



MARRIOTT SYSTEM TRANSITION FOR SPG HOTELS

WHATS HAPPENING:

Marriott will transition SPG properties to the Marriott systems for Reservations, Revenue Management, Sales, Catering, and Property Management (for the Front Desk). Hotels will move to these systems by brand and in waves from September through the end of the year, as indicated in the chart below.

WHAT DOES THIS MEAN TO YOU, OUR VALUED CUSTOMERS:

We anticipate a smooth transition, and our team remains committed to exceeding your expectations. If you, your traveler, or a meeting attendee stay with us when a SPG hotel transitions to the Marriott systems, they can expect:

- To receive separate invoices for their stay (one for the nights stayed before the systems change; one for the stays after).
- SPG, Marriott Rewards, and The Ritz-Carlton Rewards members will receive all the points earned in two separate transactions: one for the stay before the conversion and another for the stay afterwards.

IF ISSUES ARISE:

Please contact a property directly for the quickest resolution as our Customer Engagement Centers may experience higher call volumes. As always, your Marriott Global Sales Account Executive will be ready to assist to ensure you receive a fast response.

TIMING & BRAND ROLLOUT:

