



# MARRIOTT SYSTEM TRANSITION FOR SPG HOTELS

## WHAT IS HAPPENING:

On December 11<sup>th</sup>, 498 Aloft, Design, Element, Luxury Collection, and St. Regis hotels will move to the Marriott systems for Reservations, Revenue Management, Sales, Catering, and Property Management (e.g. - Front Desk). This follows over 1,100 SPG hotels that have already transitioned to Marriott systems. These changes are taking place so that we can better serve our guests moving forward.

## WHAT TO EXPECT:

If you, your travelers, or a meeting attendee stay with us when a SPG hotel transitions to the Marriott systems (see timeline below), they will receive two hotel folios. If you are a member of the SPG, Marriott Rewards, or The Ritz-Carlton Rewards Program, you will receive all the points earned in two separate transactions: one for the stay before the conversion and another for the stay afterwards. Additionally, if you have a traveler stay with us at a commissionable rate, you will receive your commission in separate transactions: one for the stay before the conversion from StarCom, and another for the stay afterwards from CTAC.

If you have an upcoming group/meeting at one of these hotels converting on December 11<sup>th</sup>, we encourage you to stay in close contact with your Event Management and Sales contacts on property for the duration of your program. It is important to know that groups staying in house at one of the impacted hotels during the cutover will receive two group master bills.

We anticipate a smooth transition, and our team remains committed to exceeding your expectations.

## IF ISSUES ARISE:

Please contact your Marriott Account Executive with any questions or issues you may be experiencing. Thank you in advance for your support, and please let us know if there is anything we can be providing you to educate your employees, travelers, and meeting attendees.

## TIMING & BRAND ROLLOUT:

