

## IPREFER

As a member of the Preferred Hotels & Resorts Lifestyle Collection, Royal Plaza on Scotts guests are eligible to enroll in the iPrefer guest loyalty program, which extends points redeemable for cash-value Reward Certificates, elite status, and special benefits such as complimentary Internet to members upon every stay at more than 600 participating Preferred Hotels & Resorts locations worldwide.

**You'll earn 10 points for every US\$1 you spend on eligible stays, plus you get to enjoy these exclusive benefits as an iPrefer member:**

Complimentary high speed Wi-Fi / wired Internet for multiple devices

Priority early check-in at 11am / late check-out till 3pm, when available

Priority for complimentary room upgrades, when available

Points are redeemable for cash-value Reward Certificates valid for room charges

All members join at the Insider Tier and earn additional VIP benefits, including bonus points, as they earn more points and move on to Elite status.

IPREFER TIERED BENEFITS	
INSIDER 0 TO 49 999 POINTS	ELITE 50 000 POINTS +
<ul style="list-style-type: none"> <li>Free high-speed Wi-Fi / Wired Internet</li> <li>Priority early check-in at 11am</li> <li>Priority late check-out till 3pm</li> <li>Complimentary room upgrades when available</li> <li>Virtual membership card</li> </ul>	<ul style="list-style-type: none"> <li>INSIDER Benefits</li> <li>\$30 Dining credit per stay</li> <li>50% bonus points per stay</li> </ul>

[Enroll now](#) to be an iPrefer member for more information and details. Include your member number when booking online in order to earn points and other member rewards. Book your stay with us now with our [latest hotel promotions](#).

**iPrefer Rewards**

**Tel: (65) 6589 7875**

**Email: [members@royalplaza.com.sg](mailto:members@royalplaza.com.sg)**

# FREQUENTLY ASKED QUESTIONS

## PROGRAM UPDATE: FEBRUARY 12, 2016

### What has changed as of February 12, 2016?

There are 4 key changes to the program:

1. The number of points earned has been increased from 1 point per US\$1 spent to 10 points per US\$1 spent for eligible stays.
2. The tiers have been consolidated and re-named. There are now two tiers: Insider (base tier) and Elite (top tier). Previous Silver members will now have Insider status, while previous Gold and Platinum members will now have Elite status.
3. Richer instant benefits:

INSTANT BENEFITS	INSIDER (0-49,999)	ELITE (50,000+)
Points earned per eligible US\$1 spent for stays	10	15
Redeem points for free nights, dining, and spa services*	•	•
Room upgrade**	•	•
Free Internet	•	•
Priority early check-in, late check-out**	•	•
Welcome amenity		•

\* *Varies by hotel*  
\*\* *Based on availability at check-in*

4. We now have a new brighter and bolder look with eye-popping colors that are youthful, playful, and vibrant.

### I was previously a Silver tier member. What tier am I now?

Silver tier members now have Insider status. Insider benefits include:

- 10 points earned for every eligible US\$1 spent for stays
- Redeem points for free nights, dining, and spa services\*
- Room upgrade\*\*
- Free Internet
- Priority early check-in, late check-out\*\*

\*Varies by hotel

\*\*Based on availability at check-in

## **I was previously a Gold or Platinum tier member. What tier am I now?**

Gold and Platinum tier members now have Elite status. Elite benefits include:

15 points earned for every eligible US\$1 spent for stays

Redeem points for free nights, dining, and spa services\*

Room upgrade\*\*

Free Internet

Priority early check-in, late check-out\*\*

Welcome amenity

\*Varies by hotel

\*\*Based on availability at check-in

## **I see that I now earn 10 points per US\$1 spent on eligible stays. Does that mean I will earn Reward Certificates 10 times faster?**

No. The number of points needed to redeem Reward Certificates have also been increased by 10x.

<b>Reward Certificate</b>	<b>Points required</b>
US\$25	12,500
US\$50	25,000
US\$100	50,000
US\$250	125,000
US\$500	250,000

## **How will my points balance be affected by the program changes?**

iPrefer members will now earn 10 points per US\$1 spent on eligible stays. Your points balance, along with the number of points needed to reach the next tier and the number of points needed to redeem a Reward Certificate, have been adjusted accordingly.

## **Do I have to reprint my member card?**

Yes, members will need to print their new cards. To print your member card, log in to your iPrefer account and select "Print member card" from your dashboard.

## **How do I order a physical member card?**

Members cannot order physical member cards at this time. All members can print their member cards by logging in to their iPrefer account and selecting "Print member card" from their dashboard.

## **How do I check what my new tier status is?**

Log in to your account at iPrefer.com. Your tier status will be visible on your member dashboard.

## **Can I pay to upgrade to Elite status?**

No, all iPrefer members must accumulate points via eligible stays in order to reach the next tier.

