



FOOD & BEVERAGE EARN AND REDEEM

MEMBER FAQs

GENERAL

Q: What is this new benefit?

A: Marriott Bonvoy™ members can earn and redeem points at participating hotel restaurants, bars, golf and spa through the Marriott Bonvoy App, even if they're not staying at the hotel.

Q: Are all hotels included?

A: Earn and Redeem (select countries only) benefit is offered in Europe, Middle East and Africa, select markets in Asia Pacific and Caribbean Latin America:

- For the complete list of restaurants and bars within select Participating Properties in the Europe, Middle East and Africa, or more information, please visit <https://www.morecravings.com/en/venues>. Participating venues are indicated with a “Marriott Bonvoy” icon.
- For participating Spa & Golf locations within Europe, Middle East & Africa please visit <https://www.emea.marriott.com/en/offers/earn-without-a-stay>
- For participating countries outside of Europe, Middle East & Africa please visit <https://www.marriott.com/loyalty/earn/earn-without-a-stay.mi>

Q: Where can I view the points I have earned or redeemed?

A: All transactions are available in your account activity in the Marriott Bonvoy App and online. If you have a valid email address on file, you will receive an email confirming each transaction every time you participate in the benefit.

Q: My points haven't been posted, what should I do?

A: It may take up to 10 days after dining for points to be posted. If after 10 days, Members do not see the Points in their accounts, please contact Member Support. Please refer to the relevant number listed here: <https://www.marriott.com/help/loyalty-customer-support.mi>

Q: Can I participate without the mobile app?

A: UAE & Qatar: The QR code within the Account Page of the Marriott Bonvoy mobile application must be displayed to venue staff to earn or redeem points.

Europe, Middle East and Africa (except for UAE & Qatar): A linked payment card on <https://earn-without-a-stay.marriottbonvoy.com> to a Member's profile may earn Points for charges incurred by the Member without a stay at a participating outlets at certain Participating Properties

Q: Do members earn points based on the total bill, including tax?

A: Yes, members will earn points on the total check after an eligible discount (if any) has been applied, inclusive of tax and service charges.

Q: I do not have enough points to redeem (select countries only) the entire bill. Can I use cash and points to pay?

A: No, members need to either settle their full account using points or cash/credit card.

ENROLLMENTS AND MEMBERSHIP

Q: I just enrolled, where can I find more information about the Marriott Bonvoy Program?

A: Thank you for joining Marriott Bonvoy. For more program information, visit <https://www.marriott.com/loyalty.mi> Visit https://www.morecravings.com/en/venues#silk_popup_general to see participating venues across Europe, Middle East and Africa and to learn more.

Q: Do I need to get the Marriott Bonvoy app to earn and redeem (select countries only)?

A: You need the Marriott Bonvoy App to use the new benefit or track your account activity in the Marriott Bonvoy App. In select Participating Properties in Middle East, Asia Pacific and Caribbean Latin America it must be presented physically upon bill settlement. If you don't already have the app, it's available on the Apple App Store and the Google Play Store and, in China, Tencent, 360 and Baidu.

Q: Do I get additional benefits for being an Elite member?

A: Yes, Elite members will earn additional bonus points and can be eligible for additional discounts when applicable. Although this is a qualifying activity to count towards your points balance, it does not count as qualifying towards Elite status.

Q: Can Marriott Associates who are Marriott Bonvoy members earn and redeem (select countries only) as part of this new benefit?

A: Marriott Associates can utilize their Marriott Associate (Explore) Discount and earn or redeem (select countries only) Marriott Bonvoy points at participating venues. *Note: Another guest or Marriott Bonvoy Member cannot earn points on behalf of the Associate who is presenting their discount card*

MEMBER DISCOUNTS AND TRANSACTIONS

Q: What is the Earn rate?

A: The base earning rate is 5 points per US\$1 spent at participating venues. Elite members are eligible for additional bonuses based on Elite tier.

Q: What is the Redemption rate?

A: The redemption rate for Marriott Bonvoy points will vary based on currency. Generally, a US\$50 (approximately AED / QAR 185) check is approximately 10,000 points.

Q: Is there a minimum spend to Earn Points?

A: A minimum spend of US\$1 (after discount if any) is required to qualify for earning (the "Minimum Spend for Earning").

Q: Is there a minimum spend to Redeem Points (select countries only)?

A: A minimum spend is equal to US\$1 (after discount if any) is required to qualify for redeeming (the "Minimum Spend for Redeeming"). *Note: To redeem points at one of the participating restaurants and bars, Members are required to show a valid form of picture identification to match their Membership Account name for transactions over US\$500 U.S. dollars*

Q: If we have multiple Marriott Bonvoy members at our table, can we all earn points?

A: Members can request the restaurant to split their check so each member can pay for their portion separately. This will allow each member to earn points for their portion of the check.

Q: Can I earn points even when I use a discount or additional promotional offer?

A: Members can apply eligible discounts where offered by More Cravings by Marriott Bonvoy. Earn calculation will be based on total spend after discounts have been applied. Members cannot earn points with third-party platforms such as, but not exclusive to, The Entertainer, Zomato or Groupon. Discounts cannot be combined with special offers and may not be available during public holidays or special events.

Q: Can I redeem points (select countries only) even when I use a discount or additional promotional offer?

A: Members can apply eligible discounts where offered by More Cravings by Marriott Bonvoy. Redemption calculation will be based on total spend after discounts have been applied. Members cannot redeem points with third-party platforms such as, but not exclusive to The Entertainer, Zomato or Groupon. Discounts cannot be combined with special offers and may not be available during public holidays or special events.