

HYATT
PRIVÉ

HYATT®

USER GUIDE AND REFERENCE INFORMATION



TABLE OF CONTENTS

Welcome to Hyatt Privé.....	3
Access the Hyatt Privé website.....	6
Explore our properties.....	9
Book with our Hyatt Privé rate.....	13
View your reservations.....	20
Discover industry events.....	23
FAQ.....	25

WELCOME TO HYATT PRIVÉ

As a travel designer for our most premium guests, we understand you have a distinct set of needs. This elite program has been authored exclusively for you.

Here, you'll find all the information, resources, benefits, and rewards you need to create a superior stay and exceed in providing for every detail in between—from brand intricacies that help you discern where to book to a direct hotel contact who will help you with every step of your client's journey. Even when you're an ocean away.

As a member of Hyatt Privé, you join a collective of world-class travel curators working hand-in-hand with our supportive, experienced teams to deliver a transformative experience for your every guest, every stay.

You're extraordinary at what you do for your clients.
We aspire to be extraordinary for you.

KEY BENEFITS

- Maintain personal contact with key associates at the hotel or resort where your guest is staying
- Access unique local recommendations, insider tips, and timely details about Hyatt properties that can elevate your travel curation
- Use property credit for incidentals during a stay
- Manage your process, from booking a room to personalizing your client's plans, in one spot
- Unlock exclusive promotions only available to top luxury travel designers
- Easily discern Hyatt's premier luxury, premium, or lifestyle location that is a best fit for your client's journey

For any questions, contact us at hyattprive@hyatt.com

PARTICIPATING BRANDS

PARK HYATT®

Park Hyatt hotels embody personalized luxury and sophisticated service for the most discerning global travelers. Guestrooms and suites are exquisite interpretations of local residences with an uncompromising attention to detail in furnishings and artwork. Revitalizing spas and exceptional food and wine is tailored for guests.

M/RAVAL

Miraval Resorts are more than a destination spa or health resort. Miraval's awe-inspiring surroundings create a peaceful sanctuary, while offering a wide array of wellness activities designed to help your clients create a life in balance, heal the whole self, and engage in the present moment. Miraval serves as a catalyst for change for those embarking on a journey to gain authentic alignment of body, mind, and spirit.

ANdAZ.

What makes Andaz hotels and resorts so entirely unique is the way in which each property taps into its surrounding local culture and neighborhood's spirit to create an experience for guests that has an unprecedented level of authenticity – one guests can see, hear, smell, taste, and feel.

Alila

Alila hotels are committed to respecting the way of life and traditions of local communities, and minimizing the impact on the environment. Our luxurious retreats are woven into their natural surroundings and designed with a sustainable approach to architecture and customized activities for mindfulness and cultural immersion.



The Unbound Collection by Hyatt offers a distinct collection of independent hotels that inspire the freedom to be extraordinary. Whether it's a historic gem tucked in the heart of Paris, a mid-century modern marvel on the edge of Miami Beach, or a masterpiece overlooking a vineyard, each property fulfills a sense of discovery through novel, story-worthy experiences backed by the reassurance of Hyatt.

GRAND | HYATT

Glamorous and global, Grand Hyatt premium hotels make for an alluring destination within a destination, offering multiple dining venues, spectacular entertainment spaces, and a modern approach to service.

THOMPSON HOTELS

Where luxury design is an ethos, rather than a rulebook, Thompson Hotels is a boutique hotel collection where guests seek, discover, and enjoy curated experiences through culinary, fashion, arts and entertainment. At Thompson, guests enjoy an atmosphere of spontaneity and authenticity, great design and superlative service.



Destination Hotels is a diverse collection of independent hotels, resorts and residences that are individual at heart yet connected by a commitment to draw upon the true spirit of each location. Each property is purposefully crafted to be a place of discovery for guests through authentic experiences, unique design and connections to the local community.

HYATT REGENCY

Hyatt Regency hotels are the destinations for your clients who need to travel for both business and pleasure, with each hotel offering premium amenities, inviting accommodations, and contemporary restaurants and bars, all on-site.

HYATT CENTRIC

Hyatt Centric hotels are located in the heart of the action, so that your clients can soak up everything the destination has to offer. Social spaces provide plenty of opportunity to connect and explore, while a passionate team is there to provide expertise on the best hot spots, hidden gems, and local sounds.

joie de vivre
HOTELS RESORTS

Since 1987, Joie de Vivre has been creating hotels with an original edge, bright colors, playfulness, and a deep respect for our neighborhoods. For us, hotels aren't simply places to sleep, they're places where dreams are born and behind every location is a story about the community we call home.

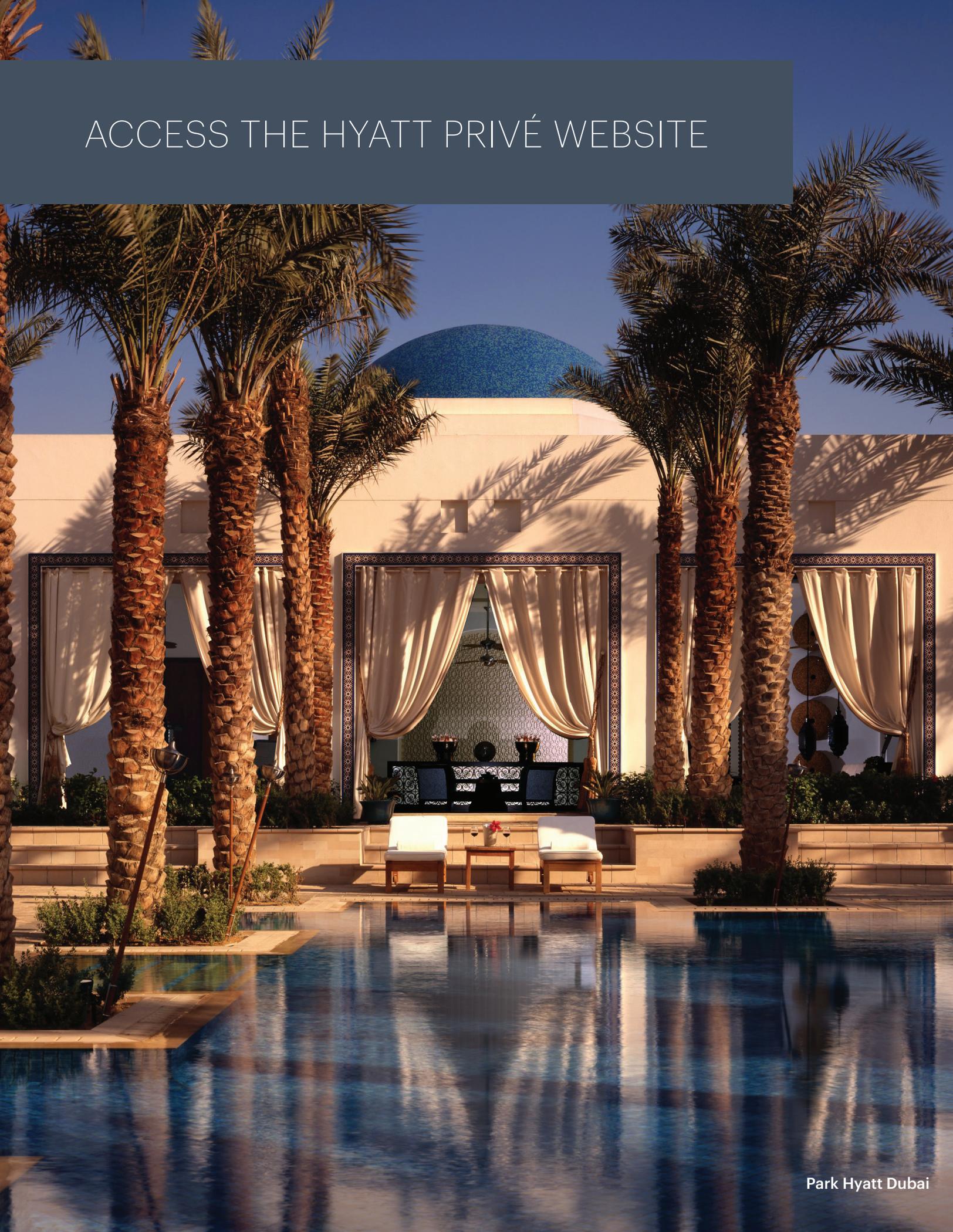
BENEFITS

Two night minimum required for Alila, The Unbound Collection by Hyatt, Grand Hyatt, Destination Hotels, Hyatt Regency, Hyatt Centric, and Joie de Vivre hotels; no minimum stay requirement for Park Hyatt, Miraval, Andaz, or Thompson hotels. Benefits vary by hotel. See hotel page on the program site for details.

