

# ROSEWOOD ELITE

## FREQUENTLY ASKED QUESTIONS ROSEWOOD ELITE WEBSITE

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

The refreshed Rosewood Elite website launched July 2021

### 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 reimagined 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.

### Features that have been retired:

- Email share function for property information and offers
- Individual property contacts are no longer listed, however each property 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 #.
- Notifications and press release section

### 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. No log-in or individual account information is needed to access the website. 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.

EXPLORE THE REFRESHED ROSEWOOD ELITE WEBSITE:  
[www.rosewoodelite.com](http://www.rosewoodelite.com)