

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.

# stars.marriott.com

## STARS

## LUMINOUS

### Overview

A distinguished collection of hotels and travel experiences dedicated to offering the highest level of luxury and service.

A curated collection of lifestyle and boutique hotels that are committed to expanding their relationship with our travel agency community.

	STARS Hotels	All-Inclusive	The Ritz-Carlton Yacht Collection	MGM Collection	LUMINOUS Hotels	All-Inclusive	MGM Collection
Rate Codes	Marriott.com/Sabre/Worldspan: <b>S72</b> Apollo/Galileo: S73 Amadeus: 0S8		Call 1-833-999-7292 to Book	Marriott.com/GDS: <b>A72</b>	Marriott.com/All GDS: <b>L72</b>		Marriott.com/GDS: <b>A72</b>
Brands	Brands include The Ritz-Carlton, St Regis, The Luxury Collection, Bulgari, Ritz-Carlton Reserve, EDITION		The Ritz-Carlton Yacht Collection	MGM Collection	W Hotels, JW Marriott, Autograph Collection Hotels, Marriott Hotels, Westin, Le Méridien, Renaissance, Tribute Portfolio, Sheraton, Delta Hotels, Gaylord Hotels		MGM Collection
Reservation Priority	"No walk" policy in sold out situations; Priority on waitlists in sold out situations; Priority for requested room category, bed type, rollaways and connecting rooms		Priority on waitlists in sold out situations such as suite category and specialty dining.	Varies by hotel	Varies by hotel		Varies by hotel
Advisor Site Inspection <sup>1</sup> Incentive Program <sup>2</sup>	STARS & LUMINOUS Travel Advisor Site Inspection Rates are based upon availability. Email the property's STARS Guardian Angel.		Contact Yacht Team for details stars.concierge@ritz-carltonyachtcollection.com	Contact MGM for details starsbymarriott@mgmresorts.com	STARS & LUMINOUS Travel Advisor Site Inspection Rates are based upon availability. Email the property's LUMINOUS Ambassador.		Contact MGM for details luminousbymarriott@mgmresorts.com
	<b>STARS Celestial Club</b>				<b>LUMINOUS Crescent Club</b>		

### Program Benefits for Your Clients

Welcome Amenity	Personalized and customized amenity designed to be meaningful to the guest	Welcome Amenity provided. Upgraded premium liquor package and/or additional hotel credit. (May vary by hotel)	Personalized welcome confection and Private Reserve beverage preference	N/A	Indigenous/local welcome amenity representing local area	Welcome Amenity provided. Upgraded premium liquor package and/or additional hotel credit (May vary by hotel)	N/A
Hotel Credit <sup>3</sup>	\$100 USD hotel credit per stay (hotels choice of where to be used)	\$100 USD hotel credit per stay (hotels choice of where to be used) May also include extra amenities	Onboard credit of \$150 USD per guest - Please see Stars and Luminous Website for details	\$100 USD F&B credit, once per stay, to be used at specific restaurants	Optional \$100 USD hotel credit per stay. (hotels choice of where to be used)	Typically, \$50 USD Hotel Credit (hotels choice). Additional inclusions may vary by hotel	\$100 USD F&B credit, once per stay, with a 2-night minimum stay required. (hotels choice)
Daily Breakfast <sup>4</sup>	Daily full or continental breakfast for two guests, per booked bedroom.	Included in All-Inclusive Package	Included in All-Inclusive Package	\$30 USD F&B credit per person, per day, per booked room (to be used at specific restaurants)	Daily full or continental breakfast for two guests, per booked bedroom.	Included in All-Inclusive Package	N/A
Early Check-in	Based on availability at Check-in	Based on availability at Check-in	Based on availability at Check-in	Based on availability at Check-in	Based on availability at Check-in	Based on availability at Check-in	Based on availability at Check-in
Late Check-out	Based on Availability at Check-Out	Based on Availability at Check-Out	Based on Availability at Check-Out	Based on Availability at Check-Out	Based on Availability at Check-Out	Based on Availability at Check-Out	Based on Availability at Check-Out
Room Upgrade	Priority for complimentary room upgrade. Based on availability upon check-in	Priority for complimentary room upgrade. Based on availability upon check-in	N/A	Based on availability upon check-in	Based on availability upon check-in	Based on availability upon check-in	Based on availability upon check-in
Complimentary Wi-Fi	Complimentary basic Wi-Fi	Complimentary basic Wi-Fi	Complimentary basic Wi-Fi	Complimentary basic Wi-Fi	Complimentary basic Wi-Fi	Complimentary basic Wi-Fi	Complimentary basic Wi-Fi
Benefits Letter	Provided upon arrival	Provided upon arrival	Provided upon arrival	Provided upon arrival	Provided upon arrival	Provided upon arrival	Provided upon arrival
On Property Welcome	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.	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.	Personalized welcome from Hotel Manager, personalized card in suite from Travel Agency with advisor's name included, and bridge tour at Captain's discretion.	N/A	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.	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.	N/A

(1) 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. Program rules apply. See training documents for details. (3) Some LUMINOUS hotels opt to provide the Enhanced Program Benefit: Credit Valued at \$100 USD. Some LUMINOUS All-Inclusive hotels offer \$50 or more 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. (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.

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## STARS & LUMINOUS Program and Platform Support

<p>STARS &amp; Luminous Hotels</p>	<p><b>Hotel Support</b> - For special requests/specific hotel information please contact STARS Guardian Angel or LUMINOUS Ambassador from hotel page.</p> <p><b>Rates/booking/reservation support</b> - <a href="mailto:starsupportdesk@marriottluxurybrands.com">starsupportdesk@marriottluxurybrands.com</a> 1 855-501-6808</p>
<p>The Ritz-Carlton Yacht Collection</p>	<p><b>Yacht Support</b> - Guaranteed 4-hour response from dedicated Partner Assistance Team - <a href="mailto:stars.concierge@ritz-carltonyachtcollection.com">stars.concierge@ritz-carltonyachtcollection.com</a></p> <p><b>Fort Lauderdale Reservations Office</b> - Servicing reservations from the Americas Monday - Friday: 8:30 am - 8:00 pm ET (Saturday, Sunday Closed) +1 833 853 7292 (US &amp; Canada)</p> <p><b>Sydney Reservations Office</b> - Servicing reservations from Asia Pacific Australia &amp; New Zealand: +61 285 520 211, Monday-Friday: 9am-6pm AEDT Asia: +61 285 520 211, Monday-Friday: 6am-3pm CST</p> <p><b>Malta Reservations Office</b> - Servicing reservations from Europe, the Middle East &amp; Africa Monday - Friday: 8:00 - 18:30 CET (Saturday, Sunday Closed) +356 2778 1363 (Outside the U.K)</p>
<p>MGM Collection Hotels</p>	<p><b>MGM Travel Support Team</b> - For special requests/specific hotel information please contact the MGM Travel Support team.</p> <p><b>MGM – STARS</b> <a href="mailto:starsbymarriott@mgmresorts.com">starsbymarriott@mgmresorts.com</a>  <b>MGM – LUMINOUS</b> <a href="mailto:luminousbymarriott@mgmresorts.com">luminousbymarriott@mgmresorts.com</a></p> <p><b>MGM Office Hours</b> Monday - Friday: 8:00 am to 6:00 pm PST Saturday - Sunday: 9:00 am to 5:00 pm PST</p>