




What is Stash?

Stash is a network of nearly 200 independent and unique hotels across the US and Caribbean, where members earn and redeem points for free nights.

How does it work?

<p>1 Sign 'em up</p>  <p>Sign up is free and easy – invite guests via email through the Stash Hub</p> <p>The guest’s email address is their Stash ID - be sure this is attached to their reservation</p>	<p>2 Points roll in</p>  <p>Members earn 5 points per dollar on their room rate for eligible stays (not including taxes or incidentals)</p>	<p>3 Redeem anytime</p>  <p>Redeem points at Stashrewards.com</p> <p>No blackout dates and points never expire</p>
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Proven ways to strike up the Stash conversation:

The Nordstrom Approach

“Are you earning points for this stay?”

The Road Warrior Test

“Do you travel often? You should check out our loyalty program.”

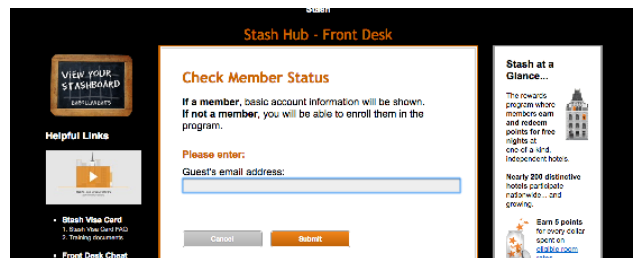
The cool & casual method

“Where are you coming from? (...) Oh, we have sister hotels there.”

{grab brochure and present program}

Use the Stash Hub to Enroll

Enrolling guests is **super-easy and pain-free** for you and the member. **Enter their Email address in the Stash Hub** (accessed via shortcut on your workstation) to send an invite and they start to earn points.



Get points for enrolling members with PERK!

For every qualified enrollment you make using the Stash Hub, **Stash will give you 100 points**. Be sure you are enrolled as a Stash member and that your member email is loaded in the Stash Hub so we know where to drop all of those points. Go to **Stashrewards.com/hotels** to find where you'll be spending your next vacation.

How do we handle REDEMPTION reservations?

Redeeming members are VIPs – these are loyal members of the program and should be acknowledged when they arrive. They also appreciate any “red carpet” touches you are able to add (like available upgrades, local amenities, and hand-written notes). Remember, not only are they likely to return as loyal members, but they are also more inclined to leave a positive review on social media, so keep that red carpet handy!

- **Check the Arrival Tool on the Commons** to see more info about the member and if they have any preferences.
- Be sure to **suppress the rate** (that’s our special sauce).
- Double-check that **room and tax is routed to Stash’s credit card** for the redeemed night(s).
- **Additional charges are the member’s responsibility** (such as incidentals, requested upgrades, or added room nights) so remember to get their credit card on arrival and apply these charges to the proper card. It’s a great time to mention the Stash Visa Card, too... *“Will you be using your Stash Visa Card for additional charges?”*

What is the STASH VISA CARD?

The Stash Visa Card is the quickest way for members to earn points towards free stays as they spend. Using the card at Stash Hotels earns them an additional **3 points per dollar on the entire folio!** They get 2 points per dollar at ANY hotel (even chains) and on dining and gas, and then one point per dollar on all other purchases. And there’s more – members can learn all about the card and enroll at stashrewards.com/creditcard.

What do you mean by QUALIFIED enrollment?

The term qualified refers to an **enrollment that is associated with a hotel stay**. As long as a member’s email address is attached to a corresponding reservation in our nightly checkout report, you’ll get your PERK points if you enrolled them using the Stash Hub. Enrolling other non-guests using the Hub does not earn PERK points (but thanks for spreading the word about Stash).

What is an ELIGIBLE rate?

Any reservations made directly on your site are eligible to earn Stash points. A complete list of Eligible Rates can be obtained from your manager, and we recommend keeping a copy handy for reference. OTA bookings (Expedia, Orbitz, etc.), Wholesale/Tour rates, and other **third-party bookings are not eligible to earn points**. But you can still enroll them using the Stash Hub and get PERK points for enrolling a qualified stay, even though the member will not earn points this time around. In fact, this is a great way for your hotel to obtain their email address for marketing purposes, and encourages them to book directly the next time.

Where can I go for more HELP?

Our website for Stash partner hotels is known as *The Commons* - <https://commons-community.stashrewards.com> - and partners can email partner-support@stashrewards.com if they have specific questions.

Stash Members can email customer-support@stashrewards.com if they have questions.



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Earn 5 points per
dollar on eligible
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16,000 pts =
network average
for a free night



Book 2x and 3x
point offers on
our DEALS page