

Frequently Asked Questions (FAQs) - Louis Hotels Rewards

Here are some frequently asked questions to help you understand and enjoy your membership.

1. General Questions

Q: What is Louis Hotels Rewards?

A: Louis Hotels Rewards is a loyalty program that rewards members for eligible stays and purchases. Benefits may include free nights, discounts, exclusive offers, and tier-based perks.

Q: Who can join?

A: Anyone aged 18 or older with a valid email address can become a member.

Q: How do I join?

A: You can join online at <https://louishotels.com/en/loyalty.html> by clicking the “Join” button and completing the registration form. To activate your membership, you must verify the email address provided during registration within forty-eight (48) hours of receiving the verification email. Alternatively, you may join during the booking process by clicking the “Louis Hotels Rewards” button on the “Book Now” page and following the on-screen steps.

Q: Can I only join during my stay?

A: You may join the program at any time, either before or during your stay. To earn qualifying points and enjoy member benefits for your stay, membership must be completed before check-out.

Q: What is the difference between Award and Tier points?

A: Award points: Points that are available for redemption and may be used for free stays or other eligible services.

Tier points: Points that determine your membership tier (status). Tier Points are not reduced when you redeem Award Points for free stays or services.

Q: What are the minimum qualification criteria for each tier?

A: Membership tiers are determined by the number of Tier Points earned:

- Bronze: 0 Tier Points
- Silver: 3,000 Tier Points
- Gold: 80,000 Tier Points
- Diamond: 120,000 Tier Points

For the most up-to-date information on tier qualification criteria, please visit <https://louishotels.com/en/loyalty.html>

2. Earning Points

Q: How do I earn points?

A: Members earn points for eligible spending, including hotel stays, food & beverage charges, and other services billed directly to the room. For the most up-to-date information, please visit <https://louishotels.com/en/loyalty.html>

Q: Are there bonus points or promotions?

A: Not currently.

Q: Do points expire?

A: Points expire five (5) years from the date they are earned. Please refer to the program rules for exact timelines.

Q: How do I collect points from hotel stays?

A: Points are automatically added to your account when you:

- Book directly: Earn points based on your tier and spending (excluding taxes).
- Book via partners/third-party agencies: Earn points per night based on hotel category, season and room type.
- For the most up-to-date information, please visit <https://louishotels.com/en/loyalty.html>

To ensure points are credited:

- Notify the hotel you are a member before or during your stay.
- Make reservations under the same name and email used to join.
- Request corrections through the designated form in your account.

Q: I am staying in the same room with another member. Can we both collect points?

A: Only the member who made the reservation earns points, unless otherwise indicated during check-in.

Q: I made a reservation for my family or friends without staying myself. Can they use my benefits?

A: No. Loyalty benefits are only valid when the member is personally staying at the hotel.

Q: Can I collect points for past stays?

A: Points cannot be retroactively applied to stays before joining the program.

Q: Can I collect points for multiple rooms booked under my name?

A: Points are awarded for only one room per stay, even if multiple rooms are booked under your name.

Q: Which hotels participate in the program?

A: For the updated list of hotels that participate in the program, please visit <https://louishotels.com/en/loyalty.html>

3. Redeeming Points & Benefits

Q: How can I use my points?

A: Points can typically be redeemed for free stays. You can redeem your points through the portal by clicking the 'Redeem' button.

Q: Can I combine points with other offers?

A: Points cannot be combined with other promotional offers unless explicitly stated in the terms and conditions.

Q: How do I redeem Award points?

A: Log in to your account and select the 'Redeem' option to choose your stay.

Q: Will redeeming Award points affect my membership tier?

A: No. Tier points determine your membership level. Redeeming Award points does not reduce your Tier points or affect your tier status.

Q: Can I redeem Award points for a stay longer than my available balance?

A: Award points can only be redeemed for nights fully covered by your balance. Partial redemptions combined with cash may not be available; additional nights must be booked separately.

Q: I did not receive all the benefits during my stay. Why?

A: Benefits are tier-specific and may be subject to availability. Some perks cannot be guaranteed in advance.

4. Account Management

Q: Where can I view my loyalty account activity and update my personal information?

A: You can view your loyalty account activity and update your personal information by logging in at <https://louishotels.com/en/loyalty.html> and accessing the relevant sections of your account.

Q: How do I check my points balance?

Log in to your account and view your points balance on the 'Overview' page.

Q: How do I check my benefits?

A: Log in to your account and view your tier-specific benefits on the 'Benefits' page.

Q: Can I transfer points or share benefits?

A: Points and benefits are generally non-transferable and must remain within the member account.

Q: Where can I view my loyalty account activity?

A: After logging in, check the 'Activity' to review past transactions, upcoming reservations, and point history.

Q: How can I update my personal information?

A: Log in to your account and update your profile (e.g., mobile, address, date of birth) on the 'My Profile' page.

Q: How can I update my preferences?

A: Log in to your account and update your preferences on the 'Preferences' page.

Q: I have a special request for my upcoming stay. Who should I contact?

A: For any special requests related to your stay, please contact the hotel directly. You may also update your preferences in your loyalty account so the hotel is aware of them in advance.

While every effort will be made to accommodate your requests, fulfillment cannot be guaranteed and is subject to availability.

5. Technical & Miscellaneous

Q: Does the program cost anything?

A: Membership is free.

Q: Can I opt out?

A: Yes, members may leave the program at any time by contacting us via email at loyalty@louishotels.com.

Q: Who can I contact for help?

A: Reach out via email at loyalty@louishotels.com .

Q: I still have questions about the program or my account.

A: Contact us via email loyalty@louishotels.com for assistance.