



NEWS TO USE

October 9, 2023

Weekly News to Use Updates for Radisson-Branded Hotels

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Join Us for a Special Edition Transition Tuesdays Webinar to Learn More About Choice Privileges®

We're excited to host a Special Edition Transition Tuesdays webinar to answer your questions about the Choice Privileges loyalty program, from enrolling new members to the Reward Nights redemption process. Come prepared to have your questions answered by the experts!

- **Join us on October 17 at 4 p.m. ET:** Please register and ask any questions in advance [here](#).
- **Catch up:** We hosted Transition Tuesdays webinars all summer long. You can view recordings of past Transition Tuesdays, including the July 11 edition focused on loyalty, on the [Integration Hub](#).

We look forward to having you join us on **October 17** to learn more about Choice Privileges!

Alert: Choice Privileges® Points for Corporate Travelers

We understand that some of your corporate travelers may not have received their Choice Privileges points after completing their stay at your property.

Our team is working diligently to resolve this issue. In the meantime, if a guest booked their stay with your hotel using a corporate negotiated rate and has not yet received their Choice Privileges points, please contact Hotel Support for help taking care of your guest:

- 888-544-3200 (United States)
 - 866-283-3510 (Canada)
 - 800-36-46835 (LATAM)
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Your GDS Code Changes are Complete!

In August, we began to integrate Choice's presence within the Global Distribution Systems (GDS). We're happy to share that this process is complete.

What's new: All Radisson Hotel Americas properties are now under the Choice Hotels 'EC' code in Sabre, Amadeus, and Travel Port. Your brand may also have a new subcode/affiliate code for booking in the GDS:

- CR - Radisson, Radisson Blu, Radisson Individuals, and Radisson RED
- PQ - Park Inn by Radisson
- PJ - Park Plaza
- CX - Country Inn & Suites by Radisson (existing chain code – no change)

What this means: Corporate customers and travel agents can now book all Choice and Radisson brands under a single chain code within their preferred GDS and within their corporate booking tool.

- There is no impact to existing reservations. Your hotel was automatically transitioned over to the Choice 'EC' chain and remains bookable by corporate customers or travel agents under your specific subcode.
- If you work with local accounts that book using the GDS, click [here](#) to share a flyer with more information on the recent changes.

Choice Billing Alert

Choice Privileges[®] Reward Nights and Redemption Process Update

Choice Privileges members are your most valuable guests – they stay longer, spend more, and are twice as likely to complete a second stay than non-members – and reward nights are their #1 redemption option for their points.

Last month, we [shared details](#) about how reward nights are reimbursed. As part of the transition to Choice Privileges, not all reward nights were reimbursed to your hotel correctly, beginning with stays departing July 19.

Our team is actively working to resolve these issues:

1. Some reward night stays booked in late July resulted in duplicate reimbursement payments.
 - Duplicate payments will be charged back on the following invoice each month until all impacted stays are consumed in early November.
 - Duplicates have already been removed from the "Choice Privileges SRD Redemption Detail" reports.
2. Some reward night stays were reimbursed at the \$25 minimum due to missing revenue and occupancy data for the night.
 - Once the missing data is resolved, supplemental reimbursement will be issued.
3. Some reward night stays did not get reimbursed.
 - Once these missing stays can be added to the process, they will be reimbursed.

No action is needed at this time. We appreciate your patience during this transition period as we work to complete payments and ensure reward nights are reimbursed to your hotel correctly.

- As a reminder, all legacy Radisson properties were reimbursed at a minimum of 60% of Average Daily Rate (ADR) for stay departures through September 30, 2023.
- Reimbursements after September 30 are between 40% and 90% of your property's ADR, aligned with Choice Privileges' standard reimbursement structure.

Learn more: Please visit the [Reward Night Information Hub](#).

Choice in the News

Choice Chief Marketing Officer Noha Abdalla Selected for Innovation Award

We're excited to share that Chief Marketing Officer Noha Abdalla has been selected for Brand Innovators' prestigious 2023 Women in Marketing Industry Innovation Awards!

We're proud to have the industry's most creative minds at Choice, driven by a shared belief in the power of forging a better tomorrow. Diana Soller, Senior Director of Marketing, was also recognized with this award last year! Noha's nimble leadership and expertise enables us to redefine what marketing innovation means for a hotel company – helping attract new and returning guests to your hotels.

- Learn more about the award [here](#).



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