

FRONT DESK AND RESERVATION AGENT

program facts

The Guestbook is the world's premiere cash back rewards program for distinctive hotels and their guests. Over 1.5 million members worldwide have joined The Guestbook cash back rewards program to enjoy the freedom of three redemption options.

5%

CASH BACK
via PayPal or
gift card

5%

CASH FOR A CAUSE
to donate to their
favorite charity

15%

CASH FORWARD
with any of The Guestbook's
750+ partner hotels

A MORE REWARDING WAY TO STAY

Enjoy the freedom
of choice and the
power of Cash Back

FREQUENTLY ASKED QUESTIONS

CAN GUESTS ENROLL THEMSELVES? Yes, they can enroll when booking on the hotel's website, or by visiting the hotel's dedicated landing page on The Guestbook website.

CAN THE GUESTBOOK PROGRAM HELP ME CLOSE A BOOKING? Yes, by advising the guest of the rewards program you can convince them to book now. Say something like, "Before you hang up, would you be interested in earning 15% Cash Rewards on your stay? Joining the rewards program is free and simple."

HOW DO GUESTS RECEIVE THEIR REWARDS?
Guests are notified of their rewards via email and redeem them on theguestbook.com.

HOW LONG WILL IT TAKE FOR GUESTS TO RECEIVE THEIR REWARDS? Normally within seven business days after checkout.

WHAT IS CASH FORWARD? Cash Forward is a special redemption option that gives members an additional value (15% vs. 5%) to explore The Guestbook's portfolio of hotels.

WILL GUESTS BE ABLE TO REDEEM REWARDS IF THEY LIVE OUTSIDE OF THE UNITED STATES? Yes, absolutely. The Guestbook utilizes third party vendors, such as PayPal, to transfer reward redemptions to international members in their selected currency. Rewards may be redeemed in over 25 currencies.

FOR MORE INFO VISIT THEGUESTBOOK.COM/FAQ

NEW MEMBERS RECEIVE \$15 CASH FORWARD SIGN-UP BONUS when enrolled by an agent

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1 VISIT YOUR AGENT ENROLLMENT PAGE

2 ENTER REQUIRED GUEST INFORMATION

Guest First Name

Guest Last Name

Guest Email

Hotel Agent Email

KEY TALKING POINTS

- + The largest cash back rewards network in the world for independent and boutique brand hotels
- + Guests enrolled by an agent will receive a **\$15 USD Cash Forward** (or currency equivalent) sign-up bonus
- + Guests enrolled BEFORE their stay are eligible for **5% Cash Back/15% Cash Forward** when booking direct
- + Guests enrolled DURING their stay are eligible for **\$5 USD Cash Back** bonus when they submit proof of stay, regardless of how they booked
- + Rewards are sent via PayPal, Visa eGift Card, or other options shown on theguestbook.com

3 LET YOUR GUEST KNOW THEY WILL BE RECEIVING AN EMAIL FROM THE GUESTBOOK

The guest will simply need to click the link to confirm.

HOW TO
ENROLL A
GUEST

HAVE QUESTIONS OR NEED MORE INFO? CONTACT@THEGUESTBOOK.COM | +1-323-302-4602

THEGUESTBOOK.COM

THE
GUEST
BOOK