

# HYATT PRIVÉ

## USER GUIDE AND REFERENCE INFORMATION



◆ ANDAZ MEXICO CITY CONDESA, MEXICO

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# WELCOME TO HYATT PRIVÉ

As a travel designer for our most premium guests, we understand you have a distinct set of needs. This elite program has been authored exclusively for you.

Here, you'll find all the information, resources, benefits and rewards you need to create a superior stay and exceed in providing for every detail in between—from brand intricacies that help you discern where to book to a direct hotel contact who will help you with every step of your client's journey. Even when you're an ocean away.

As a member of Hyatt Privé, you join a collective of world-class travel curators working hand-in-hand with our supportive, experienced teams to deliver a transformative experience for your every guest, every stay.

You're extraordinary at what you do for your clients.

We aspire to be extraordinary for you.

## KEY BENEFITS

- Maintain personal contact with key associates at the hotel or resort where your guest is staying
- Access unique local recommendations, insider tips and timely details about Hyatt properties that can elevate your travel curation
- Use property credit for incidentals during a stay
- Manage your process, from booking a room to personalizing your client's plans, in one spot
- Unlock exclusive promotions only available to top luxury travel designers
- Easily discern Hyatt's premier luxury, premium or lifestyle location that is a best fit for your client's journey

For any questions, contact us at [hyattprive@hyatt.com](mailto:hyattprive@hyatt.com)

# PARTICIPATING BRANDS

Alila

Alila hotels are committed to respecting the way of life and traditions of local communities, and minimizing the impact on the environment. Our luxurious retreats are woven into their natural surroundings and designed with a sustainable approach to architecture and customized activities for mindfulness and cultural immersion.

ANdAZ

What makes Andaz hotels and resorts so entirely unique is the way in which each property taps into its surrounding local culture and neighborhood's spirit to create an experience for guests that has an unprecedented level of authenticity—one guests can see, hear, smell, taste and feel.

 **DESTINATION  
BY HYATT®**

Destination by Hyatt is a diverse collection of independent hotels, resorts and residences that are individual at heart yet connected by a commitment to embody the true spirit of each location. Each property is purposefully created to be a place of discovery through immersive experiences, authentic design and genuine service. As honored hosts, Destination by Hyatt connects guests to both people and place—offering a sense of belonging that invites all to make our destination yours.

**DREAM**  
HOTELS

Known for market-making design and experiential hospitality, Dream hotels are more of a social catalyst than a conventional place to stay. Each Dream hotel boasts a uniquely crafted design, underpinned by exemplary service and vibrant restaurants and nightlife venues with an intangible energy drawn from some of the most stimulating cities in the world.

  
**DREAMS**  
*Resorts & Spas*

From first moments to lasting celebrations, Dreams Resorts & Spas offer unforgettable beachfront settings designed for couples and families looking to connect with those who matter most. With *Unlimited-Luxury*® inclusions, all needs are met. Graciously appointed rooms and suites, pristine pools and ocean views create the ultimate backdrop for unparalleled pampering and lasting memories.

GRAND | HYATT®

Glamorous and global, Grand Hyatt premium hotels make for an alluring destination within a destination, offering multiple dining venues, spectacular entertainment spaces and a modern approach to service.

HYATT  
CENTRIC®

Hyatt Centric hotels are located in the heart of the action so your clients can soak up everything the destination has to offer. Social spaces provide plenty of opportunity to connect and explore, while a passionate team is there to provide expertise on the best hot spots, hidden gems and local sounds.

 **HYATT  
REGENCY®**

Hyatt Regency hotels are the destinations for your clients who need to travel for both business and pleasure, with each hotel offering premium amenities, inviting accommodations and contemporary restaurants and bars, all on-site.

 **HYATT ZILARA®**  
**HYATT ZIVA®**  
ALL INCLUSIVE RESORTS

Selectively placed in some of the most stunning locales on earth, Hyatt Ziva family resorts and Hyatt Zilara adults-only resorts offer the highest levels of quality, care and convenience that seasoned travelers will find in an all-inclusive vacation.



Impression by Secrets resorts offer the highest level of luxury amid romantic beachfront settings, where privacy abounds, personal needs are anticipated and exquisite care is customary. Elevated *Endless Privileges* inclusions, complete with dedicated butler service and artisanal cuisine, provide the ultimate escape for indulgence and inspired moments.



A community for the spirited, the light-hearted, the young-at-heart, JdV by Hyatt offers a collection of vibrant, independent hotels that are true reflections of the urban neighborhoods we call home. Embracing our namesake (*joie de vivre*), JdV by Hyatt invites guests and locals alike to connect, live in the moment and celebrate the joy of life. Each hotel provides an experience that is inclusive in spirit and space, inviting all vibes, tribes and unique souls to make each stay yours truly.



Miraval Resorts are more than a destination spa or health resort. Miraval's awe-inspiring surroundings create a peaceful sanctuary, while offering a wide array of wellness activities designed to help your clients create a life in balance, heal the whole self and engage in the present moment. Miraval serves as a catalyst for change for those embarking on a journey to gain authentic alignment of body, mind and spirit.



Park Hyatt hotels embody personalized luxury and sophisticated service for the most discerning global travelers. Guestrooms and suites are exquisite interpretations of local residences with an uncompromising attention to detail in furnishings and artwork. Revitalizing spas and exceptional food and wine are tailored for guests.



At Secrets Resorts & Spas, indulge in an extra measure of all-adult romance in ideal tropical settings with Unlimited-Luxury® inclusions. Elegantly appointed rooms and suites, unparalleled pampering and relaxation, elevated levels of service, personalized attention, and world-class spas provide the ultimate escape.



More than a compilation of independent, one-of-a-kind hotels, The Unbound Collection by Hyatt is a thoughtful curation of stories worth collecting. Whether it's a modern marvel, a historic gem or a revitalizing retreat, each property provides thought-provoking environments and experiences that inspire unforgettable moments for guests seeking a sophisticated yet unscripted service when they travel.



Where luxury design is an ethos, rather than a rulebook, Thompson Hotels is a boutique hotel collection where guests seek, discover and enjoy curated experiences through culinary, fashion, arts and entertainment. At Thompson, guests enjoy an atmosphere of spontaneity and authenticity, great design and superlative service.



Zoëtry Wellness & Spa Resorts are adult-oriented boutique resorts reflecting a thoughtful combination of layered stories and soulful design, providing discerning guests with an *Endless Privileges* experience. Offering the utmost attention to detail, the resorts boast unmatched accommodations filled with unique and finely appointed suites, exceptional views, and an array of personalized services, all with a focus on wellbeing. Cultural, artistic and enrichment opportunities further enhance guests' journeys toward discovering their best-lived lives.



# BENEFITS

Four night minimum required for Ziva and Zilara. Two night minimum required for Alila, The Unbound Collection by Hyatt, Grand Hyatt, Destination by Hyatt, Hyatt Regency, Hyatt Centric and JdV by Hyatt. Unless otherwise noted on the hotel's webpage, no minimum stay requirements for Park Hyatt, Miraval, Andaz or Thompson Hotels. Benefits vary by hotel. See hotel page on the program site for details.

BENEFIT	CONDITIONS/DETAILS
Commission	10% on room reservations 15% on suite and above room type reservations booked through December 31, 2025, on stays through December 31, 2026, at participating hotels
Welcome Letter	Welcome letter from hotel leadership acknowledging the travel advisor and their agency
Welcome Amenity	Provided to guest upon arrival
Breakfast for Two	Guests will receive daily complimentary full breakfast at a hotel restaurant for up to two registered guests per bedroom; at all-inclusive properties this benefit is provided to all guests.
Property Credit	Valid for certain incidentals during the stay. Amount varies by hotel. Not applicable towards room rate, tax, gratuity, resort fees, service charges, service fees, or 3rd party businesses at the hotel.
Room Upgrade Priority	<b>Response within 24 hours of booking</b> (Subject to forecasted occupancy.)
Connecting Rooms Priority	<b>Response within 24 hours of request</b> (Subject to forecasted occupancy.)
Early Check-In Priority	<b>Response within 24 hours of request</b> (Subject to forecasted occupancy.)
Late Checkout Priority	<b>Response within 24 hours of request</b> (Subject to forecasted occupancy.); availability varies by property.
Advisor's Tier-Qualifying Night	Earn two (2) Tier-Qualifying Night credits in the World of Hyatt program for every \$5,000 USD in in qualifying spend each year, up to sixty (60) Tier-Qualifying Night credits per calendar year as detailed in the <a href="#">Terms &amp; Conditions for World of Hyatt Participation as a Travel Advisor</a>

To explore the full list of benefits, participating hotels and program terms, visit [hyatt.com/prive](https://hyatt.com/prive)  
Log in using your World of Hyatt credentials.

ACCESS THE HYATT PRIVÉ WEBSITE



📍 PARK HYATT DUBAI

# ACCESS THE HYATT PRIVÉ WEBSITE

## Log in using your World of Hyatt credentials

1. Navigate to [Hyatt.com/prive](https://www.hyatt.com/prive)

HYATT  
PRIVÉ

A destination for world-class travel design

Hyatt Privé is a collective of travel advisors who work in concert with Hyatt hotels and resorts to deliver extraordinary travel experiences to their premium clientele.

World of Hyatt # or Username

World of Hyatt # or Username

Last name

Last name

Password

Password

☒ Remember Me

SIGN IN

[Forgot World of Hyatt # or Password](#)

[Not a member? Join World of Hyatt](#)

Need Help Logging In?

CALL US

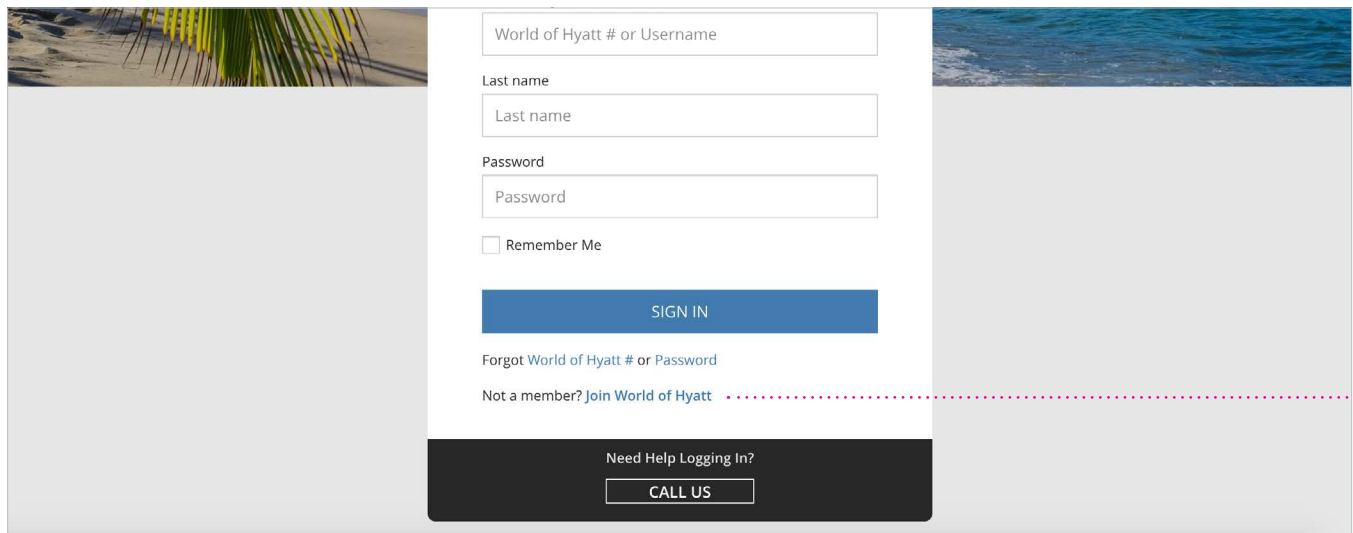
## Link Your IATA and World of Hyatt Membership

Make sure your IATA is linked to your World of Hyatt account to enjoy your rewards and monitor your Hyatt Privé production. Follow these steps to link your IATA to your account:

1. When logged into your World of Hyatt account on Hyatt.com, navigate to the dropdown under your name and select "Profile & Preferences"
2. Change Customer Type to Travel Planner
3. Enter your IATA and click Save



2. If you are not a World of Hyatt member, navigate to [hyatt.com/prive](https://www.hyatt.com/prive) and select “Join World of Hyatt”



A screenshot of the World of Hyatt login page. The page features a central white login form on a grey background. The form includes input fields for 'World of Hyatt # or Username', 'Last name', and 'Password'. Below the password field is a 'Remember Me' checkbox. A blue 'SIGN IN' button is positioned below the form. Links for 'Forgot World of Hyatt # or Password' and 'Not a member? Join World of Hyatt' are located below the button. At the bottom, a dark grey bar contains the text 'Need Help Logging In?' and a 'CALL US' button. The page is decorated with a palm frond on the left and ocean waves on the right.

World of Hyatt # or Username

Last name

Last name

Password

Password

☐ Remember Me

SIGN IN

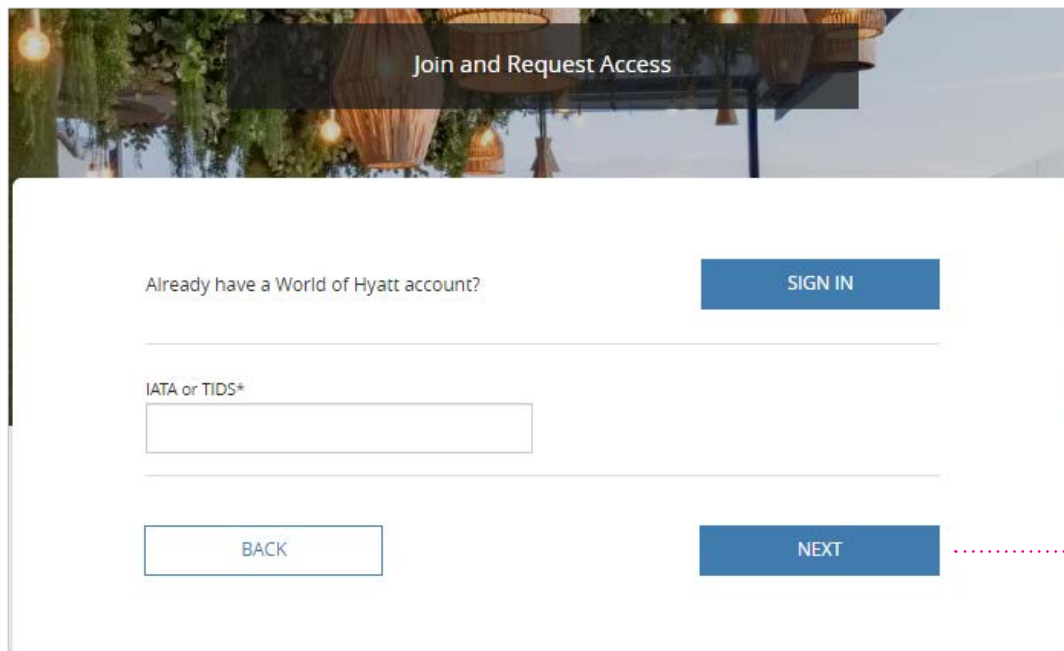
[Forgot World of Hyatt # or Password](#)

[Not a member? Join World of Hyatt](#)

Need Help Logging In?

CALL US

3. Enter your IATA or TIDS and click “Next”



A screenshot of the 'Join and Request Access' form. The form is white with a blue header bar that reads 'Join and Request Access'. It includes a 'SIGN IN' button for existing users. Below this is a section for new users with a label 'IATA or TIDS\*' and an input field. At the bottom, there are 'BACK' and 'NEXT' buttons. The background of the form features a blurred image of outdoor lighting.

Join and Request Access

Already have a World of Hyatt account?

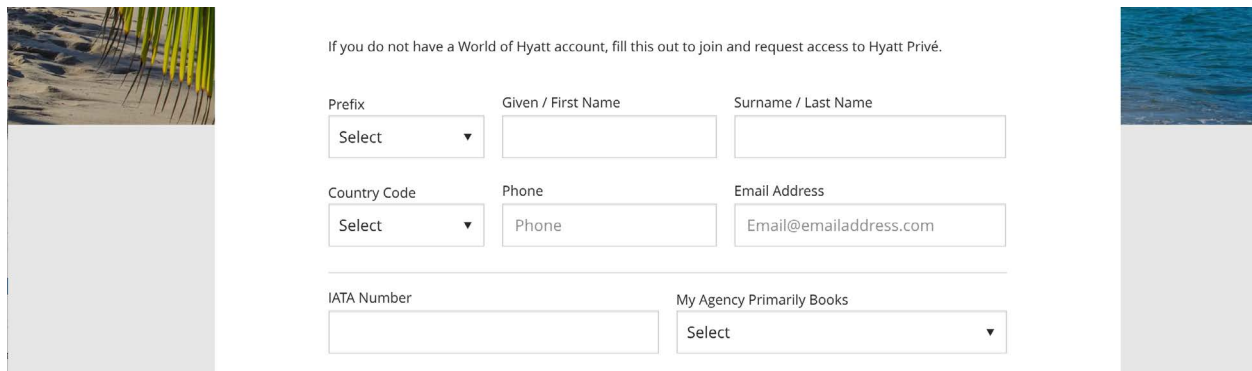
SIGN IN

IATA or TIDS\*

BACK

NEXT

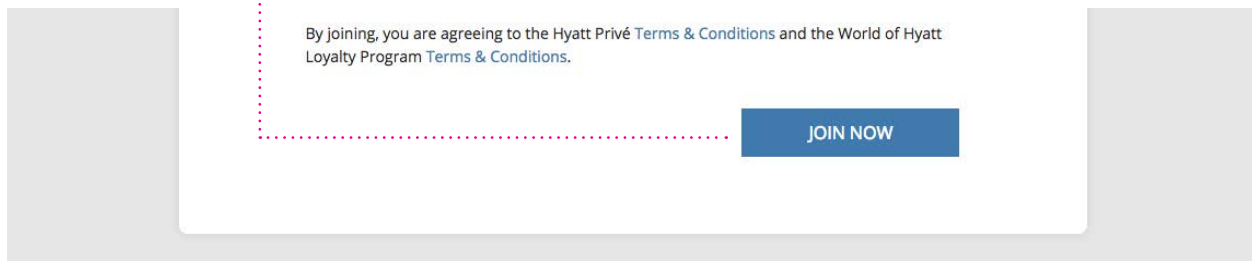
4. Enter your information; remember to include your agency information and the type of travel you typically book



If you do not have a World of Hyatt account, fill this out to join and request access to Hyatt Privé.

Prefix Select ▼	Given / First Name <input type="text"/>	Surname / Last Name <input type="text"/>
Country Code Select ▼	Phone <input type="text"/>	Email Address <input type="text"/>
IATA Number <input type="text"/>		My Agency Primarily Books Select ▼

5. Select "Join Now"; a World of Hyatt account will be created for you; you can then continue to the Hyatt Privé website



By joining, you are agreeing to the Hyatt Privé [Terms & Conditions](#) and the World of Hyatt Loyalty Program [Terms & Conditions](#).

[JOIN NOW](#)

# EXPLORE OUR PROPERTIES



● PARK HYATT BANGKOK

# EXPLORE OUR PROPERTIES

## Search

1. Enter your search criteria; you can search by city, state, zip code, country, airport code or hotel

Search interface showing criteria: Bangkok, Fri, Oct 10, Thu, Oct 16, FIND HOTELS.

Search results dropdown:

- CITY
  - Bangkok, Thailand
- PROPERTY
  - Grand Hyatt Erawan Bangkok
  - Park Hyatt Bangkok

2. Results will show the lowest Hyatt Privé rates for participating properties:

- a. A tag will highlight hotels that have a Special Offer

Hyatt Privé Participating Hotels

**Park Hyatt Bangkok**

Within Central Embassy; terrace with saltwater infinity pool

Central Embassy, 88 Wireless Road, Pathumwan Bangkok, Bangkok Metropolitan, Thailand, 10330  
3.2 miles / 5.1 km

[View property details](#)

[View Special Offers](#)

Hyatt Privé rate not available  
To view other available rates, click "View Rates"

[VIEW RATES](#)

**Grand Hyatt Erawan Bangkok**

Next to BTS SkyTrain Stations; quick stroll to Erawan Shrine

494 Rajdamri Road  
Bangkok, Bangkok Metropolitan, Thailand, 10330  
2.8 miles / 4.4 km

[View property details](#)

[View Special Offers](#)

Hyatt Privé rate from:  
**THB 8,450** avg/night

[VIEW RATES](#)

3. Select a hotel to view their program details.



## Send or request information

1. Hotel contacts will be listed on the right whom you can reach via email or phone. ....
2. Select the "SEND ME THIS INFO" button to send the hotel's information to your email inbox; any travel advisor-specific information is not included, so feel free to forward the email directly to your clients. ....

# HYATT PRIVÉ

[HOTELS & RESORTS](#) | 
 [ABOUT](#) | 
 [SPECIAL OFFERS](#) | 
 [PROPERTY DOCUMENTS](#) | 
 [CONTACT US](#)

[SEND FEEDBACK](#)

GAVIN BELSON

Park Hyatt®  
Bangkok

[SEND ME THIS INFO](#)

CHECK AVAILABILITY

## Park Hyatt Bangkok

Central Embassy, 88 Wireless Road, Pathumwan  
Bangkok, Bangkok Metropolitan, Thailand, 10330  
Tel: +66 2 012 1234

[View Map](#)  
[Visit Hotel Website](#)

[HOTEL PHOTOS](#) | [VIRTUAL TOURS](#)

### Primary Contact

Assistant Director of Sales  
**Jiraporn Prasert**  
 +66 2 012 1234  
[Email Jiraporn Prasert](#)

### Other Key Contacts

Director of Rooms  
**Timothy Hunt**  
 +66 2 012 1234  
[Email Timothy Hunt](#)

Guest Experience Manager  
**Anna Porisch**  
 +66 2 012 1234  
[Email Anna Porisch](#)

Director of Revenue  
**Sylvia Kim**  
 +66 2 012 1234  
[Email Sylvia Kim](#)

General Manager  
**Mark de Leeuw**  
 +66 2 012 1234  
[Email Mark de Leeuw](#)

Director of Sales & Marketing  
**Angelica Aliberti**  
 +66 2 012 1234  
[Email Angelica Aliberti](#)

### HYATT PRIVÉ SPECIAL OFFERS

#### BANGKOK ESCAPE AND SAVE UP TO 25%

Book a stay for three (3) consecutive nights and save up to 25% with Hyatt Privé benefits.

- Must book by November 30, 2024 for stays between May 11, 2024 - December 15, 2024

[Terms and Conditions](#)

#### SAVE UP TO 15% IN ASIA PACIFIC

Let your clients experience some of the most dynamic destinations in Asia Pacific with a special limited-time offer. You can offer your clients savings on all room types and receive Hyatt Privé benefits.

- Must book by December 06, 2024 for stays between November 08, 2024 - April 20, 2025

[Terms and Conditions](#)

# Research hotel information

1. Several hotels have Room Layouts which you can download to share with your clients.

## ROOM DETAILS



[View Room Layout](#)

2. Reference the “Hotel Recommendations” section for insider knowledge at the hotel or in the neighborhood—the kind of information your client can’t find on their own, from a pasta making class with the hotel’s chef to the hottest new speakeasy in town.

## HOTEL RECOMMENDATIONS

### Living Room

With its airy ambiance and magnificent art installations, The Living Room invites diners to unwind with international and Thai comfort food as well as loose-leaf tea and barista-made coffee. Pastry Chef presents the classic Signature Afternoon Tea and a locally-inspired Thai Afternoon Tea from 1:00 p.m. to 5:00 p.m. daily. The Living Room Veranda provides a welcome respite from the hustle and bustle of Bangkok city life.



### Penthouse Rooftop Bar

The Penthouse’s dramatic rooftop bar is the perfect spot to drink in Bangkok’s night time skyline in an outdoor garden lounge setting. Guests can order anything from a bucket of drinks to curated cocktails and crafted bites



### PAÑPURI Organic Spa

A tranquil sanctuary in the heart of Bangkok, PAÑPURI ORGANIC SPA at Park Hyatt Bangkok reveals a world of utmost indulgence. Offering guests an elegant environment and luxurious organic treatments, this tranquil sanctuary inspires relaxation, offers respite and creates unforgettable experiences. Ensuring that guests are accorded only the best spa experiences, PAÑPURI ORGANIC SPA introduces four original concepts that embody its unique offering at Park Hyatt Bangkok: Ultimate Luxury, Ultimate Comfort, Ultimate Peace of Mind and Ultimate Personalization



### Curated Art Experience

Park Hyatt Bangkok invites all guests to unfold through a series of unique and intimate spaces featuring dramatic art installations and paintings which are beautifully handcrafted by Award-Winning local artists and World-Class studio. The hotel’s art selections were so meticulously curated that extensive art tours are offered to guests.





# BOOK WITH OUR HYATT PRIVÉ RATE



◆ ANDAZ MAUI AT WAILEA RESORT

# BOOK WITH OUR HYATT PRIVÉ RATE

## Overview

Hyatt Privé offers you three options to book. Only reservations made with the Hyatt Privé rate code will receive Hyatt Privé benefits. The following pages outline instructions for each option.



Booking online through  
Hyatt Privé



**GDS**

Booking through your  
Global Distribution  
System (GDS)\*



Booking via phone

\*not applicable at some Hyatt Inclusive  
Collection properties

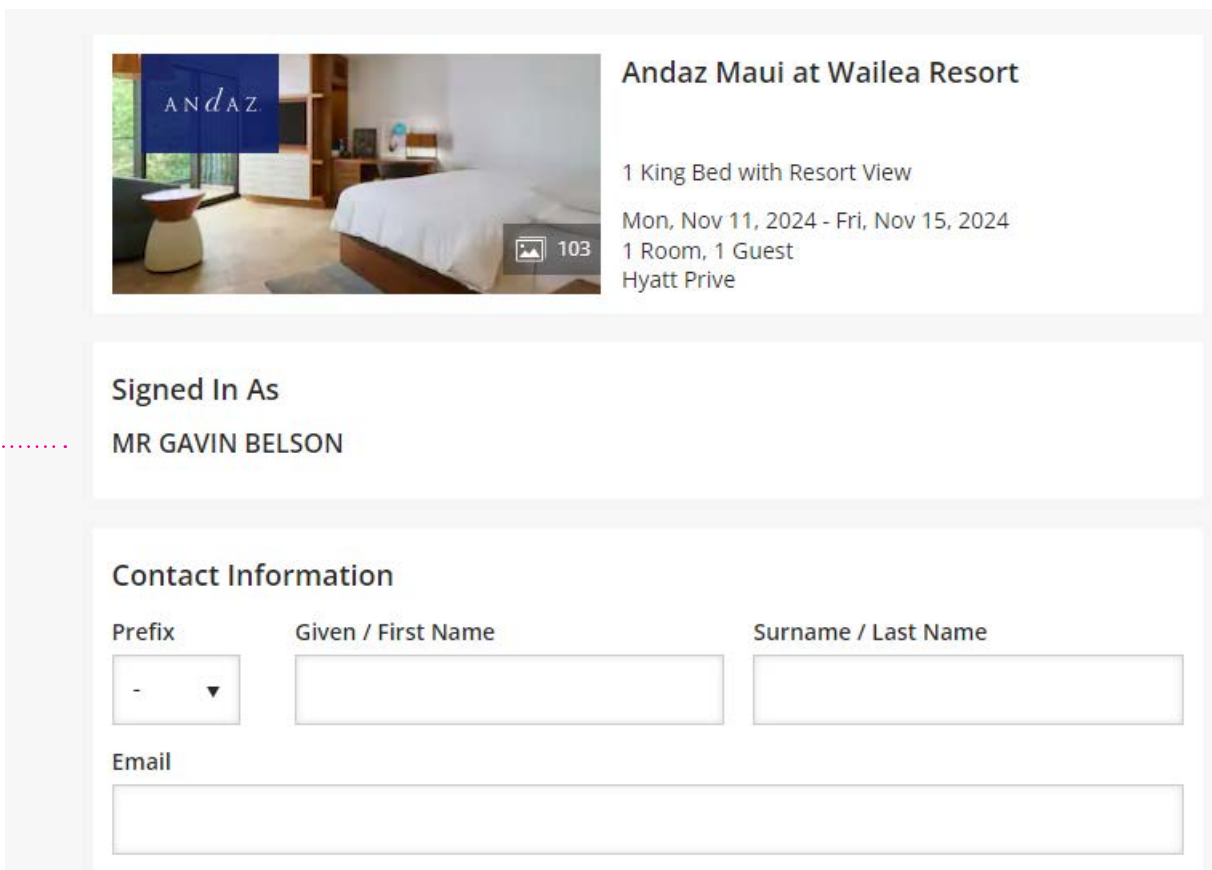


## Booking online through the Hyatt Privé site


When booking through the Hyatt Privé website, your World of Hyatt number and IATA will automatically be attached to the reservation. Be sure to add your client's World of Hyatt number, if they have one, on the reservation details screen to ensure they receive World of Hyatt benefits.

1. Once on the reservation details screen:

- Ensure you are logged into Hyatt.com by confirming your name appears next to the World of Hyatt logo; if you are not logged in, fill in your World of Hyatt number or user name, last name and password and select 'SIGN IN'
- Enter your guest's name
- Enter the guest's details; please be aware that the confirmation email will be sent to the email address entered here
- Enter any special requests
- In the "For Travel Planners and Agents" section, enter your client's World of Hyatt number, if applicable, your client will earn points for their stay



The screenshot shows the reservation details for Andaz Maui at Wailea Resort. It includes a room selection of 1 King Bed with Resort View for the dates Mon, Nov 11, 2024 - Fri, Nov 15, 2024, for 1 Room, 1 Guest, under the Hyatt Privé rate. The user is signed in as MR GAVIN BELSON. Below this is a contact information section with fields for Prefix, Given / First Name, Surname / Last Name, and Email.



**Andaz Maui at Wailea Resort**

1 King Bed with Resort View

Mon, Nov 11, 2024 - Fri, Nov 15, 2024

1 Room, 1 Guest

Hyatt Privé

**Signed In As**

MR GAVIN BELSON

**Contact Information**

Prefix	Given / First Name	Surname / Last Name
- ▼	<input type="text"/>	<input type="text"/>
<p><b>Email</b></p> <input type="text"/>		

2. Once the reservation is complete, you may use the contacts listed on the hotel page or from the reservation that will appear on the Client Reservations tab in the program website to follow up with any questions, request benefits or other needs

## Booking through your Global Distribution System (GDS)

1. Enter the Hyatt Privé rate access code.
2. Add your World of Hyatt number into the SI Field.
3. Once the reservation has been made, you can view the details on the Client Reservations Tab on the Hyatt Privé website.

### GDS RATE ACCESS CODES

**Amadeus:** 1HZ Hyatt Prive

**Apollo/Galileo:** 02H Hyatt Prive

**Sabre:** H01 Hyatt Prive

**Worldspan:** 1ZG Hyatt Prive

If you are unable to find the rate access code in your GDS, please reach out to your GDS help desk or the Hyatt Travel Agent Help Desk at 800.452.0099 within the US or 402.593.5107 if calling from outside the US.

\*GDS is not available for some Hyatt Inclusive Collection properties.

## Booking via Phone

1. Call one of the Hyatt Privé Customer Care numbers or the hotel to make the reservation; visit [hyatt.com/prive](https://www.hyatt.com/prive) to find the phone number of the hotel or click on 'Call Us' at the bottom of the website
2. Only Hyatt Privé members are welcome to book via these special access lines, so be sure to identify yourself as a Hyatt Privé travel advisor when calling
3. Please have your World of Hyatt number ready, as well as your client's World of Hyatt number, if applicable

### HYATT PRIVÉ CUSTOMER CARE CONTACT INFORMATION

Call us now to personally and quickly make a reservation for your client. Only Hyatt Privé members are welcome to book via these special access lines, so be sure to identify yourself as a Hyatt Privé travel designer when calling.

#### ASIA/PACIFIC

Prive.India@hyatt.com  
Prive.Pacific@hyatt.com

**Australia:** 1.300.086.282  
**Hong Kong:** 800.938.681  
**Japan:** 0120.829.698  
**Malaysia:** 1800.819.833

Prive.GChina@hyatt.com  
Prive.Japan@hyatt.com

**Philippines:** 1800.1312.0024  
**New Zealand:** 800.400.138  
**People's Republic Of China:**  
400.021.0628

Prive.Korea@hyatt.com  
Prive.SEAAsia@hyatt.com

**Singapore:** 800.852.8112  
**South Korea:** 808.802.088  
**Taiwan:** 801.491.452

#### EUROPE/AFRICA/MIDDLE EAST

Prive.eame@hyatt.com

**Austria:** 800.297.388  
**Belgium:** 800.72608  
**Denmark:** 807.05899  
**Finland:** 800.913.244  
**France:** 800.908.299  
**Germany:** 0800.1822061

**Ireland:** 1800.851.103  
**Israel:** 1809.349.124  
**Italy:** 800.909.700  
**Luxembourg:** 800.22.328  
**Netherlands:** 08000.202771  
**Norway:** 800.69.803

**Poland:** 800.121.1324  
**Portugal:** 800.819.636  
**South Africa:** 0800.001003  
**Spain:** 900.998.283  
**Sweden:** 200.899.922  
**Switzerland:** 0800.123888  
**United Kingdom:** 808.196.3788

#### NORTH/SOUTH AMERICA & CARIBBEAN

Prive.Americas@hyatt.com

**Brazil:** 402.952.1147

**Mexico:** 402.952.1142

**U.S., Canada, and Caribbean:**  
1.888.872.3600

*These phone numbers are toll free from the country in which they originate.*

# VIEW YOUR RESERVATIONS



◆ GRAND HYATT GOA



# VIEW YOUR RESERVATIONS

## Overview

1. Reservations that have your World of Hyatt number associated with them will appear in the “Client Reservations” tab.
2. Select a client’s name to see their reservation details.
3. Reservations made with the Program will have “Hyatt Privé Rate” displayed above the clients name.

The screenshot displays the Hyatt Privé website interface for viewing client reservations. At the top, the header includes the 'HYATT PRIVÉ' logo, a 'SEND FEEDBACK' button, and a user profile for 'GAVIN BELSON'. Below the header is a navigation bar with links for 'HOTELS & RESORTS', 'CLIENT RESERVATIONS' (which is underlined), 'ABOUT', 'SPECIAL OFFERS', and 'CONTACT US'. The main content area features a search bar with the placeholder text 'Search Client Name', a yellow 'SEARCH' button, and an information icon. Below the search bar, there is a 'Sort By' section with two options: 'Arrival Date' (selected) and 'Booking Date'. The reservation list shows a single entry for 'Ricardo Sacchi' at the 'Hôtel du Louvre'. Above the client's name, the text 'HYATT PRIVÉ RATE' is displayed. To the right of the client's name, the dates '1 - 4 SEP' are shown. Below the client's name, there are links for 'View', 'Modify / Cancel', and 'Cancel'. At the bottom of the page, there is a 'Need Reservation Support?' section with a 'CALL US' button, and a footer with various links including 'Privacy Policy', 'Terms & Conditions', 'Cookie Center', 'Security & Safety', 'Modern Slavery and Human Trafficking', 'Do Not Sell My Personal Information', and '© 2021 Hyatt Corporation'.

4. To email reservation confirmations to yourself, select the “SEND ME THIS INFO” button.
5. Travel advisor-specific information, such as commission, will be removed, so you can forward the email directly to your client.
6. If you have specific requests for the hotel regarding your reservation, select the “MESSAGE HOTEL” button.
7. Details of the reservation will be sent to the hotel along with your message.
8. At some hotels, you can personalize a welcome letter for your guest up to five days before check-in; the letter will be delivered by the hotel on your behalf, along with a standard welcome letter that explains Hyatt Privé benefits they can enjoy during their stay.

Sally Test

Confirmation #: 46608826

Wed Nov 27, 2024 - Fri Nov 29, 2024

MODIFY / CANCEL RESERVATION

Chicago Athletic Association

12 S Michigan Avenue

Chicago, Illinois, United States, 60603

Tel: +1 312-940-3552

View Map

Visit Hotel Website

# of Rooms: 1

# of Adults: 1

# of Children: 0

Room Type Booked: 1 King Bed

Upgraded Room Type: 1 King Bed Deluxe

# of Nights: 2

Average Nightly Rate: 299.00 USD

Taxes & Fees: 164.05 USD

Total including Taxes & Fees: 762.05 USD

Rate Plan: Hyatt Privé Rate

Rate Details:  
\$100 USD Property Credit, Room Upgrade\*, Breakfast For Two, Welcome Amenity, Guest Welcome Letter, Early Check-In\*, Connecting Rooms\*, 15% Suite And Villa Commission (Through December 31, 2024), World Of Hyatt Tier-Qualifying Night Credits

\* Confirmed within 24 hours of request and subject to forecasted occupancy

Special Requests: Early Arrival Confirmed, Late Check Out Confirmed

Cancellation Policy

HOTEL AMENITIES

• Concierge

• Digital Check-In

• Fitness Center

• Free Internet Access

• Meeting Facilities

• Pet Friendly

• On-Site Restaurant

• Room Service

Amenity status may vary; check Hyatt.com for details.  
[Review Amenity availability](#)

PERSONALIZED WELCOME LETTER

Personalize your guest's stay by writing a welcome letter that the hotel will deliver on your behalf. This will accompany the welcome letter the hotel delivers which explains the Hyatt Privé benefits they will enjoy during their stay.

You can write a Welcome Letter up to 5 days before check-in.

WRITE WELCOME LETTER

Send To

Director of Sales - Corporate, Luxu...  
Kelsey Smith  
+1 312-792-3566  
Email Kelsey Smith

Request

Message

☒ Send a copy to my email

MESSAGE HOTEL

WRITE YOUR OWN WELCOME LETTER

Once submitted, the welcome letter can't be edited.

Body of letter 0/2000

Message

CANCEL

SUBMIT

22 | View your reservations

9. You can also view past and canceled reservations associated with your World of Hyatt number.

HYATT  
PRIVÉ

SEND FEEDBACK

GAVIN BELSON ▾

HOTELS & RESORTS

CLIENT RESERVATIONS

DASHBOARD

ABOUT

SPECIAL OFFERS

CONTACT US

UPCOMING

PAST

CANCELED

PAST RESERVATIONS

Only past Hyatt Privé rate reservations that are associated with your World of Hyatt membership number are displayed. Stays listed below do not include reservations from Impression by Secrets, Zoëtry Wellness & Spa Resorts, Secrets Resorts & Spas, Dreams Resorts & Spas, Wild Dunes Resort – Sweetgrass Inn and Boardwalk Inn, Wild Dunes Vacation Rentals, Wild Dunes Resort – Residences at Sweetgrass, The Lodge at Spruce Peak, Vail Residences at Cascade Village, and Everline Resort & Spa and may exclude certain other properties as well.

🔍 Search By Confirmation Number

SEARCH

Sort By: ☒ Arrival Date ☐ Departure Date

HYATT PRIVÉ RATE

ARUBA REGENCY

Confirmation #: -1835312

View

310

DEC - DEC

20232023

HYATT  
PRIVÉ

SEND FEEDBACK

GAVIN BELSON ▾

HOTELS & RESORTS

CLIENT RESERVATIONS

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CANCELED RESERVATIONS

Only canceled Hyatt Privé rate reservations that are associated with your World of Hyatt membership number are displayed.

🔍 Search By Confirmation Number

SEARCH

Sort By: ☒ Arrival Date ☐ Booking Date

HYATT PRIVÉ RATE

GREAT SCOTLANDYARD

Confirmation #: 62692809

View

1517

MAY - MAY

20242024

23 | View your reservations

# TRAVEL ADVISOR DASHBOARD

The Travel Advisor Dashboard displays actualized, year-to-date data for Hyatt Privé reservations that have your World of Hyatt number included.

HYATT  
PRIVÉ

SEND FEEDBACK

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GAVIN BELSON

IATA: 96643875

World of Hyatt #: 536842553E

View By Year: 2023 ▾

HYATT PRIVÉ STATISTICS ⓘ

Total Reservations	Total Room Revenue	Avg. Daily Rate
3	\$14,755.92	\$4,918.64

RESERVATION DISTRIBUTION ⓘ

Avg Length Of Stay	Suites and Villas Revenue	Room Revenue
6	\$0.00	\$14,755.92


Percent Distribution ⓘ

Suites - 0%

Rooms - 100%

Your Top Hyatt Privé Properties ⓘ

1




Hyatt Regency Aruba Resort Spa and Casino

Avg Length Of Stay  
7.00

Avg Revenue per Reservation  
\$6,696.22

2



Hyatt Regency Tokyo

Avg Length Of Stay  
4.00

Avg Revenue per Reservation  
\$1,363.48

As of Oct 02, 2024. All values are shown in USD and include only Hyatt Privé rates. Does not include reservations from Impression by Secrets, Zoëtry Wellness & Spa Resorts, Secrets Resorts & Spas, Dreams Resorts & Spas, Wild Dunes Resort – Sweetgrass Inn and Boardwalk Inn, Wild Dunes Vacation Rentals, Wild Dunes Resort – Residences at Sweetgrass, The Lodge at Spruce Peak, Vail Residences at Cascade Village, and Everline Resort & Spa.



# FAQs



GRAND HYATT BAHAMAR

# FAQs

## General

### Who is part of Hyatt Privé?

Hyatt Privé is an exclusive program offered by invitation only to a select group of luxury Travel Agencies.

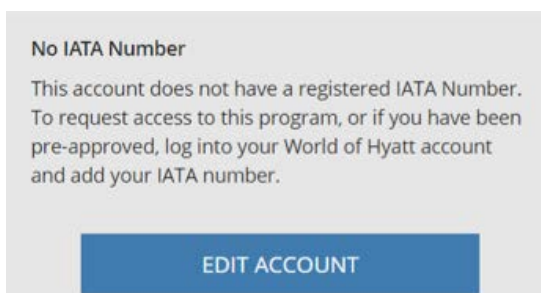
## Login

### I attempted to create a new World of Hyatt account, but received an error message of “Potential Duplicate Member(s) Found.” What does this mean?

This message indicates your email address is tied to an existing World of Hyatt account. To locate your membership number, click the “Forgot World of Hyatt #” link on the Hyatt Privé login page to retrieve your number, or contact Hyatt Privé Customer Care for help.

### When attempting to log in, I received the following pop-up message. What does this mean?

If you received this message when you attempt to log in, then you will need to update your existing World of Hyatt account to reflect that you are a travel advisor. To do so, click the “Edit Account” button in the pop-up, and you will be taken to a page to edit your account. Navigate to the **Customer Type** field on the page, and select “Travel Agent.” Next, add your agency’s **IATA Number** (or your Hyatt Pseudo-IATA Number) and select an answer from the **Agency Primarily Books** dropdown menu. Finally, click “Save Updates.”



You should now be able to log in to the Hyatt Privé website.

## Booking & Program Rate Plan

What is the availability of this program's rate plan?

The Hyatt Privé rate plan should be available when a Standard Rate or the Best Available rate is also shown for a Hyatt Hotel, as long as the hotel is participating in Hyatt Privé.

In the GDS, I cannot find the Hyatt Privé rate for a hotel, regardless of room type and dates. What should I do?

First, confirm the hotel is participating in Hyatt Privé by searching for the hotel at [hyatt.com/prive](https://hyatt.com/prive). It will be noted as a participant in Hyatt Privé. If the hotel is a participant and you are unable to locate the rate plan in the GDS, reach out to your GDS help desk or to Hyatt's Travel Agent Help Desk at 800.452.0099 within the US, or at 402.593.5107 if calling from outside the US. Some travel agencies may also require that the Hyatt Privé code rate to be loaded into your rate table. Please check with the GDS administrator at your agency.

I've updated my reservation in the GDS and the confirmation letter on the Hyatt Privé website doesn't reflect the changes. What should I do?

If your reservation details are not updating correctly, please contact [Hyatt Privé Customer Care, located on page 19](#), for help.

## Benefits and Client Stay

I would like to alert the hotel of my client's specific needs (i.e. allergies) or requests (i.e. down pillows). Where can I do this?

You may send special requests to the hotel through any of the contacts listed for a hotel. You can find the contacts listed on a hotel's page when clicking on them in the search results. Or, you can message the hotel from the "Client Reservations" tab. Just click on the client's reservation, select the contact on the right whom you wish to notify, and then click "Message Hotel" to send.

When do I receive the room upgrade for my reservation?

Once you have made a reservation, the hotel will upgrade the room, based on forecasted occupancy, within 24 hours. If your contact information was provided in the reservation, the hotel will notify you of the upgrade. Otherwise, you can contact the hotel to find out whether the upgrade was available or not. Please review the benefits on the property's Hyatt Privé Property Page as some properties do not offer room upgrades.

## What does it mean that certain benefits are confirmed within 24 hours of request?

If you have requests for connecting or adjoining rooms, early check-in or late checkout (benefits vary by hotel), you will receive a confirmation from the hotel within 24 hours from the time you make your request.

## