

# The Rewards Circle Incentive Program FAQs

Updated February 2025

## General Program:

### **Q: What is the Rewards Circle Incentive Program?**

A: The Rewards Circle Incentive Program rewards individual hotel employees for each Rewards Circle Enrollment (defined below) processed by such employee on a monthly basis. See “Getting Started” below to learn how this works for you.

### **Q: Who is eligible for the Rewards Circle Incentive Program?**

A: All hotel employees of eligible hotels who meet the following criteria can participate in The Rewards Circle Incentive Program. To participate hotel employees must:

- Have reached the age of majority in their jurisdiction of residence and the jurisdiction where the eligible hotel is located; and
- Be a member of the Wyndham Rewards program. The program is free join and open to individuals 18 years or older. Visit [wyndhamrewards.com/join](http://wyndhamrewards.com/join) to enroll.

### **Q: What if a participant doesn't know their Wyndham Rewards member number?**

A: A participant can look up their Wyndham Rewards member number using the member search function in eDesk or by logging into [wyndhamrewards.com](http://wyndhamrewards.com) to access their member number.

### **Q: What constitutes an eligible hotel?**

A: An eligible hotel must be located in the United States or Canada and meet the following criteria in order to be considered eligible:

- Participates in the Wyndham Rewards program in accordance with the Wyndham Rewards Front Desk Guide;
- Utilizes SynXis Property Hub, OPERA PMS or eDesk; and
- Operates under one of the following Wyndham Hotel Group, LLC brands: AmericInn® by Wyndham, Baymont® by Wyndham, Days Inn® by Wyndham, Dolce® by Wyndham, Hawthorn® Extended Stay by Wyndham, Howard Johnson® by Wyndham, La Quinta® by Wyndham, Microtel by Wyndham®, Ramada® by Wyndham, Registry Collection® Hotels (excluding Registry Collection hotels operated by HotelREZ Limited), Super 8® by Wyndham, Trademark Collection® by Wyndham (excluding Caesars Entertainment/Trademark Collection® by Wyndham co-branded properties and Trademark Collection by Wyndham hotels operated by HotelREZ Limited), Travelodge® by Wyndham, TRYP by Wyndham®, WaterWalk Extended Stay<sup>SM</sup> by Wyndham, Wingate by Wyndham®, Wyndham Garden®, Wyndham®, Wyndham Grand®.

### **Q: How many Wyndham Rewards points can an employee receive in accordance with The Rewards Circle Program?**

- A: Each employee of a franchised hotel can earn a **maximum of 119,800 Wyndham Rewards points per year, regardless of** country of residence. You should consult your tax advisor regarding the tax treatment of the receipt of the Wyndham Rewards points.

### **Q: How does an employee receive their monthly Wyndham Rewards points for Rewards Circle Enrollments?**

A: Wyndham Rewards points are awarded as follows:

- United States: The awarding of Wyndham Rewards points in the United States varies based on the type of property management system utilized by the eligible employee's hotel.
- Canada: Wyndham Rewards points are posted to the Points Bank of hotels located in Canada based on the number of Rewards Circle Enrollments processed by their employees each month. It is then the responsibility of the general managers of these hotels to award the points to the employees responsible for processing the Rewards Circle Enrollments.

Please refer to the below “Getting Started” section to learn more.

**Q: For what period of time does The Rewards Circle Incentive Program run?**

A: The Rewards Circle Incentive Program is intended to be an annual program. This year, it began on January 1, 2025 (as revised February 1, 2025) and runs through December 31, 2025.

**Q: What happens if an employee of a franchised hotel reaches the Wyndham Rewards point maximum of 119,800 during The Rewards Circle Incentive Program’s promotion period?**

A: While the employee of a franchised hotel can continue to process Rewards Circle Enrollments that will count toward the hotel’s Quarterly Valid Enrollment Target, the employee will not continue to earn 200 Wyndham Rewards points per Rewards Circle Enrollment after reaching 119,800 Wyndham Rewards points in a calendar year.

