

FOOD & BEVERAGE EARN AND REDEEM MEMBER FAQs

GENERAL

Q: What is this new benefit?

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

Q: Are all hotel included?

A: No, select hotels were chosen across certain markets to participate in a test of this new member benefit. These hotels are located in Dubai, Abu Dhabi, Hong Kong, Shenzhen, Mumbai, and Singapore. For the complete list of participating venues in the Middle East and Africa, or more information, please visit morecravings.com/marriottbonvoy

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

A: All activity is 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 posted, what should I do?

A: Points can take up to 24 hours to post. If it's been more than 24 hours and your receipt reflects the number of points earned or redeemed, please contact Member Support. Please refer to the relevant number listed here: marriott.com/help/loyalty-customer-support.mi.

Q: Can I participate without the mobile app?

A: No. You must have the mobile app to participate.

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

A: You can earn points on food and beverage purchases, but not tobacco, retail, tax, service charges or gratuity.

Q: I don't have enough points to redeem for 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 marriott.com/loyalty.mi. For the Middle East and Africa, please visit morecravings.com/marriottbonvoy to see participating hotels and to get further details.

Q: I just became a member; do I need to get the Marriott Bonvoy app to earn and redeem in this test?

A: Yes, you need the Marriott Bonvoy App to use this new benefit. 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 point bonuses 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.

MEMBER DISCOUNTS AND TRANSACTIONS

Q: What is the Earn rate?

A: The base earning rate is 10 points per US\$ spent at participating hotel restaurants and bars. Elite members are eligible for additional bonuses based on Elite tier. Eligible charges include food & beverage items only, and exclude tobacco, retail, taxes, service charges and gratuities.

Q: What is the Redemption rate?

A: The redemption rate for Marriott Bonvoy points will vary based on currency. Generally, a US\$50 (approximately AED180) check could be 8,000–10,000 points, depending on location.

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. Eligible earning will be based on 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.

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