

HYATT
PRIVÉ

HYATT®

USER GUIDE AND REFERENCE INFORMATION



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WELCOME TO HYATT PRIVÉ

As a travel designer for our most premium guests, we understand you have a distinct set of needs. This elite program has been authored exclusively for you.

Here, you'll find all the information, resources, benefits, and rewards you need to create a superior stay and exceed in providing for every detail in between—from brand intricacies that help you discern where to book to a direct hotel contact who will help you with every step of your client's journey. Even when you're an ocean away.

As a member of Hyatt Privé, you join a collective of world-class travel curators working hand-in-hand with our supportive, experienced teams to deliver a transformative experience for your every guest, every stay.

You're extraordinary at what you do for your clients.
We aspire to be extraordinary for you.

KEY BENEFITS

- Maintain personal contact with key associates at the hotel or resort where your guest is staying
- Access unique local recommendations, insider tips, and timely details about Hyatt properties that can elevate your travel curation
- Use property credit for incidentals during a stay
- Manage your process, from booking a room to personalizing your client's plans, in one spot
- Unlock exclusive promotions only available to top luxury travel designers
- Easily discern Hyatt's premier luxury, premium, or lifestyle location that is a best fit for your client's journey

For any questions, contact us at hyattprive@hyatt.com

PARTICIPATING BRANDS

PARK HYATT®

Park Hyatt hotels embody personalized luxury and sophisticated service for the most discerning global travelers. Guestrooms and suites are exquisite interpretations of local residences with an uncompromising attention to detail in furnishings and artwork. Revitalizing spas and exceptional food and wine is tailored for guests.

M/RAVAL

Miraval Resorts are more than a destination spa or health resort. Miraval's awe-inspiring surroundings create a peaceful sanctuary, while offering a wide array of wellness activities designed to help your clients create a life in balance, heal the whole self, and engage in the present moment. Miraval serves as a catalyst for change for those embarking on a journey to gain authentic alignment of body, mind, and spirit.

ANdAZ.

What makes Andaz hotels and resorts so entirely unique is the way in which each property taps into its surrounding local culture and neighborhood's spirit to create an experience for guests that has an unprecedented level of authenticity – one guests can see, hear, smell, taste, and feel.

Alila

Alila hotels are committed to respecting the way of life and traditions of local communities, and minimizing the impact on the environment. Our luxurious retreats are woven into their natural surroundings and designed with a sustainable approach to architecture and customized activities for mindfulness and cultural immersion.



More than a compilation of independent, one-of-a-kind hotels, The Unbound Collection by Hyatt is a thoughtful curation of stories worth collecting. Whether it's a modern marvel, a historic gem or a revitalizing retreat, each property provides thought-provoking environments and experiences that inspire unforgettable moments for guests seeking a sophisticated yet unscripted service when they travel.

GRAND | HYATT

Glamorous and global, Grand Hyatt premium hotels make for an alluring destination within a destination, offering multiple dining venues, spectacular entertainment spaces, and a modern approach to service.

THOMPSON HOTELS®

Where luxury design is an ethos, rather than a rulebook, Thompson Hotels is a boutique hotel collection where guests seek, discover, and enjoy curated experiences through culinary, fashion, arts and entertainment. At Thompson, guests enjoy an atmosphere of spontaneity and authenticity, great design and superlative service.

DESTINATION BY HYATT

Destination by Hyatt is a diverse collection of independent hotels, resorts and residences that are individual at heart yet connected by a commitment to embody the true spirit of each location. Each property is purposefully created to be a place of discovery through immersive experiences, authentic design and genuine service. As honored hosts, Destination by Hyatt connects guests to both people and place—offering a sense of belonging that invites all to make our destination yours.

HYATT REGENCY®

Hyatt Regency hotels are the destinations for your clients who need to travel for both business and pleasure, with each hotel offering premium amenities, inviting accommodations, and contemporary restaurants and bars, all on-site.

HYATT CENTRIC®

Hyatt Centric hotels are located in the heart of the action, so that your clients can soak up everything the destination has to offer. Social spaces provide plenty of opportunity to connect and explore, while a passionate team is there to provide expertise on the best hot spots, hidden gems, and local sounds.

JdV BY HYATT

A community for the spirited, the light-hearted, the young-at-heart, JdV by Hyatt offers a collection of vibrant, independent hotels that are true reflections of the urban neighborhoods we call home. Embracing our namesake (joie de vivre), JdV by Hyatt invites guests and locals alike to connect, live in the moment and celebrate the joy of life. Each hotel provides an experience that is inclusive in spirit and space, inviting all vibes, tribes and unique souls to make each stay yours truly.

HYATT ZILARA
HYATT ZIVA
ALL INCLUSIVE RESORTS

Selectively placed in some of the most stunning locales on earth, Hyatt Ziva family resorts and Hyatt Zilara adults-only resorts offer the highest levels of quality, care and convenience that seasoned travelers will find in an all-inclusive vacation.

BENEFITS

Three night minimum required for Ziva and Zilara. Two night minimum required for Alila, The Unbound Collection by Hyatt, Grand Hyatt, Destination by Hyatt, Hyatt Regency, Hyatt Centric, and JdV by Hyatt; no minimum stay requirement for Park Hyatt, Miraval, Andaz, or Thompson hotels. Benefits vary by hotel. See hotel page on the program site for details.

BENEFIT	CONDITIONS/DETAILS
Commission	10% on room reservations; 15% on suite and villa reservations booked through December 31, 2022 on stays through December 31, 2023, at participating hotels
Welcome Letter	Welcome letter from hotel leadership on behalf of the travel advisor and their agency
Welcome Amenity	Provided to guest upon arrival
Breakfast for Two	Guests will receive daily complimentary full breakfast at a hotel restaurant for up to two guests, per bedroom. At all-inclusive properties this benefit is provided to all guests.
Property Credit	Valid for certain incidentals during the stay. Amount varies by hotel
Room Upgrade Priority	Response within 24 hours of booking (Subject to forecasted occupancy. Excludes non-suites to suites and upgrades to premium suites) This benefit is not available at all-inclusive properties.
Connecting Rooms Priority	Response within 24 hours of request (Subject to forecasted occupancy)
Early Check-In Priority	Response within 24 hours of request (Subject to forecasted occupancy. Earliest Check-In: 9 a.m.)
Late Checkout Priority	Response within 24 hours of request (Subject to forecasted occupancy. Latest Checkout: 4 p.m.) Availability varies by property.

To explore the full list of benefits, participating hotels, and program terms, visit [hyatt.com/prime](https://www.hyatt.com/prime)
Log in using your World of Hyatt credentials.

ACCESS THE HYATT PRIVÉ WEBSITE



ACCESS THE HYATT PRIVÉ WEBSITE

Log in using your World of Hyatt credentials

1. Navigate to [hyatt.com/prive](https://www.hyatt.com/prive)
2. Log in using your World of Hyatt # (or username), last name, and password.
Select "REMEMBER ME" for ease of future login

A destination for world-class travel design

Hyatt Privé is a collective of travel advisors who work in concert with Hyatt hotels and resorts to deliver extraordinary travel experiences to their premium clientele.

World of Hyatt # or Username

Last name

Password

Remember Me

[SIGN IN](#)

[Forgot World of Hyatt # or Password](#)

Not a member? [Join World of Hyatt](#)

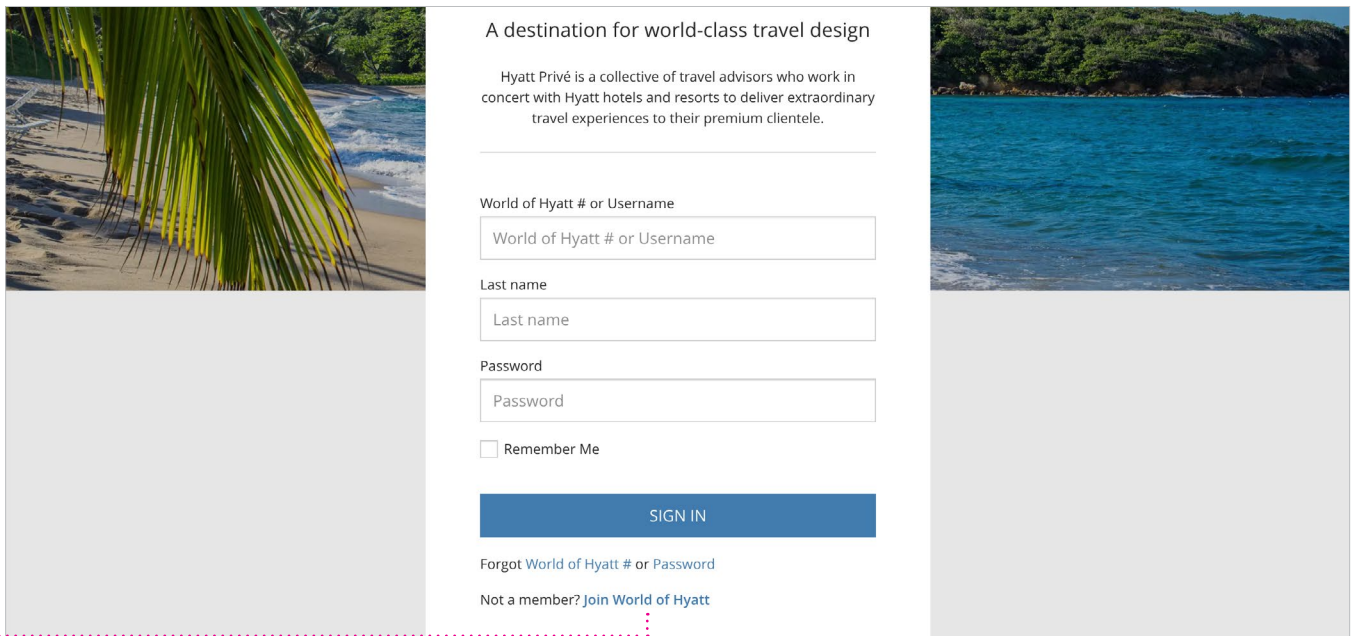
Need Help Logging In?

[CALL US](#)

ACCESS THE HYATT PRIVÉ WEBSITE

Access the Hyatt Privé website

1. If you are not a World of Hyatt member, navigate to **hyatt.com/prime** and select “Join World of Hyatt.”



A destination for world-class travel design

Hyatt Privé is a collective of travel advisors who work in concert with Hyatt hotels and resorts to deliver extraordinary travel experiences to their premium clientele.

