

Pay *with* Points!

BWR® Pay with Points Program (FX2)

Frequently Asked Questions

1. Why are we adding an FX2 rate, allowing customers to book with points and cash?

Giving our Best Western Rewards® members the ability to book a free night reservation with points and cash will provide consumers with more flexibility. Particularly in situations where the guest does not have enough points in their BWR account to book the FX, free night reservation, they were looking for – instead of the guest abandoning the reservation and looking elsewhere, this will allow them to purchase additional points and complete the booking.

Many competing hotel loyalty programs already offer this functionality, and we want Best Western Rewards to remain competitive in the marketplace. Especially in today's economic environment, discounts, and value are more important than ever to consumers when booking travel.

2. Is there a limit to the number of points a guest can use for one FX2 booking?

There is no limit to the number of points that a guest may use on an FX2 booking. They can start with partial points but can also increase that up until the remaining amount owed reaches \$0 (essentially making it into a free night stay).

3. How will the FX2 reservation appear in my PMS?

In the PMS, the rate code "FX2" will be displayed. The cash amount that the guest owes will be shown in the rate amount field as well as the comments. The number of points a guest has redeemed will also be shown in the comments.

4. Is there a minimum room allocation for FX2?

Allocations for FX2 are conveniently managed at the property level. This allows for there to be no minimum or maximum number of FX2 reservations that may be booked at any given property. The FX2 rate is loaded to all properties on a non-Last Room Availability (non-LRA) basis. Allocation for FX2 is conveniently managed by each property and is based on the allocation that is set for the Rate Level that FX2 is assigned to. All hotels were initially loaded into Rate Level B but can be moved as needed. Hotels can contact their Revenue Manager if assistance is needed with the setup of the Rate Levels is needed.

5. Are properties able to create Pay With Points (FX2) reservations on their end?

At this time, Pay With Points (FX2) reservations are only bookable on bestwestern.com

6. Will Pay With Points (FX2) reservations be included in Occupancy & ADR calculations?

Yes, FX2 counts towards occupancy calculations like FX does, and yes, the paid portion of the booking will factor into the hotel's ADR.

7. Will Best Western be allocating the points for Pay With Points (FX2) reservations?

Yes, points redeemed for FX2 reservations are automatically allocated during the booking process and the property will be automatically reimbursed.

8. What will happen to a guest's FX2 booking if the property needs to make a room type change?

When changing room types on FX2, the reservation will drop the room and point redemption meaning that the hotel would have to manually redeem the points. Please note, if the room type is not mapped to FX2 then the points will need to be released. In this case the hotel should contact the BWR Marketing Support Team at 877-735-1737 for assistance in redeeming the correct number of points.

9. Should I provide a receipt for the paid portion of the Pay With Points (FX2) reservation?

Most Property Management Systems provide the functionality of using more than one billing window or folio for a guest account. The points portion of the reservation can be handled in one folio while the paid portion can be handled in a second folio. Guests should definitely be provided a receipt upon request for the portion they paid to the hotel directly.

10. If a guest is a no show will a property still receive the points redemption in addition to the "cash" portion of the booking?

Once a reservation is marked as a no-show, the points will be returned to the guest's account automatically. Properties will have the same options for handling no-shows as they have today – hotels are able to manually redeem the points for the stay if the points applied to the booking match the amount that the hotel uses for Free Night bookings. If the points put towards an FX2 booking do not match what is in a hotel's system, they should contact the BWR Marketing Support Team at 877-735-1737 for assistance. Hotels may also charge the guest's credit card, per the cancellation policy in effect for that reservation. Please note that if no action is taken, the guest will get their points back and the hotel will not be reimbursed for the reservation.

11. Will FX2 reimbursement details display on the Best Western Statement?

Yes, a line item for "Pay with Points" will be added to each hotel's monthly BW statement on the "Operating Charges, Credits" section. The detailed backup for FX2 reimbursements will be included in the RWD Backup Detail report that is found in D.A.R.T – QuickSight. Daily FX2 reservation details can be viewed in the RWD – Reconciliation Dashboard also in D.A.R.T – QuickSight

12. Is the occupancy reimbursement threshold 90% or 95%?

If a hotel's occupancy is greater than or equal to 95%, the property will be reimbursed for 90% of the value of the points a guest used towards their FX2 booking.

13. Is an FX2 partial points reservation checked in as Credit Card?

Yes, the “Cash” portion of the FX2 booking will display as a Credit Card booking within a hotel’s PMS. Guests are encouraged to pay for the cash remainder with a valid Credit Card.

14. What is the biggest difference between FX & FX2?

FX & FX2 are both excellent initiatives that carry their own set of benefits for our guests. FX reservations allow guests to use points to pay for an entire night’s stay. FX2 reservations use partial points plus a paid “Cash” portion which allows guests who do not have enough points for a full night stay to book a room with the points they have already acquired.

15. Does the cash portion of a guest’s stay include taxes?

For FX2, the rate shown to the property is pre-tax. The tax is then collected based on the “Cash” amount that the guest must pay on their reservation.

16. If a hotel currently submits a direct bill for FX bookings, similarly to vouchers, would this process remain the same for FX2?

Yes, the FX2 reimbursement amount from the points portion of the FX2 reservation should be handled in the same process that has been set up for FX. Many hotels direct bill the reimbursement amount to a house account until they receive the credit from BWI on your monthly statement. Kindly note that the reimbursement amount needs to be calculated so the total includes tax.

17. How much will a hotel be reimbursed for points?

The core reimbursement calculation is 1 Point = .005 USD which applies to hotels with low and high FX2 occupancy. Example – 5,000 BWR Points redeemed at .005 USD for a low FX2 occupancy hotel (<95%) will be reimbursed for 40% of the point’s value. $(5,000 \times .005) \times 40\% = \10.00 . A high FX2 occupancy hotel (>95%) will be reimbursed for 90% of the point’s value. $(5,000 \times .005) \times 90\% = \22.50

18. Can the FX2 rate be closed at a property level?

The FX2 rate was initially loaded as Non-LRA into Rate Level B therefore it is possible to close it. We will market the Pay with Points program to our Best Western Rewards members and the general marketplace through various avenues including email, social and digital marketing. We encourage properties to keep the rate open whenever possible to avoid losing out on the potential reservation. Our competitors offer a partial payment option, and a guest may choose a competitor’s hotel in the same market which already offers a similar program if they are unable to book at your property.

19. Will an FX2 booking display as the discounted rate at the hotel’s level?

In most Property Management Systems, the rate that comes through will be paid portion. Sometimes this will show as the discounted rate. The notes will state the amount of the paid portion which the amount that the hotel needs to collect.