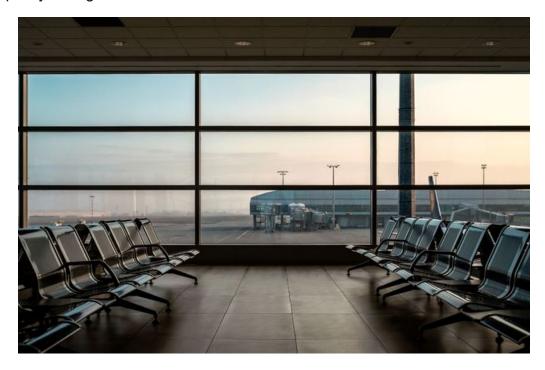


What Will Happen to My Elite Status and Points Because of the Coronavirus?

Limited travel due to the coronavirus prompts airline and hotel rewards programs to make policy changes.



THE FALLOUT FROM THE coronavirus continues to leave its mark on the travel industry. While frequent travelers were initially stressed about canceled flights, now they must also worry about maintaining their status and accruals in hotel and <u>airline rewards</u> <u>programs</u> at a time when travel is discouraged.

Most <u>hotel rewards programs</u> have extended points expiration dates. However, many travel companies are leaving their loyalty program policies vague, with some choosing to delay announcing updates to elite status requirements until more information is available about the coronavirus. At the time of publication, most major U.S. airlines have not announced any changes to their rewards programs' elite status requirements, as many carriers are hoping to better understand the scope of the virus' impact before updating their loyalty program policies.

Below are the most recent policy updates for the top U.S. hotel and airline rewards programs:

Marriott Bonvoy

Marriott Bonvoy has paused points expiration until Aug. 31, 2020. The rewards program has also extended the expiration of Suite Night Awards by one year to Dec. 31, 2021. Members who have a free night award expiring in 2020 will be able to use it through Jan. 31, 2021. Changes regarding elite status requirements have yet to be announced.

Wyndham Rewards

Wyndham Rewards points scheduled to expire before May 31, 2020, will have their expiration paused. Additionally, current Gold, Platinum and Diamond members from impacted areas in Asia will have their status extended through the end of 2021. Elite status requirements for members from other areas for 2021 will be updated, but the new elite tier qualifications have yet to be announced.

World of Hyatt

Forfeiture of World of Hyatt points will be suspended through May 31, 2020. Changes to the points redemption rates, which were scheduled to fall within peak and off-peak categories starting March 22, 2020, will be postponed until 2021. Members who booked a stay with points will receive a points reimbursement in their accounts three to five business days after canceling a reservation. Elite tier statuses and award expiration dates have been extended for qualifying members in the Asia Pacific region, but similar revisions for members from other areas have yet to be announced.

Choice Privileges

Points expiration for <u>Choice Privileges</u> members is paused until May 31, 2020. Changes regarding elite status requirements have yet to be announced.

Best Western Rewards

Best Western Rewards points do not expire. Best Western Rewards members who booked a stay with points will receive a points refund in their accounts after canceling a reservation. All members will maintain their current status through Jan. 31, 2022. Members who downgraded a tier at the end of 2019 will receive their previous tier status through Jan. 31, 2022.

IHG Rewards Club

The number of IHG Rewards Club points required to reach each status has decreased by 25% or more for 2020. Gold Elite members must accrue 7,000 qualifying points (down from 10,000), Platinum Elite members must collect 30,000 qualifying points (down from 40,000) and Spire Elite members must earn 55,000 qualifying points (down from 75,000). Additional changes to the IHG Rewards Club program have been made for members based in the Greater China region. Changes regarding points expiration have yet to be announced.

Radisson Rewards

Points expiration for all <u>Radisson Rewards</u> members has been extended by six months, effective March 1, 2020. Additionally, members whose elite statuses would have expired in February 2021, will now have their statuses extended through Feb. 28, 2022.

INVITED

No changes have been announced for Small Luxury Hotels of the World's <u>INVITED</u> program at the time of publication.

Sonesta Travel Pass

No changes have been announced for the <u>Sonesta Travel Pass</u> program at the time of publication.

Hilton Honors

Expiration dates have been paused for all <u>Hilton Honors</u> points scheduled to expire between March 16 and December 31, 2020. What's more, U.S. members with a Hilton Honors credit card from American Express will have the expiration date of all Weekend Night Rewards (including new awards issued until Aug. 30, 2020) extended to Aug. 31, 2021. All Hilton Honors members whose 2019 status was scheduled to be downgraded on March 31, 2020, will have their status extended through March 31, 2021. Additionally, Hilton Honors members' 2020 statuses will be extended through March 31, 2022.

Stash Hotel Rewards

<u>Stash Hotel Rewards</u> points do not expire. Members who booked a stay with points will receive a full points refund after canceling a reservation.

Leaders Club

New and existing <u>Leaders Club</u> members with scheduled stays at Leading Hotels of the World properties through June 30, 2020, will receive a Leaders Club point credit equal to the value of their canceled stay for hotels that are unable to issue a refund or hotel credit. Also, members who have accounts expiring before June 30, 2020, will have their membership automatically extended for free to July 31, 2020. Changes regarding elite status requirements have yet to be announced.

Omni Select Guest

According to an Omni Hotels & Resorts representative, Omni Select Guest members with canceled free nights that have expired can have their free nights rebooked through the member service team. Free night certificates with booking expiration dates of March 31 or April 30, 2020, will be extended 90 days. Additionally, elite status downgrades will not be made for 2020.

ALL - Accor Live Limitless

Members of <u>Accor's rewards program</u> will have 50% of the status nights and points required to achieve their current status credited to their account. Changes regarding points expiration have yet to be announced.

I Prefer Hotel Rewards

Points expiration for all <u>I Prefer Hotel Rewards</u> members has been extended through Aug. 31, 2020. Additionally, members will maintain their current status through June 30, 2021.