BENEFIT	CONDITIONS/DETAILS
Commission	10% on room reservations; 15% on suite reservations booked through December 31, 2020, at participating hotels
World of Hyatt Bonus Points	Travel advisors receive 1 point per 1 dollar for suite bookings made through June 30, 2020
Welcome Letter	Welcome letter from hotel leadership on behalf of the travel advisor and their agency
Welcome Amenity	Provided to guest upon arrival
Breakfast for Two	Guests will receive daily complimentary full breakfast at a hotel restaurant for up to two guests
Property Credit	Valid for certain incidentals during the stay. Amount varies by hotel
Room Upgrade Priority	Upgrade to premium suites. Response within 24 hours of booking (Subject to forecasted occupancy. Excludes non-suites to suites and upgrades to premium suites)
Connecting Rooms Priority	Response within 24 hours of request (Subject to forecasted occupancy)
Early Check-In Priority	Response within 24 hours of request (Subject to forecasted occupancy. Earliest Check-In: 9 a.m.)
Late Checkout Priority	Response within 24 hours of request (Subject to forecasted occupancy. Latest Checkout: 4 p.m.)

To explore the full list of benefits, participating hotels, and program terms, visit [hyatt.com/prive](https://www.hyatt.com/prive)
Log in using your World of Hyatt credentials.

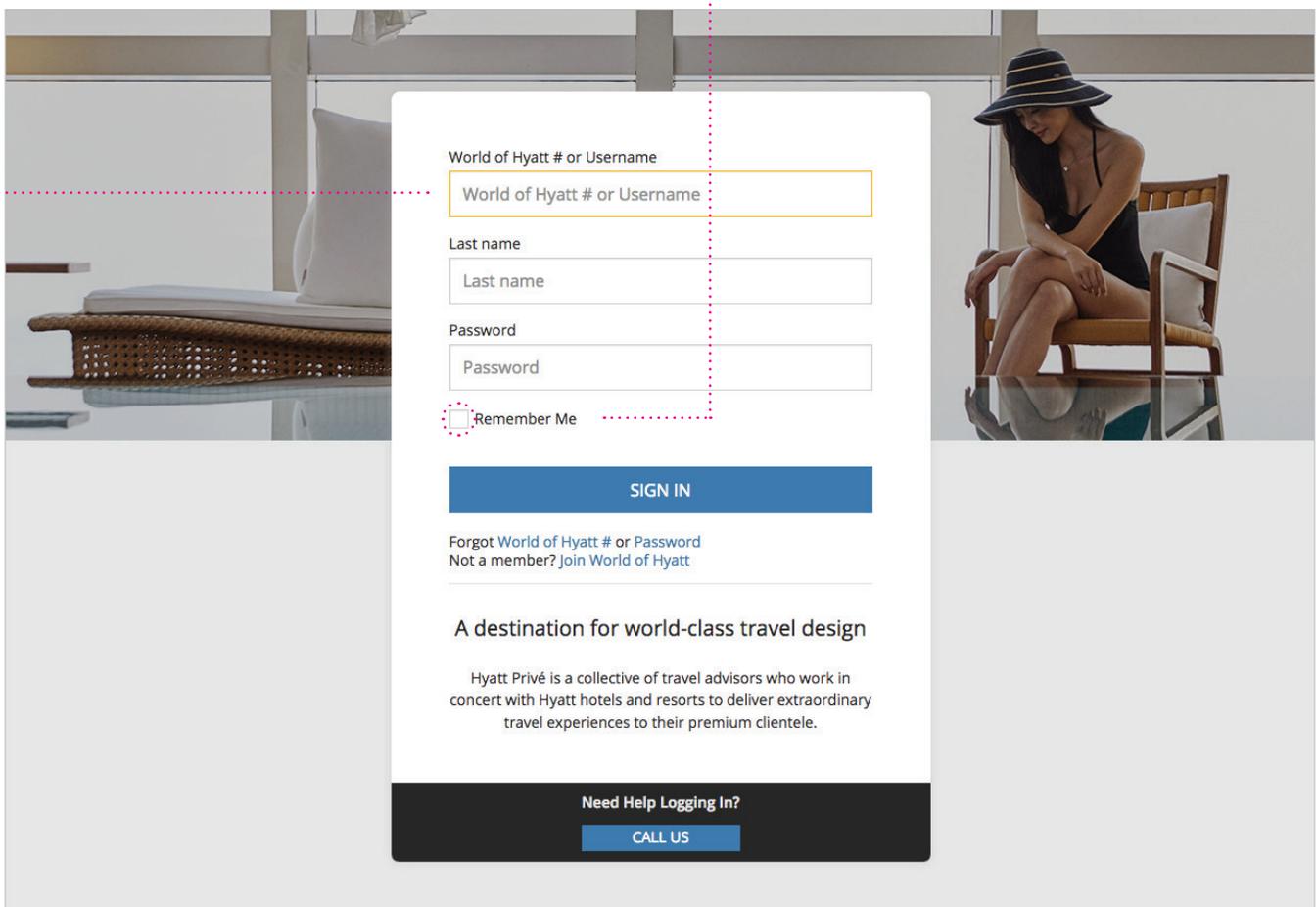
ACCESS THE HYATT PRIVÉ WEBSITE



ACCESS THE HYATT PRIVÉ WEBSITE

Log in using your World of Hyatt credentials

1. Navigate to [hyatt.com/prive](https://www.hyatt.com/prive)
2. Log in using your World of Hyatt # (or username), last name, and password.
Select "REMEMBER ME" for ease of future login



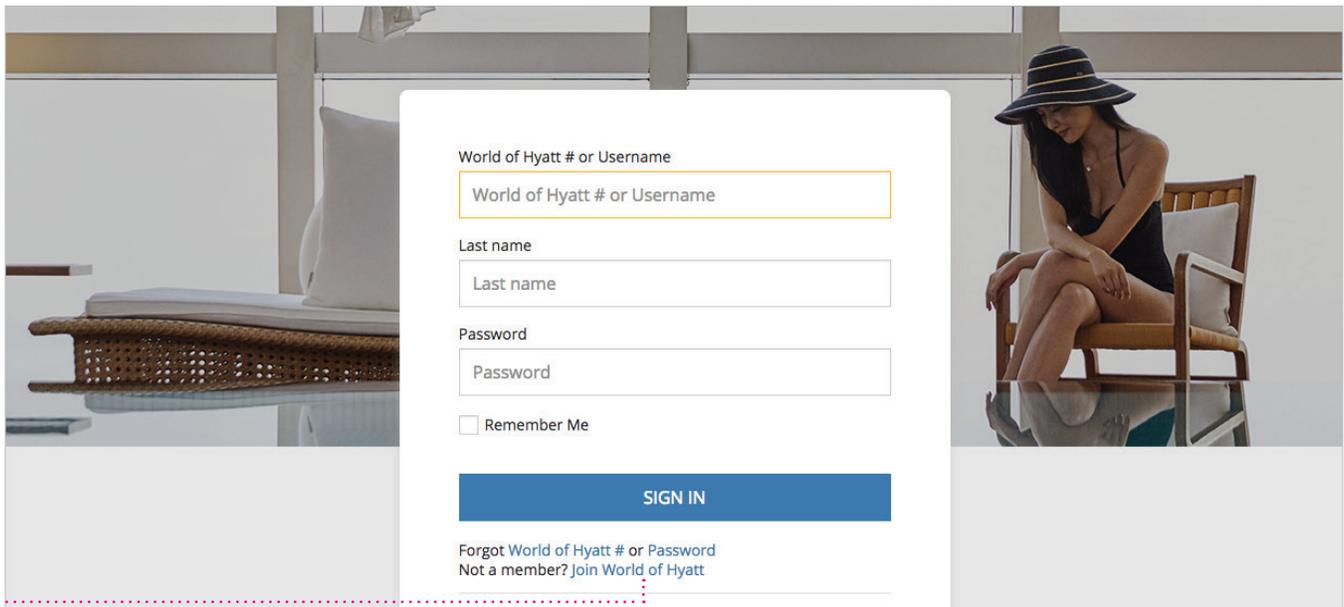
The screenshot shows the login interface for Hyatt Privé. It features a white login box centered on a background image of a woman in a black dress and hat sitting on a wooden chair. The login box contains the following elements:

- A label "World of Hyatt # or Username" above a text input field.
- A label "Last name" above a text input field.
- A label "Password" above a text input field.
- A checkbox labeled "Remember Me" with a red dotted line highlighting it.
- A blue "SIGN IN" button.
- Links for "Forgot World of Hyatt # or Password" and "Not a member? Join World of Hyatt".
- A section titled "A destination for world-class travel design" with a paragraph of text below it.
- A black footer bar with the text "Need Help Logging In?" and a blue "CALL US" button.

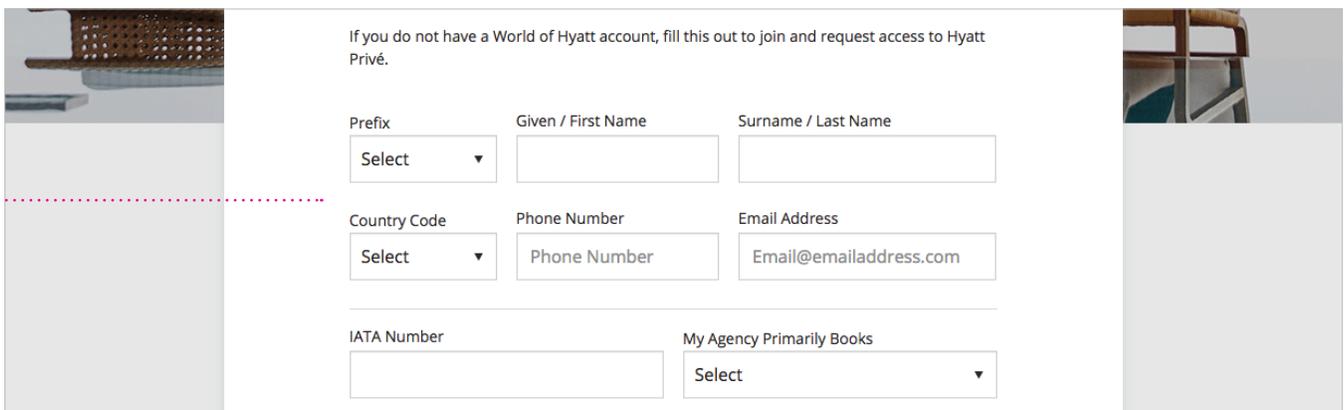
ACCESS THE HYATT PRIVÉ WEBSITE

Access the Hyatt Privé website

1. If you are not a World of Hyatt member (formerly Hyatt Gold Passport), navigate to [hyatt.com/prime](https://www.hyatt.com/prime) and select “Join World of Hyatt.”



2. Enter your information. Be sure to include your IATA number, agency information, and the type of travel you typically book.



3. Select “JOIN NOW,” and a World of Hyatt account will be created for you. You can then continue to the Hyatt Privé website.

By joining, you are agreeing to the Hyatt Privé [Terms & Conditions](#) and the World of Hyatt [Loyalty Program Terms & Conditions](#).

JOIN NOW

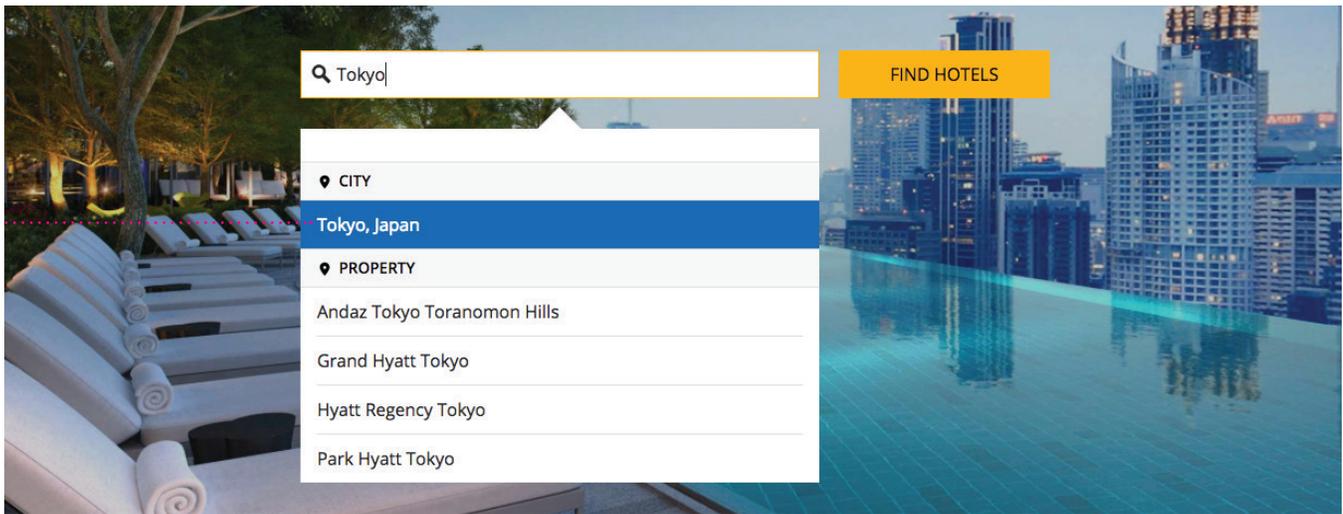
EXPLORE OUR PROPERTIES



EXPLORE OUR PROPERTIES

Search

1. Enter your search criteria. You can search by city, state, zip code, country, airport code, or hotel.



2. Narrow your results using sort and filtering.

3. Select a property page.

Hotels that offer Program benefits will state they are a participating hotel.

A screenshot of a hotel search results page. The main heading is "Hyatt Privé Participant Hotels". Below this, there is a card for "Park Hyatt Tokyo". The card includes the address "3-7-1-2 Nishi-Shinjuku, Shinjuku-Ku, Tokyo, Japan, 163-1055" and "6.6 miles / 10.7 km". There is a "HOTEL PHOTOS" button. Below the card, it says "HYATT PRIVÉ PARTICIPANT" and "Hyatt Privé Special Offers Available". A "CHECK AVAILABILITY" button is present. To the right of the card, there is a "Sort By: Brand" dropdown and a "Refine Search" section. The "Refine Search" section shows "Displaying: 6 of 6 Hotels". Under "City", there are "Chiba (1)" and "Tokyo (5)". Under "Brand", there are "Park Hyatt (1)", "Andaz (1)", "Grand Hyatt (1)", "Hyatt Regency (1)", "Hyatt Centric (1)", and "Hyatt Place (1)". Under "Amenities", there are "Business Services (5)", "Concierge (6)", and "Fitness Center (6)". The background of the page shows a city skyline at sunset and a hotel interior.

EXPLORE OUR PROPERTIES

Send or request information

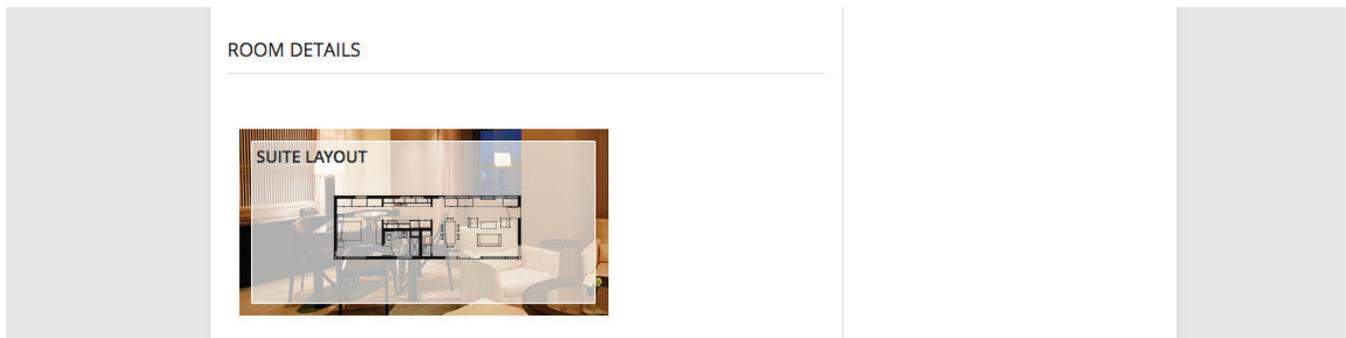
1. Primary and key hotel contacts will be listed on the right. They may be contacted via email or phone for any questions or requests.
2. Select the "SEND ME THIS INFO" button to send the hotel information to your email inbox. Any travel advisor specific information is not included, so feel free to forward the email directly to your clients.

The screenshot displays the Hyatt Privé website interface for Park Hyatt Tokyo. At the top, the Hyatt Privé logo is on the left, and navigation links for "HOTELS & RESORTS", "CLIENT RESERVATIONS", "ABOUT", "INDUSTRY EVENTS", and "SPECIAL OFFERS" are on the right. A "SEND FEEDBACK" button and a user profile for "GAVIN BELSON" are also visible. Below the navigation, a search result for "Tokyo" is shown with a "Return to search results for 'Tokyo'" link. The main content area features a large image of the Tokyo skyline at sunset. Two buttons are prominently displayed: "SEND ME THIS INFO" (highlighted with a mouse cursor) and "CHECK AVAILABILITY". Below the image, a section provides local time (12:15 AM) and weather (41°F / 5°C), along with a link to "HOTEL PHOTOS". The "Park Hyatt Tokyo" details include the address (3-7-1-2 Nishi-Shinjuku, Shinjuku-Ku, Tokyo, Japan, 163-1055), telephone number (03 5322 1234), and links for "View Map" and "Visit Hotel Website". To the right, the "Primary Contact" section lists Eri Ugajin, Sales Manager - International, with her phone number (+81 3-5323-3456) and email (Eri Ugajin). Below this, the "Other Key Contacts" section lists Herve Mazella, General Manager, with his phone number (+81 3-5323-3408) and email (Herve Mazella). At the bottom, a "HYATT PRIVÉ SPECIAL OFFERS" section highlights a "WINTER SPECIAL PROMOTION" where guests are invited to enjoy special amenities when booking the Hyatt Privé rate this winter.

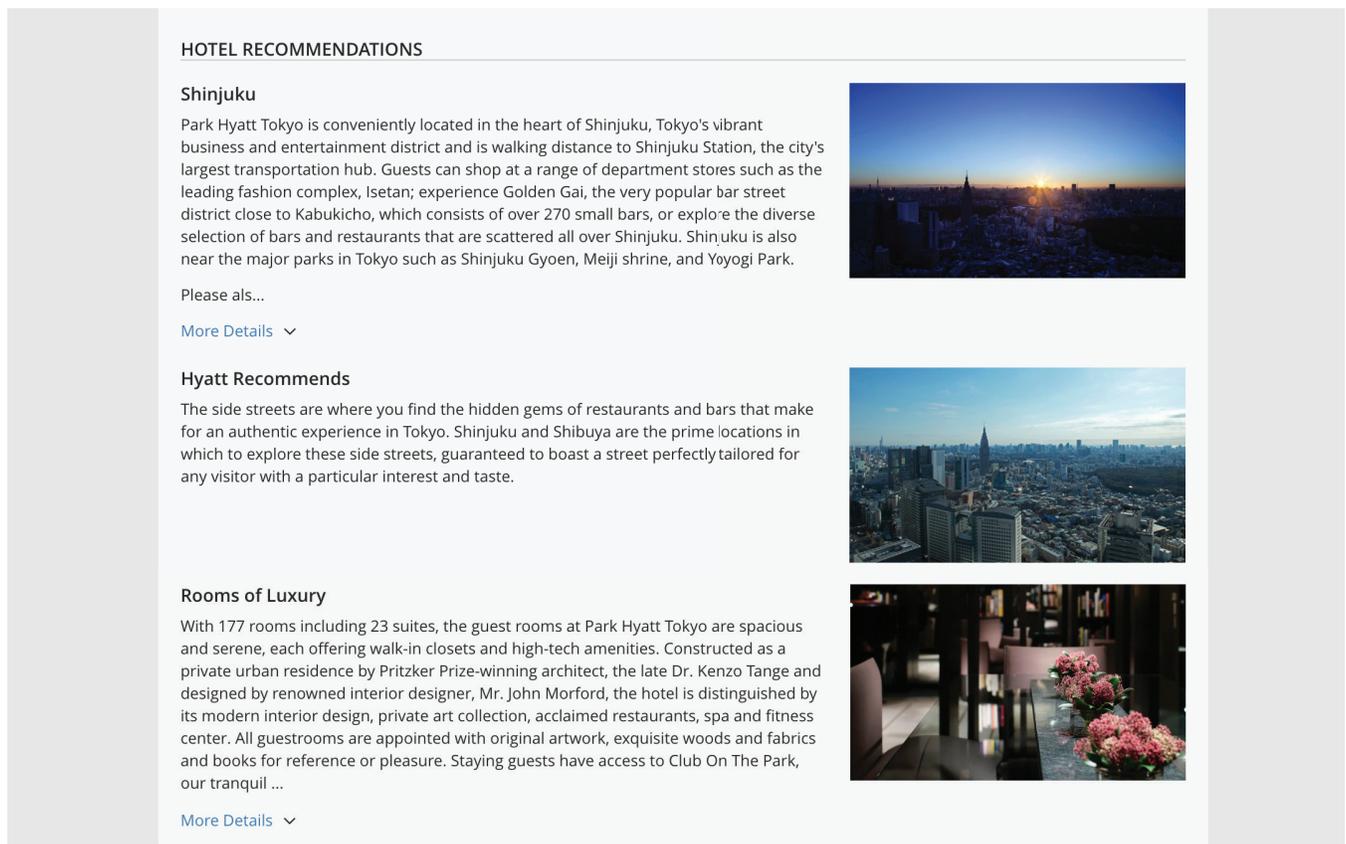
EXPLORE OUR PROPERTIES

Research hotel information

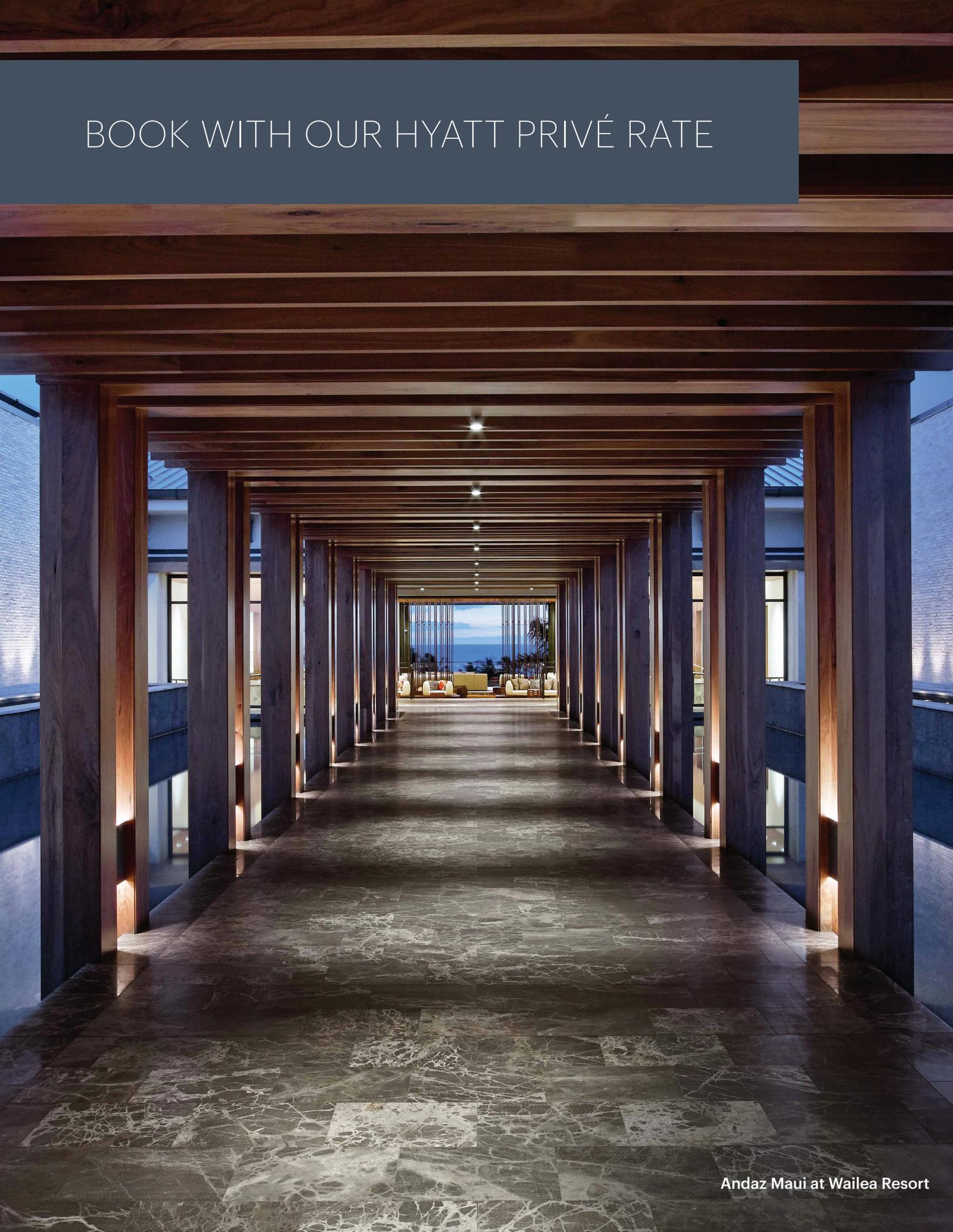
1. If available, select “Suite Layout” to download a PDF showing suite floorplans that you can view and share with your clients to find the right fit for their stay.



2. Reference the “Hotel Recommendations” section for insider knowledge at the hotel or on the neighborhood—the kind of information your client can’t find on their own, from a signature off-the-menu cocktail at the rooftop bar to the closest cabana to the kids pool.



BOOK WITH OUR HYATT PRIVÉ RATE



BOOK WITH OUR HYATT PRIVÉ RATE

Overview

Hyatt Privé offers you three options to book stays eligible for the benefits included in the program. Only stays booked with the program rate code will receive these benefits. The following pages outline instructions for each option.



**Booking online through
Hyatt Privé**



**Booking through your
Global Distribution
System (GDS)**

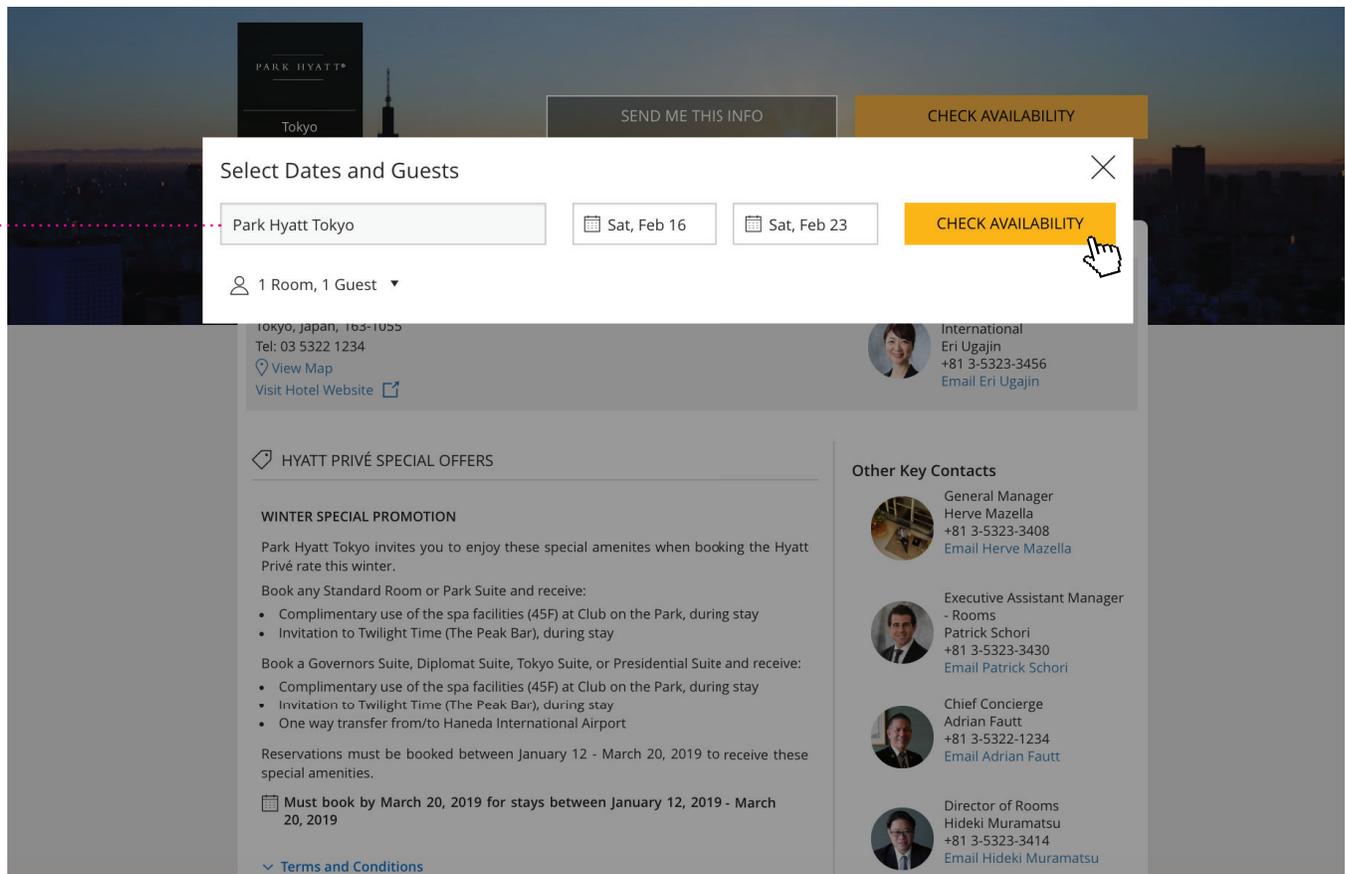


Booking via phone

BOOK WITH OUR HYATT PRIVÉ RATE

Booking online through the Hyatt Privé site

1. Log in using your World of Hyatt # (or username), last name, and password.
2. Enter your search criteria and navigate to a property page.
3. Select the “CHECK AVAILABILITY” button on the property page of the hotel you selected.
4. In the pop-up window, enter your dates, number of rooms and guests, and select ‘CHECK AVAILABILITY’ to be directed to the booking page.



BOOK WITH OUR HYATT PRIVÉ RATE

Booking online through the Hyatt Privé site (cont'd.)

5. Once on the bookings page

— The Hyatt Privé tab will be pre-selected.

— Select your preferred room type

The screenshot shows the Hyatt website interface for booking a room at Park Hyatt Tokyo. The top navigation bar includes the Hyatt logo, language selection, user profile (MR GAVIN BELSON), and various menu items like 'HOTELS & RESORTS', 'MY RESERVATIONS', 'OFFERS', 'MEETINGS & EVENTS', and 'ABOUT US'. Below the navigation bar, the search criteria are displayed: 'Fri, Feb 15 - Wed, Feb 20', '1 Room, 1 Guest', and 'CR37859'. The main content area shows the hotel name 'Park Hyatt Tokyo' and its address: '3-7-1-2 Nishi-Shinjuku, Shinjuku-Ku, Tokyo, 163-1055, Japan'. A 'Visit Hotel Website' link is provided. Below the hotel information, there is a section for 'Rate Rules' and a table of room rates. The 'Hyatt Privé' rate is highlighted with a yellow 'SELECT' button. A dotted line connects the 'SELECT' button to the instruction below.

Hyatt
HOTELS & RESORTS | MY RESERVATIONS | OFFERS | MEETINGS & EVENTS | ABOUT US

MR GAVIN BELSON

Fri, Feb 15 - Wed, Feb 20 | 1 Room, 1 Guest | CR37859

EDIT

Begin Search | Select Hotel | Choose Room | Enter Details & Payment | View Confirmation

Park Hyatt Tokyo
3-7-1-2 Nishi-Shinjuku, Shinjuku-Ku
Tokyo, 163-1055
Japan
[Visit Hotel Website](#)

VIEW PHOTOS

① We are expecting the consumption tax to increase to 10% after 1st October, 2019. As the consumption tax rate on the day of your stay will be applicable, please pay the difference upon check-out if there are any. Kindly be informed that the swimming pool will be closed for annual ...
[Read More](#)

View Points | View Rates

Hotel Currency

Standard Rate from ¥55,000 JPY	Bed And Breakfast At The Park from ¥58,500 JPY	Double Your Points from ¥59,500 JPY	Member Rate from ¥80,500 JPY	Hyatt Privé from ¥85,000 JPY
-----------------------------------	---	--	---------------------------------	---------------------------------

Rate Rules

Park Suite Twin
The 100-sq.-metre suite offers living, dressing and work areas, oversized marble bathroom with deep soaking tub and two double beds with Egyptian cotton linens. This is a standard suite. See World of Hyatt program terms for upgrade eligibility. Floor plan
[More Details](#)

¥85,000
Avg/Night (JPY)
SELECT

6. Click the “SELECT” box to continue booking.

BOOK WITH OUR HYATT PRIVÉ RATE

Booking online through the Hyatt Privé site *(cont'd.)*

- Once on the reservation details screen:
 - *Ensure you are logged into Hyatt.com by confirming your name appears next to the World of Hyatt logo. If you are not logged in, fill in your World of Hyatt number or user name, last name, and password and select 'SIGN IN'.*
 - Enter your guest's name.
 - Enter the guest's details.
(Please be aware that the confirmation email will be sent to the email address entered here.)
 - Enter any special requests.
 - In the "For Travel Planners and Agents" section, enter your client's World of Hyatt number (if applicable). Your client will earn points for their stay.
- Once the reservation is complete, you may use the contacts listed on the hotel page or from the reservation that will appear on the Client Reservations tab in the program website to follow up with any questions, request benefits or other needs.

WORLD OF HYATT Good morning, GAVIN BELSON!
Member | 5388425534
[Sign Out](#)

Get ready for your next stay.

When you book direct on hyatt.com, you're getting our best rate guaranteed.

All fields are required.

Name

Prefix	Given / First Name	Surname / Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Contact Information

Email	
<input type="text"/>	
Country / Region Code	Phone Number
<input type="text" value="1"/>	<input type="text"/>

Address

Country / Region	
<input type="text" value="United States of America"/>	
Address	
<input type="text"/>	
<input type="text"/>	
City	
<input type="text"/>	
State	ZIP Code
<input type="text"/>	<input type="text"/>

Special Requests

For Travel Planners and Advisors

Client's World of Hyatt #	
<input type="text"/>	
Travel Advisor ID (IATA, TIDS, or CLIA)	Additional ID #
<input type="text" value="5388425534"/>	<input type="text" value="5388425534"/>

PROCEED TO PAYMENT

BOOK WITH OUR HYATT PRIVÉ RATE

Booking through your Global Distribution System (GDS)

1. Select the Hyatt Privé rate access code.
2. Enter the following information into the SI field:
 - Your World of Hyatt number
 - If space permits, your check-in or checkout times, preferences for a welcome amenity, and connecting or adjoining room requests. You can also make these requests through the Hyatt Privé website.
3. Once your reservation has been made in the GDS and provided your World of Hyatt number was entered in the SI field, you will see it appear in the “Client Reservations” tab in the program website.
4. Go to the “Client Reservations” tab or the hotel details page to contact the hotel directly to ask questions, follow up on, or request program benefits.

GDS RATE ACCESS CODES

Amadeus: 1HZ Hyatt Privé

Apollo/Galileo: 02H Hyatt Privé

Sabre: H01 Hyatt Privé

Worldspan: 1ZG Hyatt Privé

If you are unable to find the rate access code in your GDS, please reach out to your GDS help desk or the Hyatt Travel Agent Help Desk at 800.452.0099 within the US or 402.593.5107 if calling from outside the US.

BOOK WITH OUR HYATT PRIVÉ RATE

Booking via Phone

1. Call one of the Global Contact Center support numbers or the hotel to make the reservation. Visit hyatt.com/prive to find the phone number of the hotel or click on 'Call Us' at the bottom of the website.
2. Only Hyatt Privé members are welcome to book via these special access lines, so be sure to identify yourself as a Hyatt Privé travel advisor when calling.
3. Please have your World of Hyatt number ready, as well as your client's World of Hyatt number (if applicable).

RESERVATION SUPPORT PHONE NUMBERS

Call us now to personally and quickly make a reservation for your client. Only Hyatt Privé members are welcome to book via these special access lines, so be sure to identify yourself as a Hyatt Privé travel designer when calling.

NORTH/SOUTH AMERICA & CARRIBEAN

Brazil: 0.800.038.0570

Mexico: 01.800.062.4951

U.S., Canada, and Caribbean: 1.888.872.3600

ASIA/PACIFIC

Australia: 0011.800.992.23333

Hong Kong: 800.906.940

Japan: 0503.822.4821

Malaysia, Philippines: 00.800.2828.1234

New Zealand: 00.800.992.23333

People's Republic Of China: 400.920.3685

Singapore: 001.800.2828.1234

South Korea: (KT 001) (Dacom 002) 800.2828.1234

Taiwan: 00.801.851620

EUROPE/AFRICA/MIDDLE EAST

Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom: 00.800.4545.1234

Finland: (Elisa 999) (Telia Sonera 990) 800.4545.1234

Israel:(Bezeq International 014) (Smile 012) (Netvision 013) (Xfone 018) 800.4545.1234

Russia: 810.800.4545.1234

South Africa: 00.800.4545.1234

For a list of other countries, click on 'Call Us' at hyatt.com/prive

These phone numbers are toll free from the country in which they originate.

VIEW YOUR RESERVATIONS



VIEW YOUR RESERVATIONS

Overview

1. Reservations that have your World of Hyatt number associated with them will appear in the “Client Reservations” tab.
2. Select a client’s name to see their reservation details.
3. Reservations made with the Program will have “Hyatt Privé Rate” displayed above the clients name.

HYATT PRIVÉ [SEND FEEDBACK](#) [GAVIN BELSON](#) ▾

[HOTELS & RESORTS](#) | [CLIENT RESERVATIONS](#) | [ABOUT](#) | [INDUSTRY EVENTS](#) | [SPECIAL OFFERS](#)

Search Client Name

Note: Only future reservations that include your World of Hyatt number are displayed. To ensure the reservations appear, enter your World of Hyatt number in the SI field in the GDS, be sure you are logged in when booking on [Hyatt.com](#), or provide your World of Hyatt number over the phone if booking directly with the hotel or through our Reservation Support Line.

HYATT PRIVÉ RATE
JOHN STENDER
Andaz Mayakoba Resort Riviera Maya

1 - 2
AUG AUG

Need Reservation Support?
[CALL US](#)

[Privacy Policy](#) | [Terms & Conditions](#) | [Cookie Statement](#) | [Security & Safety](#) | [Supply Chain Statement](#) | © 2019 Hyatt Corporation

VIEW YOUR RESERVATIONS

Additional information

1. To email reservation confirmations to yourself, select the “SEND ME THIS INFO” button.
2. Travel Advisor specific information will be removed, so you can forward the email directly to your client.
3. If you have specific requests for the hotel regarding your reservation, select the “MESSAGE HOTEL” button.
4. Details of the reservation will be sent to the hotel along with your message.