**Q: Why is there a cap of 119,800 Wyndham Rewards points for an employee of a franchised hotel?**

A: If a franchised employee were to earn more than 119,800 Wyndham Rewards points, that would require Wyndham Rewards to issue additional tax documentation to the franchised employee based on the value of the points they earned. Employees of franchised hotels are employees of our franchisees and not of Wyndham Hotels & Resorts. We do not, therefore, maintain the employment status or taxpayer information of these employees that would be required to complete this tax documentation.

Employees of franchised hotels can earn up to 119,800 Wyndham Rewards points from this incentive each year. Additionally, we encourage GMs and owners to create their own unique ways to encourage and reward their hotels’ top enrollers.

**Q: Does an employee have to process a minimum number of Rewards Circle Enrollments each month in order to earn points in accordance with The Rewards Circle Incentive Program?**

A: No, there is no minimum number of Rewards Circle Enrollments required to earn. Each employee can receive 200 Wyndham Rewards points per Rewards Circle Enrollment (up to any applicable calendar year maximum) beginning with the first Rewards Circle Enrollment processed by the employee during the promotion period.

**Q: Does the hotel by which an employee is employed have to meet its Quarterly Valid Enrollment Target before the employee can earn the incentive?**

A: No, eligible employees can earn 200 Wyndham Rewards points for each Rewards Circle Enrollment they process on a monthly basis regardless of the hotel’s progress toward its Quarterly Valid Enrollment Target.

**Q: If an employee enrolls a member in one month (e.g., April) but the applicable stay ends in the following month (e.g., May), for which month will the employee receive credit for the Rewards Circle Enrollment?**

A: Rewards Circle Enrollments are counted in the month that the associated enrollment stay is processed, not the month in which the enrollment was submitted. Therefore, in the above example, the Rewards Circle Enrollment would count toward the employee’s May Rewards Circle Enrollment total, and the Wyndham Rewards points earned would be awarded in June.

**Q: Can hotels participate in The Rewards Circle Incentive Program if they are not open for a full month during the program’s promotion period?**

A: No, hotels can only participate in the program beginning with the first day of the first full month after they open under an eligible Wyndham Hotels & Resorts brand. If an employee’s tenure at a hotel begins in the middle of the month, they would be eligible to earn points during the first month that the hotel is eligible to participate in the program. If the hotel is already participating in the program when the employee’s tenure begins, then the employee can begin earning points immediately.

**Q: Who is responsible for the cost of the Wyndham Rewards points awarded in accordance with The Rewards Circle Incentive Program?**

A: Wyndham Rewards is responsible for the cost of any incentive points awarded in accordance with this program. That means there is no cost to your hotel. You should consult your tax advisor regarding the tax treatment of the receipt of the Wyndham Rewards points.

**Q: Can an employee participate in The Rewards Circle Incentive Program if the hotel doesn't use SynXis Property Hub or OPERA PMS?**

A: Yes, an eligible employee of a hotel that doesn't use SynXis Property Hub or an OPERA PMS can participate in The Rewards Circle Incentive Program by processing Rewards Circle Enrollments via eDesk (Wyndham Community > Quick Links > Wyndham Rewards eDesk). Such employees must ensure they add their Wyndham Rewards member number to the enrollment form at the time of enrollment.

**Q: What is a Rewards Circle Enrollment?**

A: The criteria of a "Rewards Circle Enrollment" are the same as that of a Valid Enrollment, as outlined in the Wyndham Rewards Front Desk Guide, with the exception of the email address criterion. The primary components of a Rewards Circle Enrollment, including the email address criterion, are that it:

- is associated with a stay at the hotel at which the enrollment takes place (the stay must have a nightly rate of at least US\$25 and be processed less than 120 days after the member's checkout date);
- includes guest's first and last names, address, phone number and personal email address;
- is processed through the hotel's PMS or eDesk; and
- occurs prior to guest's checkout.

**Q: Does an enrollment with an OTA-provided email address count as a Rewards Circle Enrollment?**

A: No, only enrollments with a guest's personal email address and which meet all other criteria of a Valid Enrollment count as a Rewards Circle Enrollment and can earn Rewards Circle points in accordance with The Rewards Circle program. For clarity, any enrollments with any of the email addresses found [here](#) will not count as Rewards Circle Enrollments and will not be eligible for Rewards Circle points.

**Q: Do Rewards Circle Enrollments count toward my property's Quarterly Valid Enrollment Target?**

A: Yes, Rewards Circle Enrollments count towards your property's Quarterly Valid Enrollment Target. See the Wyndham Rewards Front Desk Guide for details (Wyndham Community > Resources).

**Q: What is the difference between a Valid Enrollment and a Rewards Circle Enrollment?**

A: While a Valid Enrollment requires a "valid email address," a Rewards Circle Enrollment must include a guest's personal email address. If a guest has an OTA-provided email address included in their reservation at the time of enrollment, your front desk staff must replace that email address with the guest's personal email address in order for the enrollment to count as a Rewards Circle Enrollment and for the front desk staff to be eligible to earn Rewards Circle points. Click [here](#) for a list of email addresses that will not qualify as a Rewards Circle Enrollment.

**Q: Are there any tips on how to best encourage guests to enroll in Wyndham Rewards?**

A: The Wyndham Rewards Enrollment Best Practices eModule provides helpful information about why it's important to enroll guests and how to overcome guests' objections to enrolling in the program. Visit Wyndham Community > Wyndham Rewards > Wyndham Rewards Resources > Wyndham Rewards Training to view the video.

**Q: What rewards can employees redeem their Wyndham Rewards points for?**

A: Wyndham Rewards points earned through The Rewards Circle Incentive Program can be redeemed for a variety of rewards, including: free nights, gift cards, merchandise and more. Please visit [wyndhamrewards.com/redeem](http://wyndhamrewards.com/redeem) to view the program's redemption options.

**Q: Where can I find additional information on The Rewards Circle Incentive Program?**

A: The program is governed by Terms & Conditions. For the Terms & Conditions for SynXis Property Hub/OPERA Cloud users in the United States, [click here](#). For the Terms & Conditions for OPERA PMS (with the exception of OPERA Cloud) users in the United States, [click here](#). For Terms & Conditions for hotels located in Canada, [click here](#).

Additional information about The Rewards Circle Incentive Program is available in the following resources:

- Wyndham Rewards section of Wyndham Community; and
- The Rewards Circle Training Video on Wyndham Community.

**Q: How do I enroll guests into the Wyndham Rewards program via SynXis Property Hub?**

A: Please visit Wyndham Community > Wyndham Rewards > Enrollment Program, Rewards Circle Incentive & More > Rewards Circle > SynXis PH Quick Start Guide for step-by-step instructions on how to enroll a guest into Wyndham Rewards via SynXis PH.

**Q: How do I enroll guests into the Wyndham Rewards program via an OPERA PMS?**

A: Please visit Wyndham Community > Wyndham Rewards / Enrollment Program, Rewards Circle Incentive & More > Rewards Circle > OPERA Cloud Quick Start Guide for step-by-step instructions on how to enroll a guest into Wyndham Rewards via the OPERA PMS.

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**Getting Started: United States Only**

**Employees/General Managers/Owners of Hotels located in the United States with SynXis Property Hub and OPERA Cloud**

**Q: How do I participate in The Rewards Circle Incentive Program if my hotel utilizes SynXis Property Hub or OPERA Cloud?**

A: Participation in The Rewards Circle Incentive Program requires the following steps:

- First, you and your employer hotel must meet the eligibility requirements listed in [The Rewards Circle SynXis PH/OPERA Cloud Incentive Promotion Term & Conditions – United States](#).
- Verify you are a Wyndham Rewards member. If you are not currently a member, please visit [wyndhamrewards.com/join](#) to enroll.
- SynXis Property Hub: Next, provide your Wyndham Rewards member number to the general manager of your hotel. Your general manager will need to add your Wyndham Rewards member number to your SynXis Property Hub profile's "User Information" field.
- OPERA Cloud: Next, provide your Wyndham Rewards member number to the general manager of your hotel. Your general manager will need to add your Wyndham Rewards member number to your OPERA Cloud profile's "Employee Number" field.
- Finally, begin enrolling new members through your hotel's SynXis Property Hub or OPERA Cloud PMS.

