

## FREQUENT FLYER PROGRAM

### Frequently Asked Questions

**Q: How do I submit mileage claims?**

**A:** Log on to the Frequent Flyer Processor at [www.ihammsonline.com/phg](http://www.ihammsonline.com/phg). To obtain a login for the processor, please send an email to [airlinestays@preferredhotels.com](mailto:airlinestays@preferredhotels.com).

**Q: How many miles does a guest earn with each airline?**

**A:** The number of miles awarded to the guest varies per airline. Please see the table below.

**Q: Why should our hotel offer miles to customers?**

**A:** Research shows that offering miles to customers increases market share, allows hotels to remain at the forefront of the competition, and incentivizes initial and repeat business.

**Q: Is there a fee to participate in the Frequent Flyer mileage program?**

**A:** No. There is no participation fee. You will only be billed for the miles awarded to a guest.

**Q: How much do airline miles cost?**

**A:** The cost of the miles varies for each airline. Please review the pricing table for rates.

**Q: How do I obtain a login for the Frequent Flyer Processor for iHamms?**

**A:** Complete the Frequent Flyer Ambassador Signup form at the Member Portal and email to [airlinestays@preferredhotels.com](mailto:airlinestays@preferredhotels.com).

**Q: Can a guest claim miles with an airline that is not listed?**

**A:** No. A guest can only claim airline miles with one of our partner airlines. Please see the pricing table for a full list of our partners.

**Q: Which booking methods are eligible to receive miles?**

**A:** Claims are determined by rate alone, not the method used to make the booking.

**Q: Does a guest earn miles on a per night or per stay basis?**

**A:** Miles are issued on a per stay basis.

**Q: Which rates are not eligible for miles\*?**

**A:** The rates which are not eligible to earn miles are Negotiated Corporate Rates, Tour Operator Rates, Package Rates, Employee Rates, Travel Industry Rates, Group Rates, and Government Rates.

*\*This is a suggested practice. We advise that you do not award mileage on highly discounted rates, however you can set your own policy.*

**Q: There is more than one person staying in a room. Can both guests earn miles?**

**A:** No. Only one guest (mileage number) can be submitted for miles.

**Q: A guest is paying for two rooms. Can the guest earn miles for both rooms?**

**A:** Yes, a guest can earn miles for both rooms.

**Q: If our hotel wants to run a double/triple miles offer who should we contact?**

**A:** Preferred Hotels & Resorts has a year-long double miles promotion. Contact your PH&R regional marketing manager for details.

**Q: What is the cost of promotional miles, i.e. double, triple, etc.?**

**A:** Please see the pricing table. The cost of double miles are double the cost of the standard miles outlined in this table (unless otherwise stated). Promotional pricing varies per airline.

## FREQUENT FLYER PROGRAM

### Frequently Asked Questions *continued*

**Q: When should I retrieve frequent flyer program information from the guest?**

**A:** We recommend acquiring the guest's mileage program information upon check-in. You may also collect the information at check-out if you prefer.

**Q: If guest mileage information is not obtained at the time of stay, can a guest claim miles subsequent to their departure?**

**A:** Yes. Guests have up to six months from departure date to claim miles for most airline programs. When guests contact you after having left your hotel, take their information and submit their stay details and frequent flyer number through the Frequent Flyer Processor at [www.ihammsonline.com/phg](http://www.ihammsonline.com/phg).

**Q: May I grant miles in bulk as an incentive or loyalty reward?**

**A:** Yes. You may, at your discretion, award miles as an incentive or reward. We encourage you to award bulk miles to leverage meetings and events business. Email [airlinestays@preferredhotels.com](mailto:airlinestays@preferredhotels.com) stating the number of miles, the airline, and to whom you wish to award the miles.

**Q: When does PH&R process the frequent flyer submissions received from the hotel?**

**A:** For most airlines Preferred Hotels & Resorts processes submissions every 2 weeks on the 1st and 16th of each month (or the next business day) and weekly for American, Qantas, and JAL. To be sure your data gets included for this submission schedule, please have your data in the system by the 30th/31st and the 15th or the last business day before those days.

**Q: How often should I submit guests' stays?**

**A:** You can determine the frequency, though weekly submissions are recommended (or as often as you wish because the iHAMMS system is available 24 hours a day). See the question above for the schedule at which submissions are sent to the airline programs.

**Q: When will a guest see their miles show up in their account?**

**A:** It can take up to 4-6 weeks from the time of your submission to the time they see the credit show up in their account.

**Q: When will our hotel get billed for submitted miles?**

**A:** Billing occurs on your monthly Preferred Hotels & Resorts statement.

**Q: Whom should I contact if a guest is waiting to receive miles and is now inquiring about mileage status?**

**A:** You may use the Inquiry or Lookup option to look up a guest and determine the status of the request, including any errors in the request that may have occurred. For additional program information visit the Marketing Services/Frequent Flyer section of your Member Portal or email [airlinestays@preferredhotels.com](mailto:airlinestays@preferredhotels.com).

**Q: Our hotel needs training on frequent flyers, whom should I contact?**

**A:** All training documents are posted to the Member Portal. Please review the training document. If you still feel you need training, contact your PH&R regional marketing manager.

## FREQUENT FLYER PROGRAM

### Mileage Program Pricing

Guests can receive miles for the following 14 mileage program partners.  
Email [airlinestays@preferredhotels.com](mailto:airlinestays@preferredhotels.com) if you have any questions.

AIRLINE	AIRLINE CODE	MILEAGE PROGRAM	MILES PER STAY	COST USD	COST GBP	COST EUR	COST JPY
Alaska Airlines	AS	Mileage Plan	500	\$16.75	£12.06	€14.83	¥1,948
Air China	CA	PhoenixMiles	800	\$15.00	£11.53	€14.17	¥1,862
American Airlines	AA	AAdvantage	500	\$16.25	£12.54	€15.08	¥1,959
ANA	NH	Mileage Club	500	\$14.50	£11.13	€13.57	¥1,763
British Airways	BA	BA Executive Club	500	\$19.00	£11.22	€15.83	¥2,105
Cathay Pacific	CX	Asia Miles	500	\$60.00	£46.87	€54.26	¥6,509
Etihad Airways	EY	Etihad Guest Miles	500	\$14.00	£10.60	€13.01	¥1,709
JAL	JL	JAL Mileage Bank	500	\$18.00	£13.73	€16.84	¥2,188
Jet Airways	9W	JetPrivilege	600	\$14.75	£9.80	€11.50	¥1,485
Korean Air	KE	SKYPASS	500	\$11.25	£8.59	€10.50	¥1,364
Qantas	QF	Frequent Flyer	1,000	\$24.25	£18.70	€21.65	¥2,720
Singapore Airlines	SQ	KrisFlyer	500	\$47.50	£36.51	€42.27	¥5,040
United Airlines	UA	Mileage Plus	500	\$23.25	£17.83	€21.35	¥2,774
Virgin Atlantic	VS	Flying Club	750	\$16.00	£9.55	€13.34	¥1,785

Pricing as of September 2016.  
Prices subject to change.

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