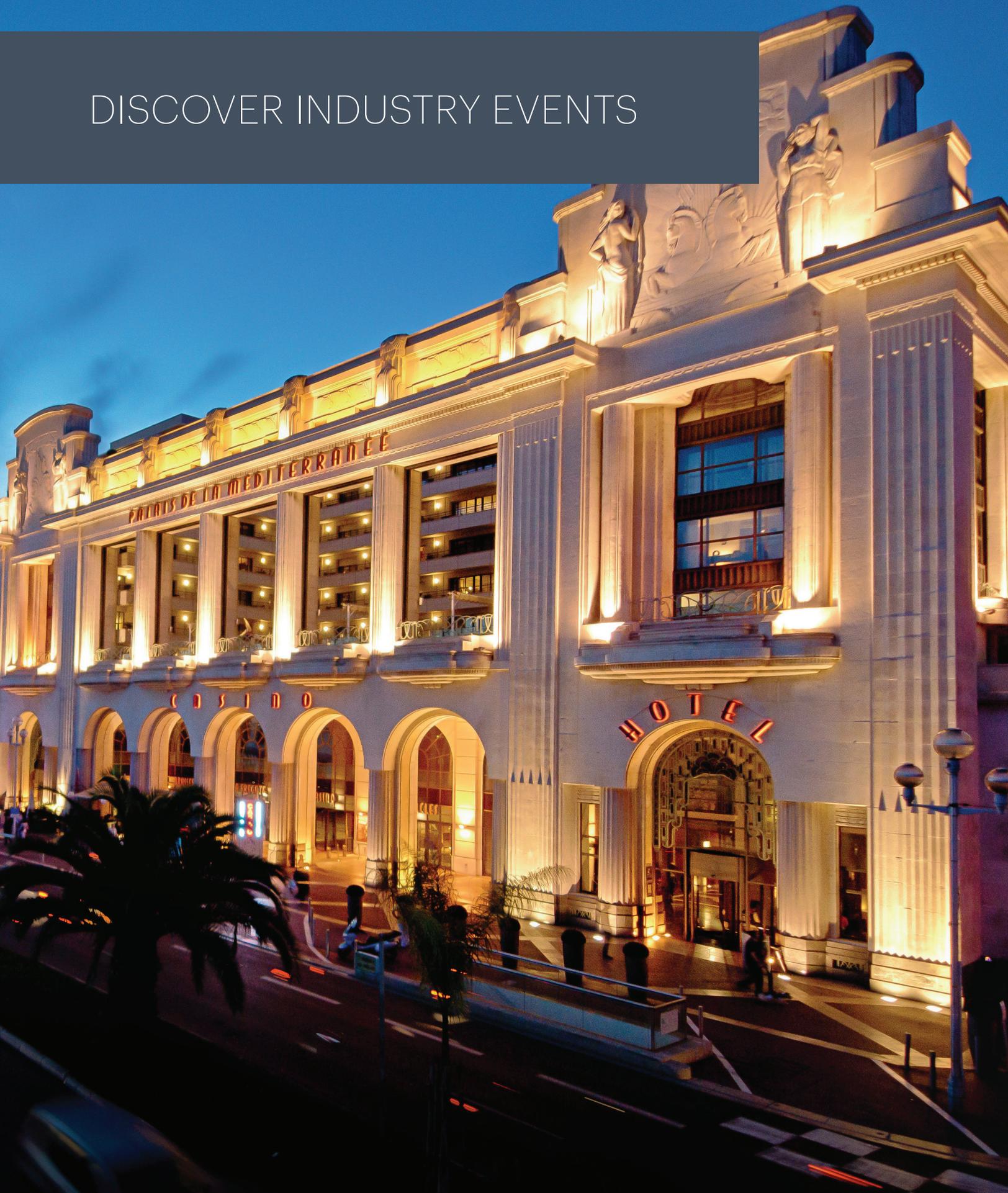
The screenshot displays the Hyatt Privé reservation management interface. At the top, the Hyatt Privé logo is visible on the left, and navigation links for 'HOTELS & RESORTS', 'CLIENT RESERVATIONS', 'ABOUT', 'INDUSTRY EVENTS', and 'SPECIAL OFFERS' are on the right. A user profile for 'GAVIN BELSON' is shown in the top right corner. A 'SEND FEEDBACK' button is also present.

The main content area features a large background image of a resort. A 'SEND ME THIS INFO' button is highlighted with a red dotted box. Below this, a reservation summary for 'JOHN STENDER' is displayed, including the confirmation number '62639727', dates 'Thu Aug 01, 2019 - Fri Aug 02, 2019', and the hotel name 'Andaz Mayakoba Resort Riviera Maya'. The summary lists room details, rates, and taxes.

Below the reservation summary, there are sections for 'HOTEL AMENITIES' and 'Send To'. The 'HOTEL AMENITIES' section lists various services such as Business Services, Concierge, Fitness Center, Free Internet Access, Golf, Kids Program, Laundry, Meeting Facilities, Pool, Resort Property, Restaurant On-Site, Room Service, and Spa. The 'Send To' section shows the primary contact as 'Regional Sales Manager (Primary)' with a dropdown menu, and a profile for 'Leticia Mejia' with her contact information.

A 'Request' section contains a text input field for a message. Below this, there is a checkbox labeled 'Send a copy to my email' which is checked. At the bottom right, a 'MESSAGE HOTEL' button is highlighted with a red dotted box.

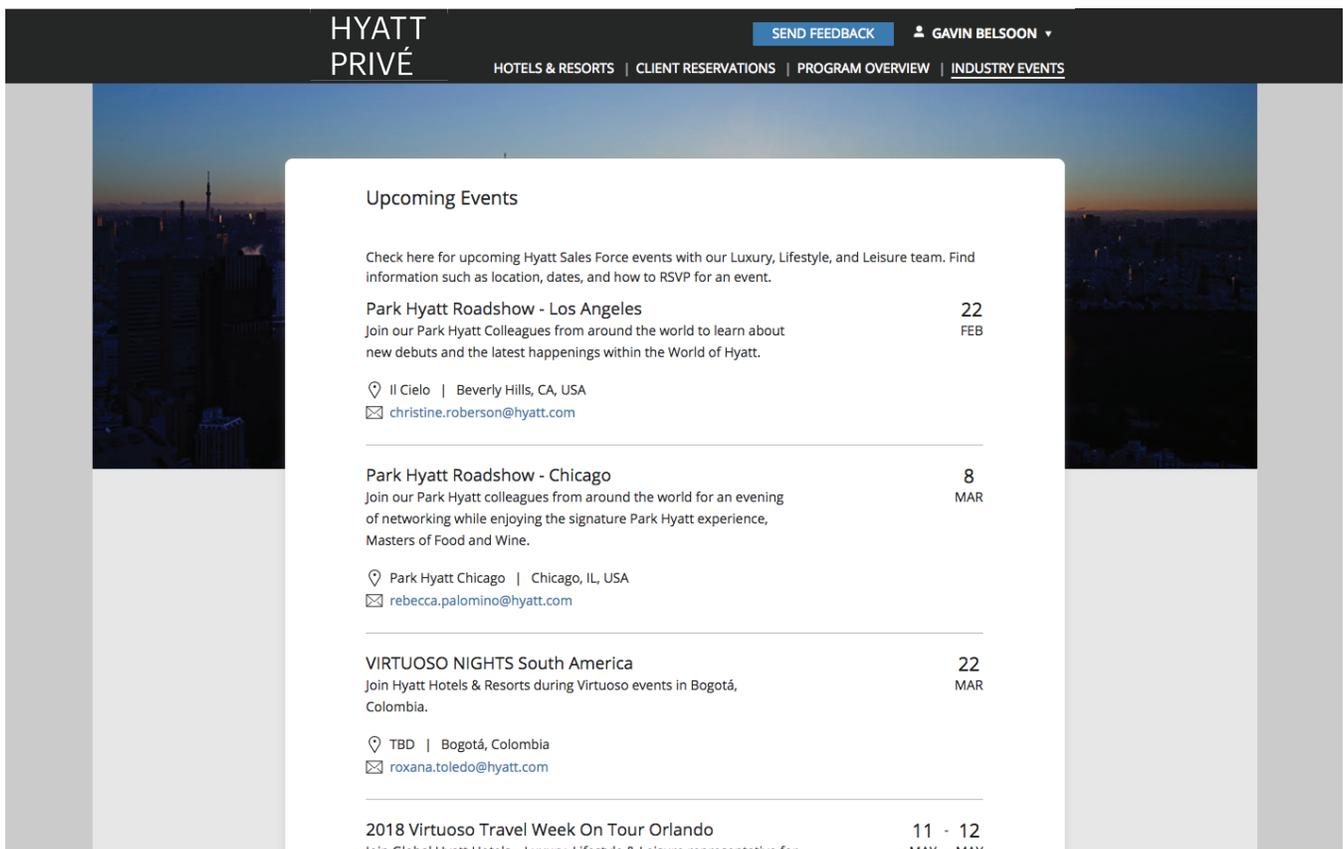
DISCOVER INDUSTRY EVENTS



DISCOVER INDUSTRY EVENTS

Explore more

Select the “Industry Events” tab to learn about upcoming Hyatt Sales Force events. Find information such as location, dates, and how to RSVP for an event.



The screenshot shows the Hyatt Privé website's 'Industry Events' page. The header includes the Hyatt Privé logo, a 'SEND FEEDBACK' button, and a user profile for Gavin Belsoon. The main navigation bar lists 'HOTELS & RESORTS', 'CLIENT RESERVATIONS', 'PROGRAM OVERVIEW', and 'INDUSTRY EVENTS'. The 'Upcoming Events' section features a list of four events with their descriptions, locations, and dates.

Event Name	Description	Location	Contact	Dates
Park Hyatt Roadshow - Los Angeles	Join our Park Hyatt Colleagues from around the world to learn about new debuts and the latest happenings within the World of Hyatt.	Il Cielo Beverly Hills, CA, USA	christine.roberson@hyatt.com	22 FEB
Park Hyatt Roadshow - Chicago	Join our Park Hyatt colleagues from around the world for an evening of networking while enjoying the signature Park Hyatt experience, Masters of Food and Wine.	Park Hyatt Chicago Chicago, IL, USA	rebecca.palomino@hyatt.com	8 MAR
VIRTUOSO NIGHTS South America	Join Hyatt Hotels & Resorts during Virtuoso events in Bogotá, Colombia.	TBD Bogotá, Colombia	roxana.toledo@hyatt.com	22 MAR
2018 Virtuoso Travel Week On Tour Orlando	Join Global Hyatt Hotels - Luxury, Lifestyle & Leisure representative for			11 - 12 MAY

FAQs



FAQs

General

Who is part of Hyatt Privé?

Hyatt Privé is an exclusive program that is by invitation only to a select group of luxury Travel Agencies.

Login

I had a World of Hyatt (formerly Hyatt Gold Passport) number previously, but it seems to no longer work when I use it to login. Why?

If you previously had an account that was closed to due to inactivity, you will need to create a new membership number by joining World of Hyatt.

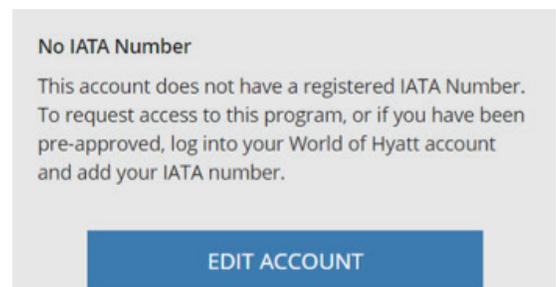
I attempted to create a new World of Hyatt account, but received an error message of “Potential Duplicate Member(s) Found.” What does this mean?

This message indicates your email address is tied to an existing World of Hyatt (or formerly Hyatt Gold Passport) account. To locate your membership number, click the “Forgot World of Hyatt #” link on the Hyatt Privé login page to retrieve your number, or contact Hyatt at one of our Login Support Phone Numbers for help.

When attempting to log in, I received the following pop-up message. What does this mean?

If you received this message when you attempt to log in, then you will need to update your existing World of Hyatt account to reflect that you are a Travel Advisor. To do so, click the “Edit Account” button in the pop-up, and you will be taken to a page to edit your account. Navigate to the **Customer Type** field on the page, and select “Travel Agent”. Next, add your agency’s **IATA Number** (or your Hyatt Pseudo-IATA Number) and select an answer from the **Agency Primarily Books** dropdown menu. Finally, click **Save Updates**.

You should now be able to log in to the Hyatt Privé website.



Booking & Program Rate Plan

What is the availability of this program's rate plan?

The Hyatt Privé rate plan should be available when a Standard Rate or the Best Available rate is also shown for a Hyatt Hotel, as long as the hotel is participating in Hyatt Privé.

In the GDS, I cannot find the Hyatt Privé rate for a hotel, regardless of room type and dates.

What should I do?

First, confirm the hotel is participating in Hyatt Privé by searching for the hotel at [hyatt.com/prive](https://www.hyatt.com/prive). It will be noted as a participant in Hyatt Privé. If the hotel is a participant, and you are unable to locate the rate plan in the GDS, reach out to your GDS help desk or to Hyatt's Travel Agent Help Desk at 800.452.0099 within the US, or at 402.593.5107 if calling from outside the US. Some travel agencies may also require that the Hyatt Privé rate code needs to be loaded into your rate table. Please check with the GDS administrator at your Agency.

I've updated my reservation in the GDS and the confirmation letter on the Hyatt Privé website doesn't reflect the changes. What should I do?

If your reservation details are not updating correctly, please contact our Reservation Support phone numbers, located on page 19, for help.

Benefits and Client Stay

I would like to alert the hotel of my client's specific needs (i.e. allergies) or requests (i.e. down pillows).

Where can I do this?

You may send special requests to the hotel through any of the contacts listed for a hotel. You can find the contacts listed on a hotel's page when clicking on them in the search results. Or, you can message the hotel from the "Client Reservations" tab. Just click on the client's reservation, select the contact on the right whom you wish to notify, and then click "Message Hotel" to send.

When do I receive the room upgrade for my reservation?

Once you have made a reservation, the hotel will upgrade the room, based on forecasted occupancy, within 24 hours. If your contact information was provided in the reservation, the hotel will notify you of the upgrade. Otherwise, you can contact the hotel to find out whether the upgrade was available or not.

Benefits and Client Stay *(cont'd.)*

What does it mean that certain benefits are confirmed within 24 hours of request?

If you have requests for connecting or adjoining rooms, early check-in, or late checkout (benefit available at Park Hyatt hotels), you will receive a confirmation from the hotel within 24 hours from the time you make your request.

Can I customize my client's welcome amenity? If so, how?

Yes, you may provide suggestions to the hotel for a welcome amenity. The hotel will do its best to accommodate requests based on availability at the hotel.

Can I customize the welcome letter for my clients?

Yes. You may contact the hotel to make requests through the contacts listed on the hotel's page. Or, you can message the hotel from the "Client Reservations" tab. Just click on the client's reservation, select the contact on the right whom you wish to notify, and then click "Message Hotel" to send.

Where can I retrieve the folio for my client's stay with Hyatt?

If you paid for your client's stay and have the required information, you may contact the hotel directly. Or, you can send a request through the contacts listed on the hotel's page within the Hyatt Privé site. You may also Retrieve the Hotel Bill on hyatt.com at this link:

[hyatt.com/hyatt/customer-service/contact-hyatt/request-copy-of-my-bill.jsp](https://www.hyatt.com/hyatt/customer-service/contact-hyatt/request-copy-of-my-bill.jsp)

Note: Hotel contacts are only listed for hotels that are participating in Hyatt Privé.

Other

What policies apply to bookings in the program?

Standard Cancellation, Guarantee, and No Show policies apply to reservations booked with the Hyatt Privé rate.

Can Hyatt Privé benefits be combined with other offers or consortia rates?

Hyatt Privé benefits cannot be combined with other offers or consortia program reservations. Reservations made with other luxury consortia programs receive the benefits for that program or rate only.

Other *(cont'd.)*

Are the benefits available on wholesale bookings?

Hyatt Privé benefits are not available on wholesale reservations. Reservations must be made with the Hyatt Privé rate plan to receive benefits.

Do guests in the World of Hyatt loyalty program earn points and receive World of Hyatt benefits if they are booked with the Hyatt Privé rate?

Yes, guests staying on the Hyatt Privé rate who are also members of World of Hyatt earn points as usual. Also, guests may receive both their World of Hyatt loyalty program benefits as well as the Hyatt Privé benefits. For overlapping benefits, the guest receives the better of the two benefits.

Where can I view my own World of Hyatt point balance?

When logged in to the Hyatt Privé website, you can see your personal World of Hyatt point balance by selecting "World of Hyatt Account" in the dropdown under your name.

Where can I find current hotel promotions?

Specific hotel promotions can be found on the Hyatt Privé hotel website page under the 'Hyatt Privé Special Offers' section or the Special Offers tab on the Hyatt Privé website's main navigation.

Where can I request an agent rate for my personal stay?

To book a Travel Agent rate, visit [hyatt.com/info/travel-agent-booking](https://www.hyatt.com/info/travel-agent-booking) for details or use the rate code TADS to book in the GDS.