

FREQUENTLY ASKED QUESTIONS • ROSEWOOD ELITE WEBSITE

**WHEN IS THE REFRESHED ROSEWOOD ELITE WEBSITE LAUNCHING?**

November 2023

**WHY IS ROSEWOOD CHANGING THE ROSEWOOD ELITE WEBSITE?**

Rosewood Hotels & Resorts has thoughtfully crafted a refreshed website for our exclusive Rosewood Elite partners. We are continuously finding innovative ways to provide more benefits to all Rosewood Elite partners that will support and prosper the Rosewood Elite program.

**HOW HAS THE WEBSITE CHANGED?**

Rosewood Elite travel advisors and experts will experience a single sign-on platform, enhanced with the option to book online. Users will continue to have access to view Rosewood Elite amenities, offers and rates, along with unique key selling points for each property and destination. Additional resources:

- The platform re-launches as a password-protected site. This new streamlined access requires a brief sign-up form that is developed to offer you a more personalized journey with Rosewood Hotels & Resorts, along with enhanced data hygiene and production tracking.
- Individual property contacts are listed by region and property. In addition, each hotel Elite email address has been enhanced to include all property Elite stakeholders to ensure your request is handled promptly. You can also reach out to your global sales contact to connect with an on-property sales team member.
- Individual property public and Elite offers will not be individually displayed - however, each Elite property page has a direct booking tool that eases your booking process for all public and Elite offers. As a reminder, to access Elite amenities and offers, please enter RWELITE in the promo code field while browsing a property's booking site. Please note, Rosewood Elite amenities and offers are only applied to reservations booked by a Rosewood Elite Travel Agent with a valid Rosewood Elite IATA #.

**HOW WILL I ACCESS THE REFRESHED ROSEWOOD ELITE WEBSITE?**

The original URL: [www.rosewoodelite.com](http://www.rosewoodelite.com) will redirect to the refreshed Rosewood Elite website with [www.rosewoodhotels.com/en/elite](http://www.rosewoodhotels.com/en/elite) shown on your browser. Both URLs will give you access to the refreshed Rosewood Elite website. A new personalized sign-in process is enabled on the homepage. Please create your unique login to expedite use of our direct online booking tool and access property-specific offers, amenities, and rates, as well as detailed contact information and downloadable brochures. Please note this website is exclusive to our Rosewood Elite Travel Partners only and we request that the URL is not shared with any persons outside the Rosewood Elite partnership program.

**HOW WILL I BE ABLE TO BOOK ROSEWOOD ELITE RATES, BENEFITS AND PACKAGES ON THE REFRESHED WEBSITE?**

There will be direct access to our online booking channel with **RWELITE** promo code. This promo code will display all Rosewood Elite rates, benefits and packages across the brand or specific to a property. Important note, Rosewood Elite benefits, rates and packages are only applied to reservations booked by a Rosewood Elite Travel Agent with valid Rosewood Elite IATA #. If a reservation is made by an invalid Rosewood Elite IATA #, the property will revert to BAR rates or non-exclusive offers and amenities.

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