at the same hotel. In addition, each hotel may determine where it can be applied in their hotel.

### Why doesn't STARS have a dedicated support number?

We encourage STARS advisors to email the Guardian Angel at each hotel for a guaranteed response within four hours, 24/7. However, advisors can also utilize the GSO Travel Desk at 877-231-7703 or [gsotraveldesk@marriott.com](mailto:gsotraveldesk@marriott.com) if they prefer.

### My agency is not in STARS or Luminous. How can I participate in these programs?

These programs are invitation-only and require certain parameters to be achieved. Please contact your Marriott GSO representative to learn more about these programs.