**Q: I am the General Manager of a hotel that uses SynXis Property Hub. How do I add employees' Wyndham Rewards member numbers to their SynXis Property Hub user profiles?**

A: General Managers can utilize these [SynXis Property Hub](#) step-by-step instructions to add hotel employees' Wyndham Rewards member numbers to the employees' SynXis Property Hub user profiles.

**Q: I am the General Manager of a hotel that uses OPERA Cloud. How do I add employees' Wyndham Rewards member numbers to their user profiles?**

A: General Managers can utilize the following step-by-step instructions to add employees' Wyndham Rewards member numbers to their user profiles:

- [Wyndham Rewards Enrollment Quick Start Guide](#)
- [Wyndham Rewards Job Aid](#)

**Q: What if I don't have my own SynXis Property Hub or OPERA Cloud user profile?**

A: Your general manager has to create an individual SynXis Property Hub or OPERA Cloud user profile for you in the hotel's PMS and add your Wyndham Rewards member number to your profile's "User Information" (SynXis Property Hub) or "Employee Number" (OPERA Cloud) in order for you to participate in The Rewards Circle Incentive Program. Please see the above links to the SynXis Property Hub or OPERA Cloud step-by-instructions.

**Q: Can employees create their own user profile?**

A: No, the general manager of a hotel must create this user profile for their employees.

**Q: Can I share a user profile with another employee of the hotel for which I work and still earn Wyndham Rewards points?**

A: No, all eligible employees must have their own user profile in order to participate in the program.

**Q: Can I still earn points if my Wyndham Rewards member number isn't added to my user profile?**

A: No, in order to associate a Rewards Circle Enrollment you process with your Wyndham Rewards member account, your member number must be included in your user profile.

**Q: When will I receive my Wyndham Rewards points earned through The Rewards Circle Incentive Program?**

A: Wyndham Rewards points earned for your monthly Rewards Circle Enrollments will be posted to your Wyndham Rewards member account on or about the 10<sup>th</sup> of the month following the month in which the applicable Rewards Circle Enrollments are processed.

**Q: How can I keep track of the number of Rewards Circle Enrollments I process each month?**

A: You can track your Rewards Circle Enrollment progress in The Rewards Circle section on the eDesk Dashboard. Login into eDesk via Wyndham Community (Wyndham Rewards > Quick Links > Wyndham Rewards eDesk) and locate your Wyndham Rewards member number to see how many Rewards Circle Enrollments you process each month.

**Q: What if I can't locate my Wyndham Rewards member number on the progress dashboard in The Rewards Circle section of eDesk?**

A: If you have your own SynXis Property Hub or OPERA Cloud profile, please verify with the general manager of your hotel that your Wyndham Rewards member number has been added to it. If you do not have your own profile, please ask your general manager to create one for you and add your Wyndham Rewards member number to it.

**Q: What if an employee processes a Rewards Circle Enrollment via eDesk rather than the hotel's SynXis Property Hub or OPERA Cloud PMS?**

A: The points earned for a Rewards Circle Enrollment processed via eDesk will be awarded directly to the employee as long as they include their Wyndham Rewards member number in the enrollment form at the time of enrollment.

**\*\*Please note, we encourage hotel employees to utilize their hotel's SynXis Property Hub or OPERA Cloud PMS to enroll guests rather than eDesk.\*\***

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**Getting Started: United States & Canada**

- **Employees/General Managers/Owners of Hotels located in the United States with an OPERA PMS (with the exception of OPERA Cloud)**
- **Employees/General Managers/Owners of Hotels located in Canada**

**Q: How do I participate in The Rewards Circle Incentive Program?**

A: Participation in The Rewards Circle Incentive Program requires the following steps:

- First, you and your employer hotel must meet the eligibility requirements listed in [The Rewards Circle OPERA PMS Incentive Promotion – United States Terms & Conditions](#) (employees/hotels residing/located in the United

States) or [The Rewards Circle Incentive Promotion Terms & Conditions - Canada](#) (employees/hotels residing/located in Canada).

- Verify you are a Wyndham Rewards member. If you are not currently a member, please visit [wyndhamrewards.com/join](#) to enroll.
- Finally, begin enrolling new members through your hotel's property management system.

