

STARS & LUMINOUS is Marriott's proprietary travel agency program designed to present the highest level of service, experience, and amenities to drive loyalty for our most engaged travel agencies and their valued customers.

		<b>stars.marriott.com</b>	
		<b>STARS</b>	<b>LUMINOUS</b>
<b>Rate Codes</b>		<b>Sabre/Worldspan: S72 Apollo/Galileo: S73   Amadeus: 058</b>	<b>Sabre/Worldspan/Apollo/ Galileo/Amadeus: L72</b>
<b>Overview</b>		STARS is a distinguished collection of hotels dedicated to offering the highest level of luxury and service. Brands include The Ritz-Carlton, St Regis, The Luxury Collection, Bulgari, Ritz-Carlton Reserve and EDITION.	LUMINOUS is a curated collection of lifestyle and boutique hotels that are committed to expanding their relationship with our travel agency community. Brands include W Hotels, JW Marriott, Autograph Collection, and more.
<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       	Full-service hotels across luxury and premium brands      Plus participating hotels from Marriott Hotels®, Westin, Le Méridien, Renaissance, Tribute Portfolio, Sheraton and Delta.
<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>	Varied by Hotel
<b>Site Inspection Rate for Advisors <sup>1</sup></b>	STARS Travel Advisor Site Inspection Rates are based upon availability and determined by the hotel.		
<b>Advisor Incentive Program <sup>2</sup></b>		STARS Celestial Club	LUMINOUS Crescent Club

### Program Benefits for Your Clients

<b>Welcome Amenity</b>	<b>STARS</b> Welcome Amenity Personalized welcome amenity customized for each client	<b>LUMINOUS</b> Indigenous/local welcome amenity representing local area	<b>LUMINOUS All-Inclusive</b> Indigenous/local welcome amenity Premium Liquor Upgrade (unlimited)
<b>\$100 USD Hotel Credit <sup>3</sup></b>	All STARS hotels offer a hotel credit valued at \$100 USD in addition to the standard STARS amenities (once per stay)	Participating hotels offer a \$100 USD hotel credit in addition to the standard LUMINOUS amenities (one per stay)	\$50 to \$600 USD Hotel Credits for enhanced experiences (varies by destination and hotel)
<b>Complimentary Breakfast <sup>4</sup></b>	Daily breakfast for two people, per booked bedroom.	Daily breakfast for two people, per booked bedroom.	Daily breakfast for two people, per booked bedroom (included in All-Inclusive rate)
<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>Early Check-in/Late Check-out</b>	Based on availability		
<b>Complimentary Room Upgrade</b>	Priority for complimentary room upgrade (based on availability upon arrival)		
<b>WiFi</b>	WiFi Complimentary WiFi daily		

### Advisor Support

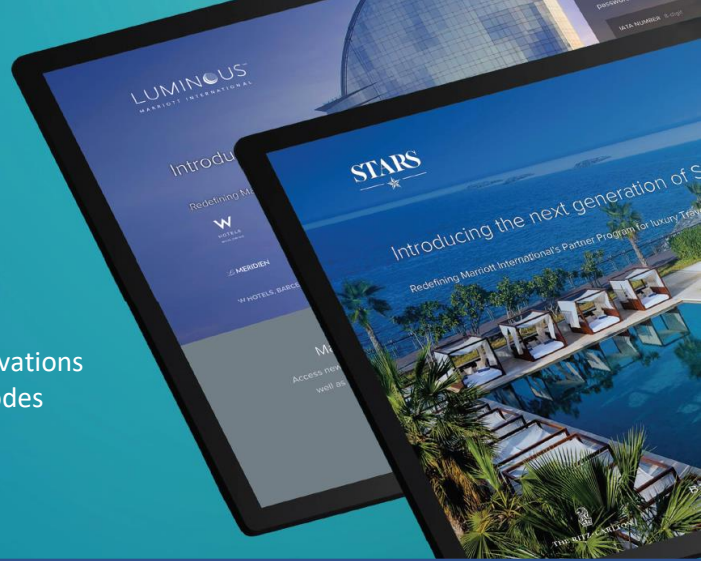
<b>Hotel Support</b>	Guaranteed 4-hour response through STARS Guardian Angel email for each property	Guaranteed 12-hour response from the LUMINOUS Support Desk or hotel via LUMINOUS Ambassador email
<b>Program Support</b>	<b>GSO Travel Desk</b> gsotraveldesk@marriott.com   +1 855-501-6808	<b>LUMINOUS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

(1) 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 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. (2) Program year from April 1 - March 31. Maximum of 50 STARS and 25 LUMINOUS winners annually. Program rules apply. See training documents for details. (3) Some LUMINOUS hotels opt to provide the Enhanced Program Benefit: Credit Valued at \$100 USD. These hotels are identified with a banner on their hotel page and in directory. Some LUMINOUS All-Inclusive hotels offer \$50 to \$600 USD hotel credit to enhance the guest experience for upgraded dining, spa, resort amenities for items and experiences that may not be included in the all-inclusive package. Please see hotel pages for more details. Your client may utilize these credits at the locations selected by the hotel such as the spa, bar, pool and much more. The credit cannot be redeemed against the room rate, resort fee or taxes. (4) Hotel designates full or continental breakfast and venue. Guests staying in a multiple bedroom unit will receive complimentary breakfast for 2 people per bedroom

## 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), and entering your IATA, email address and password in the 'Sign-In' section at the top right of the page. If you are new to the program, you can use the 'Register' option to set up your access. This program is by invitation only and access will only be granted to advisors entering an IATA number of an approved travel agency.

### How can my agency participate in this program?

This program is invitation-only and requires certain parameters to be achieved. Please contact your Marriott GSO representative to learn more about this program.

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

Each participating hotel has a page on the platform. You can search by the hotel name on the platform homepage or use the 'Directory' link on the top of the page to search by program and other parameters.

**Why do some hotels not appear in the digital platform?** STARS & LUMINOUS is an optional program 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 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 the program.

### Where can I find the program rate codes?

Rate codes for STARS and LUMINOUS hotels can be found on the platform and will be automatically applied when booking through the website.

- When booking a STARS hotel through the platform and on [marriott.com](https://marriott.com) or Sabre/Worldspan, use **Rate Code S72**. For Apollo/Galileo: S73, and Amadeus: 0S8.
- When booking a LUMINOUS hotel through the platform and on [marriott.com](https://marriott.com) or GDS, you can use the **Rate Code L72**.

### What is the difference between a STARS and LUMINOUS?

- STARS is a distinguished collection of hotels dedicated to offering the highest level of luxury and service. Brands include: The Ritz-Carlton, St Regis, The Luxury Collection, Bulgari, Ritz-Carlton Reserve and EDITION.
- LUMINOUS is a curated collection of lifestyle and boutique hotels that are committed to expanding their relationship with our travel agency community. Brands include: W Hotels, JW Marriott, Autograph Collection, and more.

### Are there limits for the \$100 USD hotel credit?

Yes. The hotel credit cannot be applied to room, resort fees, and tax or for back-to-back bookings at the same hotel. In addition, each hotel may determine where the hotel can be applied in their hotel. The \$100 hotel credit is offered at all STARS hotels, and LUMINOUS hotels that have selected to offer it as an enhanced benefit.

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

Contacts for participating hotels can be found on each hotel page. Advisors can also use the "Contact a Hotel" shortcut on the homepage. The primary contact at the hotel is the STARS Guardian Angel or LUMINOUS Ambassador.

### Who do I contact for support?

We encourage advisors to reach out to the STARS Guardian Angel for a guaranteed response within 4-hours or the LUMINOUS Ambassador for a guaranteed response within 12-hours. LUMINOUS hotels, you may also utilize the Luminous Support Desk at 1 855-501-6808 or [LuminousSupportDesk@marriott.com](mailto:LuminousSupportDesk@marriott.com).