## **I currently have elite status with another hotel rewards program. Does iPrefer offer status matches?**

Yes, you may contact [iPrefer@preferredhotels.com](mailto:iPrefer@preferredhotels.com) and provide proof of your status at another hotel rewards program.

### I am an Elite member and I noticed that I get a “welcome amenity”. What is a welcome amenity?

Every iPrefer-participating hotel offers Elite members a unique amenity during their stay. These can range from bottles of wine and artisanal chocolates to resort credits.

### Is my room upgrade guaranteed?

Room upgrades are based on availability at check-in.

### How do you define “room upgrade”?

A room upgrade is based on availability at check-in, and can include, but is not limited to: upgrade to a higher floor; a room with a superior view, or higher room category.

### How do I arrange an early check-in and late check-out?

Prior to your arrival, please notify the hotel of your estimated time of arrival. You may arrange your late check-out with the front desk staff during your stay.

## MEMBERSHIP

### How do I join iPrefer?

You can join anytime at [www.preferredhotels.com/iprefer/enroll](http://www.preferredhotels.com/iprefer/enroll) or at any participating Preferred Hotels & Resorts hotel.

### How much does it cost to join iPrefer?

Membership is free!

### What benefits do I receive as an iPrefer member?

All iPrefer members earn points for eligible stays at participating hotels. Membership is free and you can expect the following benefits during every stay:

INSTANT BENEFITS	INSIDER (0-49,999)	ELITE (50,000+)
Points earned per eligible US\$1 spent for stays	10	15
Redeem points for free nights, dining, and spa services*	●	●
Room upgrade**	●	●
Free Internet	●	●
Priority early check-in, late check-out**	●	●
Welcome amenity		●

\* *Varies by hotel*  
\*\* *Based on availability at check-in*

### **How do I get upgraded to Elite status?**

You must earn 50,000 points within one year of your membership anniversary date to move from Insider to Elite status.

You do not have to wait for your anniversary to be upgraded. You will move immediately to the next tier when you reach the next points level. Tier benefits will remain in place through your next anniversary date regardless of your activity.

### **How do I maintain my Elite status?**

You can maintain your status by reaching the same or higher points levels during the 12-month period following your anniversary date. If you do not maintain the qualifying amount of points during this time, you will be downgraded to Insider status on your next anniversary date.

### **Do I get benefits if I sign up during a hotel stay?**

If you enroll at a participating hotel at check-in, you will receive Insider benefits for your current stay, with the exception of points. Only reservations made with an iPrefer member number are eligible for earning points.

## **POINT MANAGEMENT**

### **How do I earn points?**

You must include your iPrefer member number in your reservation and book your stay at participating hotels via one of the following channels in order to earn points and other iPrefer member benefits:

iPrefer.com

PreferredHotels.com and associated websites

iPrefer or Preferred Hotels & Resorts call centers

Participating hotel websites

Hotel direct

Travel agent bookings using official Preferred Hotels & Resorts booking codes

### **How many points will I earn when I stay at a participating hotel?**

You will earn 10 points for every US\$1 in reservation spend, excluding taxes and charges, on eligible stays. For example, if you spend US\$100 per night for three nights, you will earn 3,000 points.

Stays paid in non-US currency will be converted to US\$ at an exchange rate at the discretion of Preferred Hotels & Resorts.

### **I forgot to add my iPrefer member number to my reservation at the time of booking. How can I add it?**

If you made your reservation directly with Preferred Hotels & Resorts, email your request to [iPrefer@preferredhotels.com](mailto:iPrefer@preferredhotels.com) and include your member number and reservation confirmation number.

If you made your reservation directly with the hotel or via another channel, contact the hotel and ask them to include your member number in the reservation prior to arrival.

### **Can I earn points for non-room charges, such as dining in the hotel restaurant?**

Some hotels may offer additional point earning opportunities including spa, restaurant, gift shop, and resort charges, but this is at the discretion of the hotel and is not automatically included in point earning.

### **How do I add my iPrefer number to my reservation if I forgot it when I made the reservation?**

If you made your reservation directly with Preferred Hotels & Resorts, email your request to [iPrefer@preferredhotels.com](mailto:iPrefer@preferredhotels.com) and include your member number and reservation confirmation number. If you made your reservation directly with the hotel or via another channel, contact the hotel and ask them to include your member number in the reservation prior to arrival.

### **Do I earn points for a hotel's own loyalty program in addition to my iPrefer points?**

You will earn iPrefer points and benefits for every eligible stay at participating hotels. It is at the discretion of each hotel to extend benefits from other hotel loyalty programs they may offer.

### **Do I earn airline miles in addition to my iPrefer points?**

You will earn iPrefer points and benefits for every eligible stay at a participating hotel. If a hotel also participates in the Preferred Hotels & Resorts' airline frequent flyer program, you can request credit for your same stay.

### **Are my past stays eligible for points?**

iPrefer points will not be awarded for stays prior to August 15, 2013 or prior to member enrollment.

### **Do points expire?**

Yes. Points will expire after 24 months of membership inactivity. Activity is defined as: an eligible stay or point redemption into a Reward Certificate. You will forfeit your current balance when your points expire and you will be downgraded to Insider status.

### **How do I check my point balance and tier status?**

Log in to your account at [iPrefer.com](http://iPrefer.com). Your point balance and tier status will be visible on your member dashboard. Your point balance and tier status will also be included on all emails you receive from iPrefer.

### **How can I use my points?**

You can redeem points for cash-value Reward Certificates, which are accepted for payment against room charges at any iPrefer-participating hotel. Some hotels may also accept iPrefer Reward Certificates for payment toward spa, restaurant, gift shop, and resort charges, but this is at the discretion of the hotel and acceptance is not guaranteed.

### **I booked a stay at a hotel that is no longer an iPrefer-participating hotel. Will I still earn points and receive other membership benefits?**

You will only earn points and receive membership benefits at hotels that are currently participating at the time of your stay, regardless of their participation status when you made your reservation.

### **I do not see points in my account for a recent stay. How can I get credit for missing points?**

Log in to your account at iPrefer.com and click the "Request Points" link in your member dashboard to request a point adjustment through iPrefer Member Services. You must include an electronic copy of your final hotel bill reflecting the charges for which you are claiming points. Point requests will not be accepted until a folio has been attached.

### **How do I merge two profiles, or transfer points between two accounts?**

Email your request to [iPrefer@preferredhotels.com](mailto:iPrefer@preferredhotels.com) and include your member number and all relevant details.

## **REWARD CERTIFICATES**

### **How do I redeem my points for Reward Certificates?**

Log in to your account at iPrefer.com and click on "Redeem Reward" in your member dashboard to order Reward Certificates, provided your point balance qualifies for the redemption amount you select. Please note your member profile must contain complete address information before you can complete a Reward Certificate order. Go to "My Profile" to update your address if prompted.

<b>Reward Certificate</b>	<b>Points required</b>
US\$25	12,500
US\$50	25,000
US\$100	50,000
US\$250	125,000
US\$500	250,000

### **How do I receive my Reward Certificate?**

Your Reward Certificate will be delivered via email and will contain a unique, secure code. Simply print the Reward Certificate or present it on your smartphone at a participating hotel for verification and acceptance.

### **In what currencies and denominations are Reward Certificates available?**

Reward Certificates are available in USD/GBP/EUR 25, USD/GBP/EUR 50, USD/GBP/EUR 100, USD/GBP/EUR 250, or USD/GBP/EUR 500.

### **Do Reward Certificates expire?**

No. iPrefer Reward Certificates do not expire and are valid until redeemed at a participating hotel.

### **How should I present my Reward Certificate to a participating hotel?**

Print your Reward Certificate from the order confirmation email or the "Reward Certificate History" link in your member dashboard and present it to the hotel front desk. You can also show the Reward Certificate on your smartphone. To facilitate acceptance, it is suggested that you advise the hotel at time of check-in if you plan to use a Reward Certificate during your stay.

### **Can I give my Reward Certificate to a friend or family member?**

Yes, you are welcome to gift an iPrefer Reward Certificate by simply forwarding the email containing your Reward Certificate to the recipient for presentation at a participating hotel.

**I have lost the original email containing my Reward Certificate. How do I request a new email or reprint my Certificate?**

If the Reward Certificate has not been used or canceled, click "Reward Certificate History" on your member dashboard at [iPrefer.com](https://www.iprefer.com), and click on the "Issued" link to reprint the Reward Certificate or generate a new order confirmation email.

**Do I get change if I do not use the full face value of my Reward Certificate?**

No. iPrefer Reward Certificates are valid at the full face-value amount only.

**I am traveling to a country that uses a different currency than my Reward Certificate currency. Will the hotel accept it?**

Yes, the hotel will convert it at an exchange rate of their discretion and apply the converted amount to your outstanding charges.

**The hotel I booked was an iPrefer-participating hotel when I made the reservation, now they are not. Can I still use a Reward Certificate at that hotel?**

No, a non-participating hotel is not required to accept an iPrefer Reward Certificate as payment.

## **GENERAL ASSISTANCE**

**I forgot my iPrefer password. How do I reset it?**

Click on the "Log In" button at the top-right corner of the site and then click "Forgot Password" link. You will be prompted to enter your email address to receive a password reset link. If you need further assistance, contact [iPrefer Member Services](#).

**I'd rather make my booking over the phone. Who do I call for assistance?**

[iPrefer Member Services](#) is available 24/7 to assist you.