

## Tiers + Benefits



## MEMBER

- 5 Base Points per \$1 Eligible Spend
- Free Nights
- Member Rates
- Resort fees waived on Free Night Awards
- Gift points and awards with other members
- Ability to convert points to airline miles with over 25 travel partners



## DISCOVERIST SAME AS MEMBERS AND ...

- 5 Base Points per \$1 Eligible Spend + 10% Bonus Points on Eligible Spend
- Premium Internet
- Bottled water
- Preferred room within booked category\*
- Elite check-in desk\*\*
- Late check-out by 2 PM\*\*\*
- Exclusive reservation line



## EXPLORIST SAME AS DISCOVERISTS AND ...

- 5 Base Points per \$1 Eligible Spend + 20% Bonus Points on Eligible Spend
- Upgraded room upon check-in (excluding suites and club rooms and upon availability)
- 72-hour Guaranteed Room Availability\*\*\*
- 24-hour cancellation window



## GLOBALIST &amp; LIFETIME GLOBALIST SAME AS EXPLORISTS AND ...

- 5 Base Points per \$1 Eligible spend + 30% Bonus Points on Eligible Spend
- Upgraded room upon check-in (including suites and club rooms)
- Late check-out by 4 PM\*\*\*
- Club access or breakfast included for 2 adults + 2 children\*\*\*\*
- Complimentary parking on Free Night Awards
- Priority access when checking in (as of 9 AM local time)



## COURTESY CARD SAME AS GLOBALISTS AND ...

- This is not a public membership tier and is exclusively given out by invitation only
- Courtesy Card members automatically receive the same benefits as Globalists and Lifetime Globalists
- They also receive:
  - 24-hour Guaranteed Room Availability
  - 4 Suite Upgrade Awards
  - The ability to gift Explorerist to one friend or family member
  - F&B amenity upon check-in

- \* Not valid at Caption by Hyatt, Hyatt Place, Hyatt House, Hyatt Studios, Me and All Hotels, UrCove, Destination Residences or Hyatt Vacation Club resorts.
- \*\* Not valid at Park Hyatt, Andaz, Unbound Collection by Hyatt, Hyatt Place, Hyatt House, Hyatt Studios, Me and All Hotels, UrCove, Caption by Hyatt or Hyatt Vacation Club resorts.
- \*\*\* Subject to availability at resort, casino and Destination Residence locations.
- \*\*\*\* Not valid at Miraval Resorts, Hyatt Place, Hyatt House, Hyatt Studios, UrCove, Caption by Hyatt, Destination Residences, or Hyatt Residences Club resorts.

## Key Contacts + Links

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Have a question or issue? Speak to your on-property World of Hyatt Specialist or reach out to us at [eameloyaltyops@hyatt.com](mailto:eameloyaltyops@hyatt.com).

If a member has questions or needs to update profile information, please have them reach out to [europa.worldofhyatt@hyatt.com](mailto:europa.worldofhyatt@hyatt.com).

Please consult the Colleague Operations Manual for more specific information. You can find this on **Hyattconnect > Departments > World of Hyatt Operations > Resources & Support > Colleague Operations Manual**.

Use the World of Hyatt Tools database to look up member information via **Hyattconnect > Apps > Tools Application (Loyalty)**.

Compensation and assessment value questions should be submitted via **ServiceNow > Service Catalog > World of Hyatt > Finance > Accounting Inquiries**.

## Frequently Asked Questions & Suggestions

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### WHAT IS CONSIDERED ELIGIBLE SPEND?

If it is owned and operated by Hyatt, then it is considered eligible. If it is run by or provided by a third-party, then it is not eligible.

### WHAT IS THE DIFFERENCE BETWEEN BASE POINTS AND BONUS POINTS?

Base Points are earned based on Eligible Spend and are one of the ways members may earn status. Bonus Points are earned through promotions, tier-based bonuses or Hyatt's co-branded credit card.

### ARE YOU CONFIDENT IN YOUR KNOWLEDGE OF THE PROGRAM?

If not, take a look at the training materials available on **Hyattconnect > Departments > World of Hyatt Operations > Resources & Support > Online Courses & Training Presentations**.