EXPLORE
by MARRIOTT BONVOY™

Explore by Marriott Bonvoy®
Frequently Asked Questions

Explore by Marriott Bonvoy® is a travel discount program for associates and their friends and family. Find answers to common associate questions below.

Eligibility

Q1. Who is eligible for the Explore Rate?
A: Associates and immediate family members who are members of Marriott Bonvoy are eligible for the Explore Rate. Immediate family members are defined as:

- Parents or Parents-in-law
- Children
- Spouse or Domestic Partner
- Siblings

Brothers- and Sisters-in-law are not eligible for the Explore Rate. For details on the definition of these relationships, please visit MGS: Definitions of Immediate Family Members.

It is the responsibility of the associate to ensure that guests meet the criteria of immediate family members before offering the Explore Rate. Anyone eligible for the Explore Rate is also eligible for the Explore Friends Rate.

Q2. Are all associates eligible for the Explore Rate?
A: Full-Time, Part-Time, Seasonal, Temporary, and Pool, including furloughed and temporary layoff associates, who are members of Marriott Bonvoy and have a valid discount form are eligible. Associates working at the properties of Design Hotels are not eligible for the program. Design Hotels GmbH (Gesellschaft mit beschränkter Haftung) corporate associates are eligible to participate.

Employees of Vendors doing business or potential business with Marriott International, even if they would otherwise qualify, are not eligible for the Explore Rate. Associates are eligible upon their date of hire.

Q3: How many rooms can be booked by an associate under the Explore Program?
A: Associates are eligible for up to two rooms per night at the Explore Rate at a participating property. When booking the Explore Rate, no more than two rooms can be booked under an associate's benefit.

If the associate is booking two rooms, the associate must stay in one room; any guest relationship can stay in the second room.

Additional rooms can be booked under the Explore Friends Rate if it is available. There is no limit on the number of rooms per night (other than availability) for the Explore Friends Rate.

Q4. How many rooms can be booked by the immediate family members of an associate under the Explore Rate?
A: Eligible immediate family members are **each** limited to one room per night at the Explore Rate at a participating property. When booking the Explore Rate, no more than two rooms can be booked under an associate's benefit.

For example, if three siblings are traveling together (without the associate), Sibling 1 may book the Explore Rate and must present a valid Explore Authorization form and photo ID; Sibling 2 may separately book the Explore Rate and must present their valid Explore Authorization Form. If Sibling 3 wishes to book a separate room, they would need to use the Explore Friends Rate because the two-room maximum across all Explore Rate reservations using the associate's discount has been exhausted.

Q5. Is there a limit to the number of nights booked under the Explore Rate?
A: There is no limit on the number of nights per stay under the Explore Rate or Explore Friends Rate.

However, as a reminder, the Explore Rate is intended for **personal travel only** and may not be used for business travel or non-leisure travel purposes.

Printing Cards and Forms

Q6. How do associates print an Authorization form or Property (Non-Room) Discount Card?
A: All Associates should visit mHUB.marriott.com.

All associates will need an Enterprise ID (EID) and an EID password to log in.

Q7. Why doesn't a new window open when I request a Property (non-room) Discount Card or Room Rate Discount Authorization Form?
A: Your Property (non-room) Discount Card and/or Room Rate Discount Authorization Form won't open in a new browser window. Instead, it will open in Adobe PDF (you must have access to Adobe Reader or later version of Adobe). From Adobe, you can print or save your card or form. You can also try to clear the cache and cookies on your internet browser.

Q8. How can I access my discount materials if my computer blocks the download for security purposes?
A: To enable the download, you must disable the popup blockers on your browser.

Q9. How do I print a form for a guest?
A: Follow the same instructions on Q7.

- Navigate to your Explore tab.
- Click **Manage Friends and Family** on the Actions menu.
- Click the **Add Friend or Family** link and add the name of the guest and the relationship to you.
- Click the **Save** link.
- Click **cancel** to get back to the drop list where you can select the guest name from the list of names.

For future use, you can select the name you already entered.
To avoid reaching system limits, we recommend that you wait to enter the names of family and friends when they have an upcoming reservation and you need to issue a form.

Q10. Can I print forms for co-workers or guests of my co-workers?
A: No. You should only print forms for your friends and family, not co-workers or guests of other associates.

Q11. How do I remove a guest name of a family or friend on my account?
A: To protect the program from potential abuse and fraud, names cannot be removed from the system. Instead, it is suggested that guests that are no longer needed can be marked as "inactive." Inactive names will automatically drop off after a period of time. Timing cannot be shared to protect the program.
To mark a guest as inactive:

- Log onto the mHUB website (see Q7).
- On the Explore **Actions** menu, select **Manage Friends and Family.**
- On your Guest List, choose the name of the guest you no longer wish to use.
- Click Manage and then **Deactivate**.

Q12. How do I change the relationship or spelling of a guest that was entered incorrectly?
A: De-activate the name of the guest from the account and add the new guest with the corrected relationship or spelling. (See instructions in Q12).

Q13. I entered my friends and family member names on my account and now I can't enter any more guests.
A: To protect the program from potential fraud and abuse, the system limits the number of guests by guest relationship type (e.g., spouse, child, etc.). These limits include the names listed in the 'active' and 'inactive' list. Associates are required to ensure all guests meet the definition of eligible family members. Please see Definitions of Immediate Family Members. If associates are unable to add additional immediate family member names, only the friends category can be used.

Making Reservations

Q14. How do I make reservations?
A: Reservations must be made at www.marriott.com or the Marriott Bonvoy® app. To make reservations for yourself, first log in using your Marriott Bonvoy membership number. The appropriate code should be entered under Special Rates (Corporate/Promotional Code). For the Explore Rate, use code MMP; for the Explore Friends Rate, use code MMF. To make reservations for friends and family, they will need to log in using their own Marriott Bonvoy membership number. You cannot use your Marriott Bonvoy number on another person's reservation.

Check-In

Q15. What type of identification is required at check-in?
A: Guests should present valid photo identification (driver's license, passport, etc.) in addition to a valid Authorization Form. The name on the reservation must match the name on the Marriott Bonvoy account used to book

Q16. Should the Front Desk collect the Authorization Form upon check-in?
A: It is at the discretion of the Front Desk whether the Authorization form is surrendered or returned to the guest. If desired, the Front Desk can make a photocopy of the Authorization Form.

Terminations

Q17. Are associates permitted to use Explore by Marriott Bonvoy® after they terminate?
A: No, associates must be actively employed to enjoy Explore by Marriott Bonvoy®. As part of the exit process, the associate should turn in their Authorization Form. Authorization Forms also have an expiration date which further controls unintended use of the program after separation.

For Owner Franchise Services Only: As a reminder, when an associate terminates, the EID must be deactivated.

Program Changes

Q18. Is Explore by Marriott Bonvoy® subject to changes?
A. Yes, Marriott reserves the right to make changes to the program rules at any time without advance notice.

Explore by Marriott Bonvoy® Room Rates are reviewed and adjusted every 3 years to ensure that Marriott can continue to offer this unique signature benefit for associates, and also balance the needs of the Company's owners and franchisees. The HR Policy (BEN-21) will be updated to reflect room rate changes and details and will be available on MGS. Revenue Managers will receive information directly when changes are implemented.

For Owners and Franchisees Only

Q19. When I try to log in to the mHUB website, I receive an error message?
A: If you don't see the link, the error is likely due to an issue with the company code (Level 1 or Level 3 information) associated with your EID. Please contact the below to have your Level 1 or Level 3 information checked:
U.S. and Canada:
OwnerFranchiseServices@Marriott.com
Outside the U.S. and Canada:
InternationalEIDRequests@marriott.com

Q20. How do I obtain an EID?

Outside the U.S. and Canada Franchisee (on property)	To request an EID, contact your Access Administrator (or ask your Human Resources professional for help). The Access Administrator for your location is authorized to create new EIDs. Information about creating an EID can be found on MGS.
Outside the U.S. and Canada Owner and Above Property	To register for an EID, go to mhub.marriott.com and click the "EID Registration & Help" link on the top right corner of the page.

Q21. The manager's information on my Authorization Form prints "Not Available." How do I fix this?
A: The manager information is not available for associates of owners and franchise management companies. The Front Desk should accept forms that read, "Not Available."

Q22. I have an EID however I am not able to log on to mHUB. How can I correct this?
A: Access generally is granted within 48 hours of an EID registration.
If you have had your EID for more than 48 hours and still cannot access the site, please contact the Marriott Help Desk at 240-632-6000.

Q23. Can I add a new EID Approver for my company?
A: To replace the existing EID approver or add a second approver, please email:
U.S. and Canada:
OwnerFranchiseServices@marriott.com
Outside the U.S. and Canada:
InternationalEIDRequests@marriott.com

Q24. I tried to register for an EID but I do not see my company listed in the dropdown.
How can I have my company added?
A: Please email the contact below to determine why your company is not listed. If possible, your company will be added to this list so you can register for an EID.
U.S. and Canada:
OwnerFranchiseServices@Marriott.com
Outside the U.S. and Canada:
InternationalEIDRequests@marriott.com