World of Hyatt # or Username
World of Hyatt # or Username

Last name
Last name

Password
Password

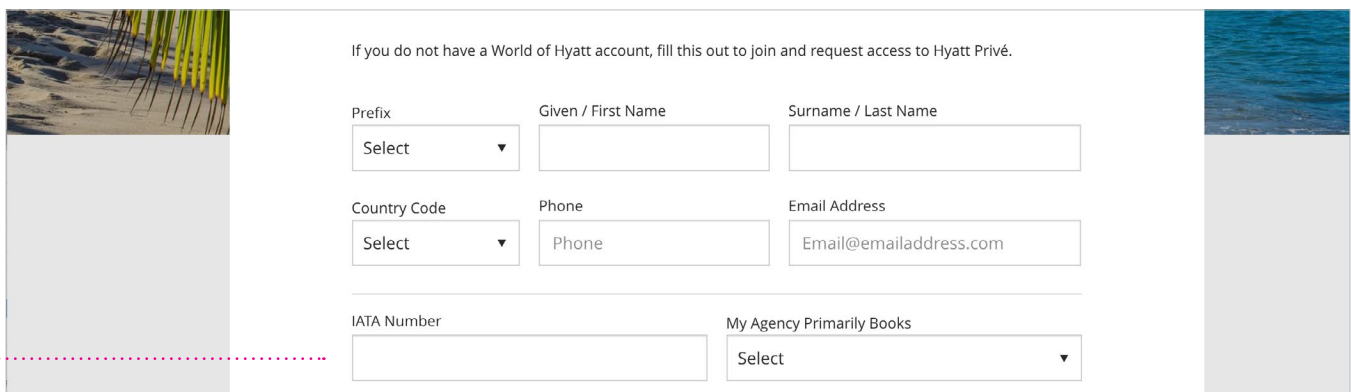
Remember Me

SIGN IN

[Forgot World of Hyatt # or Password](#)

Not a member? [Join World of Hyatt](#)

2. Enter your information. Be sure to include your IATA number, agency information, and the type of travel you typically book.



If you do not have a World of Hyatt account, fill this out to join and request access to Hyatt Privé.

Prefix
Select ▼

Given / First Name

Surname / Last Name

Country Code
Select ▼

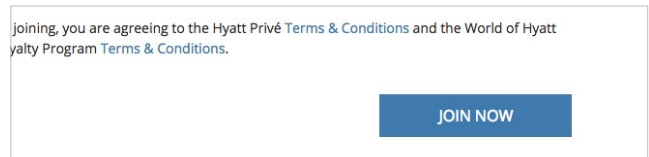
Phone
Phone

Email Address
Email@emailaddress.com

IATA Number

My Agency Primarily Books
Select ▼

3. Select “JOIN NOW,” and a World of Hyatt account will be created for you. You can then continue to the Hyatt Privé website.



By joining, you are agreeing to the [Hyatt Privé Terms & Conditions](#) and the [World of Hyatt Loyalty Program Terms & Conditions](#).

JOIN NOW

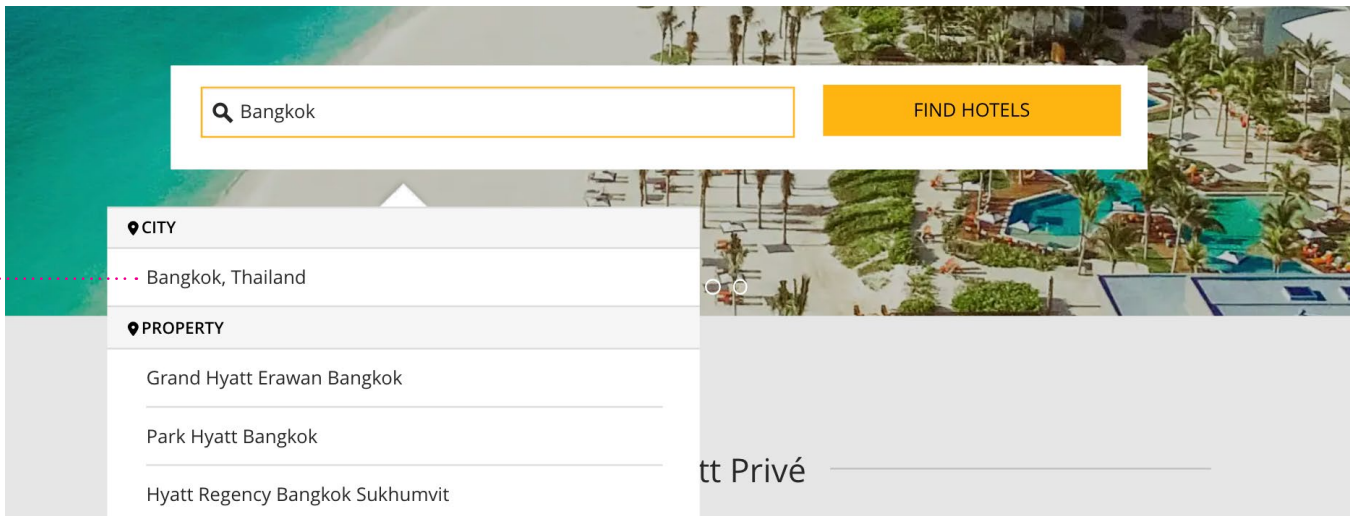
EXPLORE OUR PROPERTIES



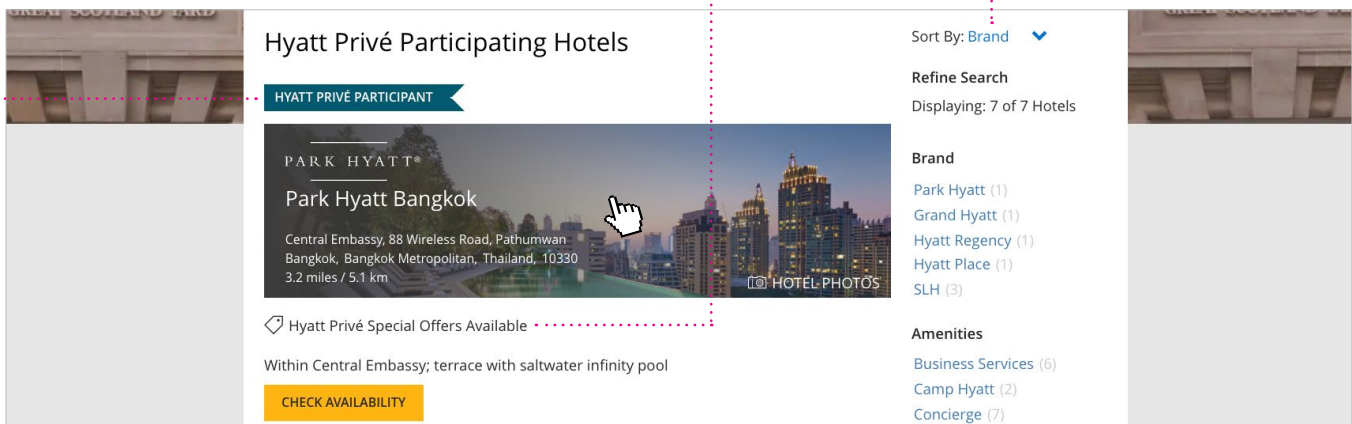
EXPLORE OUR PROPERTIES

Search

1. Enter your search criteria. You can search by city, state, zip code, country, airport code, or hotel.



2. Narrow your results using sort and filtering.
3. Select a property page.
Hotels that offer Program benefits will state they are a participating hotel.
4. A tag will highlight hotels that have a Special Offer which can be seen once clicking into the hotel



EXPLORE OUR PROPERTIES

Send or request information

1. Primary and key hotel contacts will be listed on the right. They may be contacted via email or phone for any questions or requests.
2. Select the "SEND ME THIS INFO" button to send the hotel information to your email inbox. Any travel advisor specific information is not included, so feel free to forward the email directly to your clients.

The screenshot shows the website for Park Hyatt Bangkok. At the top, there is a navigation bar with the Hyatt Privé logo, a "SEND FEEDBACK" button, and a user profile for Gavin Belson. Below the navigation bar, there are two buttons: "SEND ME THIS INFO" (highlighted with a mouse cursor) and "CHECK AVAILABILITY".

Park Hyatt Bangkok
Central Embassy, 88 Wireless Road, Pathumwan
Bangkok, Bangkok Metropolitan, Thailand, 10330
Tel: +66 2 012 1234
[View Map](#)
[Visit Hotel Website](#)

Primary Contact
Director of Sales and Marketing
Poonnika Thanasanont
+66 2 011 7440
[Email Poonnika Thanasanont](#)

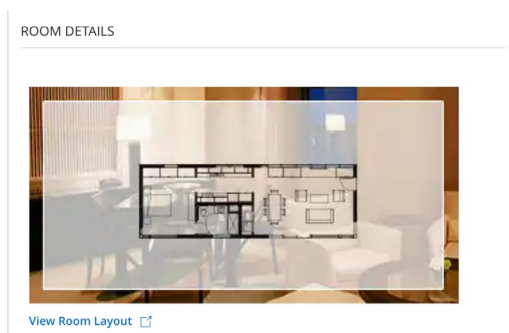
Other Key Contacts
General Manager
Michael Golden
+66 2 011 7401
[Email Michael Golden](#)
Executive Chef
Christian Hincley
+66 62 603 2277
[Email Christian Hincley](#)

HYATT PRIVÉ SPECIAL OFFERS
COMPLIMENTARY 3RD NIGHT (STAY 3 PAY 2)
Book three or more nights, and your client will receive one night free.
Must book by September 30, 2021 for stays between March 01, 2021 - December 20, 2021

EXPLORE OUR PROPERTIES

Research hotel information

1. If available, select “View Room Layout” to download a PDF showing suite floorplans that you can view and share with your clients to find the right fit for their stay.

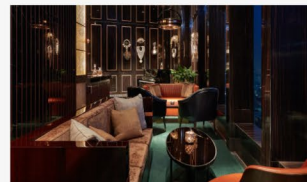


2. Reference the “Hotel Recommendations” section for insider knowledge at the hotel or on the neighborhood—the kind of information your client can’t find on their own, from a signature off-the-menu cocktail at the rooftop bar to the closest cabana to the kids pool.

HOTEL RECOMMENDATIONS

Whisky Room at Penthouse Bar + Grill

Whisky aficionados would be delighted to explore our Whisky Room that boasts a range of rare single-malt selection, including a growing menu of 150 labels.



Fast Track at the Airport

To enhance a seamless journey to Park Hyatt Bangkok, a Fast Track service is offered to skip the in-bound immigration queues at Suvarnabhumi International Airport.



Luxury and Lifestyle Shopping

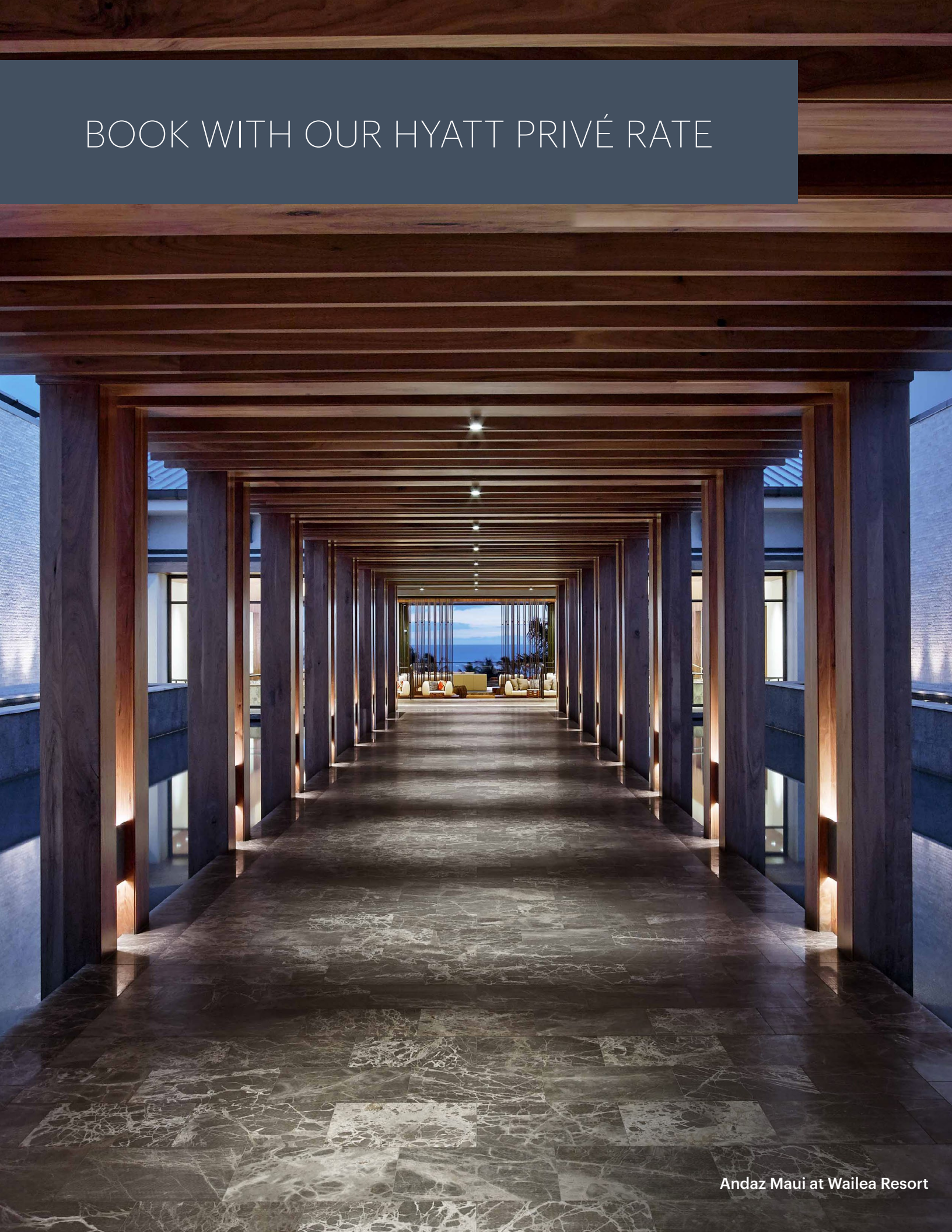
Bangkok is a shopper’s haven and the hotel is located directly above Central Embassy, the city’s newest luxury mall. Guests are able to pamper themselves with endless shopping options, from Central Embassy to Central World, the largest lifestyle shopping mall in Bangkok, all located within a covered 15 minute walking distance.

Penthouse Bar + Grill

The Penthouse Bar + Grill is a three-floor entertainment complex consisting of a grill and various bars and lounges. The unique collection of six venues includes The Grill, Chef’s Table, The Cocktail Bar, Whisky Room, The Mezzanine, and Rooftop Terrace located on top of the Park Hyatt Bangkok.




BOOK WITH OUR HYATT PRIVÉ RATE




BOOK WITH OUR HYATT PRIVÉ RATE

Overview

Hyatt Privé offers you three options to book stays eligible for the benefits included in the program. Only stays booked with the program rate code will receive these benefits. The following pages outline instructions for each option.



**Booking online through
Hyatt Privé**



**Booking through your
Global Distribution
System (GDS)**



Booking via phone

BOOK WITH OUR HYATT PRIVÉ RATE

Booking online through the Hyatt Privé site

1. Log in using your World of Hyatt # (or username), last name, and password.
2. Enter your search criteria and navigate to a property page.
3. Select the “CHECK AVAILABILITY” button on the property page of the hotel you selected.
4. In the pop-up window, enter your dates, number of rooms and guests, and select ‘CHECK AVAILABILITY’ to be directed to the booking page.

The screenshot displays the Hyatt Privé website interface. A pop-up window titled "Select Dates and Guests" is centered on the screen. The pop-up contains a search bar with "Park Hyatt Bangkok" entered, two date selection boxes for "Thu, May 27" and "Fri, May 28", and a yellow "CHECK AVAILABILITY" button with a hand cursor icon. Below the search bar, it shows "1 Room, 1 Guest" with a dropdown arrow. The background shows the hotel page for Park Hyatt Bangkok, featuring a "SEND ME THIS INFO" button and a "CHECK AVAILABILITY" button. The page also includes a "HYATT PRIVÉ SPECIAL OFFERS" section with a "COMPLIMENTARY 3RD NIGHT (STAY 3 PAY 2)" offer, a "Must book by September 30, 2021" deadline, and a "Terms and Conditions" link. There is also an "Other Key Contacts" section listing Michael Golden (General Manager), Christian Hinckley (Executive Chef), and Sebastian Krack (Director of Food & Beverage).

BOOK WITH OUR HYATT PRIVÉ RATE

Booking online through the Hyatt Privé site (cont'd.)

5. Once on the bookings page

— The Hyatt Privé tab will be pre-selected.

— Select your preferred room type


The screenshot shows the Hyatt website interface. At the top, the Hyatt logo is on the left, and navigation links like 'LANGUAGE', 'WORLD OF HYATT', and 'MR GAVIN BELSON' are on the right. Below the logo, there are links for 'OFFERS', 'HOTELS & RESORTS', 'MY RESERVATIONS', 'MEETINGS & EVENTS', and 'ABOUT US'. A search bar shows 'Fri, Jun 4 - Sat, Jun 5', '1 Room, 1 Guest', and 'CR37859'. A progress bar indicates the current step is 'Choose Room'. The main content area features a card for 'Park Hyatt Bangkok' with a photo and details: 'Central Embassy, 88 Wireless Road, Pathumwan Bangkok, Bangkok Metropolitan, 10330 Thailand +66 2 012 1234 Visit Hotel Website'. Below this is a disclaimer about COVID-19. A 'View Rates' section shows a list of rates: '8am To 8pm' (from THB5,888 THB), 'Embassy Room Experience' (from THB6,500 THB), 'Member Rate' (from THB7,020 THB), '20 Percent Off + Breakfast' (from THB7,200 THB), and 'Hyatt Privé' (from THB9,000 THB). The 'Hyatt Privé' rate is selected. Below the rates, there are sections for 'Hide Rate Rules', 'Details', 'Deposit Policy', and 'Cancellation Policy'. The '1 King Bed' room is highlighted with a photo and a 'SELECT' button. A dotted line connects the 'SELECT' button to the text '6. Click the "SELECT" box to continue booking.'

6. Click the "SELECT" box to continue booking.

BOOK WITH OUR HYATT PRIVÉ RATE

Booking online through the Hyatt Privé site *(cont'd.)*

- Once on the reservation details screen:
 - *Ensure you are logged into Hyatt.com by confirming your name appears next to the World of Hyatt logo. If you are not logged in, fill in your World of Hyatt number or user name, last name, and password and select 'SIGN IN'.*
 - Enter your guest's name.
 - Enter the guest's details.
(Please be aware that the confirmation email will be sent to the email address entered here.)
 - Enter any special requests.
 - In the "For Travel Planners and Agents" section, enter your client's World of Hyatt number (if applicable). Your client will earn points for their stay.
- Once the reservation is complete, you may use the contacts listed on the hotel page or from the reservation that will appear on the Client Reservations tab in the program website to follow up with any questions, request benefits or other needs.

 Good morning, GAVIN BELSON!
Member | 5388425534
[Sign Out](#)

Get ready for your next stay.
When you book direct on hyatt.com, you're getting our best rate guaranteed.

All fields are required.

Name

Prefix	Given / First Name	Surname / Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Contact Information

Email

Country / Region Code	Phone Number
<input type="text" value="1"/>	<input type="text"/>

Address

Country / Region

Address

City

State	ZIP Code
<input type="text"/>	<input type="text"/>

Special Requests

For Travel Planners and Advisors

Client's World of Hyatt #

Travel Advisor ID (IATA, TIDS, or CLIA)	Additional ID # <input type="text"/>
<input type="text" value="5388425534"/>	<input type="text" value="5388425534"/>

BOOK WITH OUR HYATT PRIVÉ RATE

Booking through your Global Distribution System (GDS)

1. Select the Hyatt Privé rate access code.
2. Enter the following information into the SI field:
 - Your World of Hyatt number
 - If space permits, your check-in or checkout times, preferences for a welcome amenity, and connecting or adjoining room requests. You can also make these requests through the Hyatt Privé website.
3. Once your reservation has been made in the GDS and provided your World of Hyatt number was entered in the SI field, you will see it appear in the “Client Reservations” tab in the program website.
4. Go to the “Client Reservations” tab or the hotel details page to contact the hotel directly to ask questions, follow up on, or request program benefits.

GDS RATE ACCESS CODES

Amadeus: 1HZ Hyatt Privé

Apollo/Galileo: 02H Hyatt Privé

Sabre: H01 Hyatt Privé

Worldspan: 1ZG Hyatt Privé

If you are unable to find the rate access code in your GDS, please reach out to your GDS help desk or the Hyatt Travel Agent Help Desk at 800.452.0099 within the US or 402.593.5107 if calling from outside the US.

BOOK WITH OUR HYATT PRIVÉ RATE

Booking via Phone

1. Call one of the Hyatt Privé Customer Care numbers or the hotel to make the reservation. Visit [hyatt.com/prive](https://www.hyatt.com/prive) to find the phone number of the hotel or click on 'Call Us' at the bottom of the website.
2. Only Hyatt Privé members are welcome to book via these special access lines, so be sure to identify yourself as a Hyatt Privé travel advisor when calling.
3. Please have your World of Hyatt number ready, as well as your client's World of Hyatt number (if applicable).

HYATT PRIVÉ CUSTOMER CARE CONTACT INFORMATION

Call us now to personally and quickly make a reservation for your client. Only Hyatt Privé members are welcome to book via these special access lines, so be sure to identify yourself as a Hyatt Privé travel designer when calling.

ASIA/PACIFIC

Prive.India@hyatt.com
Prive.Pacific@hyatt.com

Australia: 1.300.086.282
Hong Kong: 800.938.681
Japan: 0120.829.698
Malaysia: 1800.819.833

Prive.GChina@hyatt.com
Prive.Japan@hyatt.com

Philippines: 1800.1312.0024
New Zealand: 800.400.138
People's Republic Of China:
400.021.0628

Prive.Korea@hyatt.com
Prive.SEAAsia@hyatt.com

Singapore: 800.852.8112
South Korea: 808.802.088
Taiwan: 801.491.452

EUROPE/AFRICA/MIDDLE EAST

Prive.eame@hyatt.com

Austria: 800.297.388
Belgium: 800.72608
Denmark: 807.05899
Finland: 800.913.244
France: 800.908.299
Germany: 800.001.0034

Ireland: 1800.851.103
Israel: 1809.349.124
Italy: 800.909.700
Luxembourg: 800.22.328
Netherlands: 800.020.2771
Norway: 800.69.803

Poland: 800.121.1324
Portugal: 800.819.636
Spain: 900.998.283
Sweden: 200.899.922
Switzerland: 800.123.888
United Kingdom: 808.196.3788

NORTH/SOUTH AMERICA & CARIBBEAN

Prive.Americas@hyatt.com

Brazil: 402.952.1147

Mexico: 402.952.1142

U.S., Canada, and Caribbean:
1.888.872.3600

These phone numbers are toll free from the country in which they originate.

VIEW YOUR RESERVATIONS



VIEW YOUR RESERVATIONS

Overview

1. Reservations that have your World of Hyatt number associated with them will appear in the “Client Reservations” tab.
2. Select a client’s name to see their reservation details.
3. Reservations made with the Program will have “Hyatt Privé Rate” displayed above the clients name.

The screenshot displays the Hyatt Privé website interface. At the top, the logo "HYATT PRIVÉ" is on the left, and navigation links "HOTELS & RESORTS", "CLIENT RESERVATIONS", "ABOUT", "SPECIAL OFFERS", and "CONTACT US" are on the right. A "SEND FEEDBACK" button and a user profile "GAVIN BELSON" are also visible. A search bar with the placeholder "Search Client Name" and a yellow "SEARCH" button is prominent. Below the search bar, there are sort options: "Sort By: Arrival Date Booking Date". A reservation entry for "Ricardo Sacchi" is shown, with "HYATT PRIVÉ RATE" above the name. The hotel name "Hôtel du Louvre" and a "View Modify / Cancel" link are below. To the right of the name, the dates "1 - 4 SEP - 4 SEP" are displayed. At the bottom, there is a "Need Reservation Support? CALL US" button and a footer with various policy links and the copyright notice "© 2021 Hyatt Corporation".

VIEW YOUR RESERVATIONS

Additional information

1. To email reservation confirmations to yourself, select the “SEND ME THIS INFO” button.
2. Travel Advisor specific information will be removed, so you can forward the email directly to your client.
3. If you have specific requests for the hotel regarding your reservation, select the “MESSAGE HOTEL” button.
4. Details of the reservation will be sent to the hotel along with your message.

RICARDO SACCHI
Confirmation #: 9237563

Wed Sep 01, 2021 - Sat Sep 04, 2021

[MODIFY / CANCEL RESERVATION](#)

Hôtel du Louvre
Place André Malraux
Paris, Île-de-France, France, 75001
Tel: +33 1 73 11 12 34
[View Map](#)
[Visit Hotel Website](#)

of Rooms: 1
of Adults: 2
of Children: 0
Room Type Booked: Junior Suite
Upgraded Room Type: Junior Suite View
of Nights: 3
Average Nightly Rate: 940.00 EUR
Taxes & Fees: 22.50 EUR
Total including Taxes & Fees: 2842.50 EUR
Rate Plan: Hyatt Privé Rate
Rate Details:
\$100 USD Property Credit, Room Upgrade*, Breakfast For Two, Welcome Amenity, Guest Welcome Letter, Early Check-In*, Connecting Rooms*, Free Wifi, 15% Suite Commission (Through December 31st, 2021)
* Confirmed within 24 hours of request and subject to forecasted occupancy
Special Requests: Early Arrival Confirmed [Cancellation Policy](#)

HOTEL AMENITIES

- Free Internet Access
- Laundry
- Business Services
- Restaurant On-Site
- Meeting Facilities
- Digital Key
- Fitness Center
- Room Service
- Digital Check-In

Amenity status may vary, check Hyatt.com for details.
[Review Amenity availability](#)

Send To
General Manager (Primary) ▾
 Fanny Guibouret
+33 1 44 58 37 01
Email Fanny Guibouret

Request
Message

Send a copy to my email

[MESSAGE HOTEL](#)

FAQs



FAQs

General

Who is part of Hyatt Privé?

Hyatt Privé is an exclusive program that is by invitation only to a select group of luxury Travel Agencies.

Login

I had a World of Hyatt (formerly Hyatt Gold Passport) number previously, but it seems to no longer work when I use it to login. Why?

If you previously had an account that was closed to due to inactivity, you will need to create a new membership number by joining World of Hyatt.

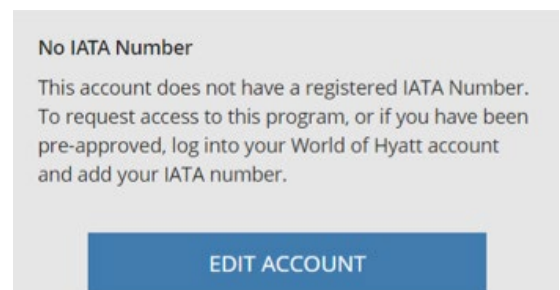
I attempted to create a new World of Hyatt account, but received an error message of “Potential Duplicate Member(s) Found.” What does this mean?

This message indicates your email address is tied to an existing World of Hyatt (or formerly Hyatt Gold Passport) account. To locate your membership number, click the “Forgot World of Hyatt #” link on the Hyatt Privé login page to retrieve your number, or contact Hyatt Privé Customer Care for help.

When attempting to log in, I received the following pop-up message. What does this mean?

If you received this message when you attempt to log in, then you will need to update your existing World of Hyatt account to reflect that you are a Travel Advisor. To do so, click the “Edit Account” button in the pop-up, and you will be taken to a page to edit your account. Navigate to the **Customer Type** field on the page, and select “Travel Agent”. Next, add your agency’s **IATA Number** (or your Hyatt Pseudo-IATA Number) and select an answer from the **Agency Primarily Books** dropdown menu. Finally, click **Save Updates**.

You should now be able to log in to the Hyatt Privé website.



Booking & Program Rate Plan

What is the availability of this program's rate plan?

The Hyatt Privé rate plan should be available when a Standard Rate or the Best Available rate is also shown for a Hyatt Hotel, as long as the hotel is participating in Hyatt Privé.

In the GDS, I cannot find the Hyatt Privé rate for a hotel, regardless of room type and dates.

What should I do?

First, confirm the hotel is participating in Hyatt Privé by searching for the hotel at [hyatt.com/prive](https://www.hyatt.com/prive). It will be noted as a participant in Hyatt Privé. If the hotel is a participant, and you are unable to locate the rate plan in the GDS, reach out to your GDS help desk or to Hyatt's Travel Agent Help Desk at 800.452.0099 within the US, or at 402.593.5107 if calling from outside the US. Some travel agencies may also require that the Hyatt Privé rate code needs to be loaded into your rate table. Please check with the GDS administrator at your Agency.

I've updated my reservation in the GDS and the confirmation letter on the Hyatt Privé website doesn't reflect the changes. What should I do?

If your reservation details are not updating correctly, please contact Hyatt Privé Customer Care, located on page 19, for help.

Benefits and Client Stay

I would like to alert the hotel of my client's specific needs (i.e. allergies) or requests (i.e. down pillows).

Where can I do this?

You may send special requests to the hotel through any of the contacts listed for a hotel. You can find the contacts listed on a hotel's page when clicking on them in the search results. Or, you can message the hotel from the "Client Reservations" tab. Just click on the client's reservation, select the contact on the right whom you wish to notify, and then click "Message Hotel" to send.

When do I receive the room upgrade for my reservation?

Once you have made a reservation, the hotel will upgrade the room, based on forecasted occupancy, within 24 hours. If your contact information was provided in the reservation, the hotel will notify you of the upgrade. Otherwise, you can contact the hotel to find out whether the upgrade was available or not.

Benefits and Client Stay *(cont'd.)*

What does it mean that certain benefits are confirmed within 24 hours of request?

If you have requests for connecting or adjoining rooms, early check-in, or late checkout (benefits vary by hotel), you will receive a confirmation from the hotel within 24 hours from the time you make your request.

Can I customize my client's welcome amenity? If so, how?

Yes, you may provide suggestions to the hotel for a welcome amenity. The hotel will do its best to accommodate requests based on availability at the hotel.

Can I customize the welcome letter for my clients?

Yes. You may contact the hotel to make requests through the contacts listed on the hotel's page. Or, you can message the hotel from the "Client Reservations" tab. Just click on the client's reservation, select the contact on the right whom you wish to notify, and then click "Message Hotel" to send.

Where can I retrieve the folio for my client's stay with Hyatt?

If you paid for your client's stay and have the required information, you may contact the hotel directly. Or, you can send a request through the contacts listed on the hotel's page within the Hyatt Privé site. You may also Retrieve the Hotel Bill on hyatt.com at this link:

hyatt.com/hyatt/customer-service/contact-hyatt/request-copy-of-my-bill.jsp

Note: Hotel contacts are only listed for hotels that are participating in Hyatt Privé.

Other

What policies apply to bookings in the program?

Standard Cancellation, Guarantee, and No Show policies apply to reservations booked with the Hyatt Privé rate.

Can Hyatt Privé benefits be combined with other offers or consortia rates?

Hyatt Privé benefits cannot be combined with other offers or consortia program reservations. Reservations made with other luxury consortia programs receive the benefits for that program or rate only.

Other *(cont'd.)*

Are the benefits available on wholesale bookings?

Hyatt Privé benefits are not available on wholesale reservations. Reservations must be made with the Hyatt Privé rate plan to receive benefits.

Do guests in the World of Hyatt loyalty program earn points and receive World of Hyatt benefits if they are booked with the Hyatt Privé rate?

Yes, guests staying on the Hyatt Privé rate who are also members of World of Hyatt earn points as usual. Also, guests may receive both their World of Hyatt loyalty program benefits as well as the Hyatt Privé benefits. For overlapping benefits, the guest receives the better of the two benefits.

Where can I view my own World of Hyatt point balance?

When logged in to the Hyatt Privé website, you can see your personal World of Hyatt point balance by selecting "World of Hyatt Account" in the dropdown under your name.

Where can I find current hotel promotions?

Specific hotel promotions can be found on the Hyatt Privé hotel website page under the 'Hyatt Privé Special Offers' section or the Special Offers tab on the Hyatt Privé website's main navigation.

Where can I request an agent rate for my personal stay?

To book a Travel Agent rate, visit [hyatt.com/info/travel-agent-booking](https://www.hyatt.com/info/travel-agent-booking) for details or use the rate code TADS to book in the GDS.