**Q: How do I receive Wyndham Rewards points for the Rewards Circle Enrollments I process each month?**

A: A hotel receives 200 Wyndham Rewards points for each Rewards Circle Enrollment processed by its hotel employees on a monthly basis. These points are deposited into the hotel's Points Bank located in The Rewards Circle section in eDesk (Wyndham Community > Quick Links > Wyndham Rewards eDesk). The hotel's general manager is responsible for distributing these points to the eligible employees responsible for the Rewards Circle Enrollments.

**Q: I am the General Manager of a hotel. How do I access the Points Bank in eDesk?**

A: Your hotel's Points Bank is accessible from The Rewards Circle section of your eDesk Dashboard accessible via Wyndham Community (Wyndham Rewards > Quick Links > Wyndham Rewards eDesk).

**Q: As the General Manager of a hotel, how do I distribute Wyndham Rewards points via the Points Bank to employees responsible for processing Rewards Circle Enrollments?**

A: Follow these steps to distribute Wyndham Rewards in your Points Bank to eligible employees:

- Access your hotel's Points Bank in eDesk (via Wyndham Community) and select "View Points Bank" and then "Distribute Points".
- Enter the eligible employee's Wyndham Rewards member number in the "Transfer To" field; the member's name will populate.
- Enter the number of points to award to the "Points to Transfer" field and select "Distribute".
- The points will then be distributed to the employee's personal Wyndham Rewards member account.

**Q: As the General Manager of a hotel, how do I determine who is responsible for each Rewards Circle Enrollment processed each month?**

A: To determine the eligible employee responsible for a Rewards Circle Enrollment in any given month, we suggest keeping track of your employees' Rewards Circle Enrollments using the Wyndham Rewards Property Enrollment Log available [here](#).

**Q: When will a hotel receive the Wyndham Rewards points earned through The Rewards Circle Incentive Program?**

A: Wyndham Rewards points earned for a hotel's monthly Rewards Circle Enrollments are posted to its Points Bank in the Rewards Circle section of eDesk on or about the 10<sup>th</sup> of the month following the month in which the applicable Rewards Circle Enrollments are processed.

**Q: How long do the Wyndham Rewards points earned through The Rewards Circle Incentive Program remain in a hotel's Points Bank in eDesk?**

A: Once deposited in a hotel's Points Bank in eDesk, the GM has 60 days to deposit the points into members' accounts, otherwise the points will expire. Once points are distributed to members' accounts, the points are governed by the [Wyndham Rewards Program Terms and Conditions](#).

For additional questions about your hotel's Points Bank, please send an email to [wrpropincentive@wyndham.com](mailto:wrpropincentive@wyndham.com).

**Q: What if I do not receive the Wyndham Rewards points that should be awarded to me through the Points Bank?**

A: Please be sure to keep track of the Rewards Circle Enrollments you process each month and provide this information to your general manager at the end of the month to help ensure you receive the applicable number of Wyndham Rewards points once they are deposited into the eligible hotel's Points Bank. Once deposited into a hotel's Points Bank, the hotel is solely responsible for ensuring the points are properly distributed. Please address any discrepancies directly with your general manager.

**Q: How can I keep track of the number of Rewards Circle Enrollments I process each month?**

A: You can track the total number of Rewards Circle Enrollment processed by the eligible hotel by which you are employed in The Rewards Circle section of eDesk by logging into eDesk via Wyndham Community (Wyndham Rewards > Quick Links > Wyndham Rewards eDesk). To keep track of your individual Rewards Circle Enrollments, download the [Wyndham Rewards Property Enrollment Log](#) and use it to note each Rewards Circle Enrollment you process each month. Please note, Rewards Circle Enrollments must be validated by Wyndham Rewards. Please refer to the Enrollment Report in eDesk to confirm your Rewards Circle Enrollments.

**Q: What if an employee processes a Rewards Circle Enrollment via eDesk rather than the hotel's PMS?**

A: The points earned for a Rewards Circle Enrollment processed via eDesk will be awarded to the Points Bank of such employee's hotel as long as the employee included their Wyndham Rewards member number in the enrollment form at the time of enrollment.

**\*\*Please note, we encourage hotel employees to utilize their PMS to enroll guests rather than eDesk.**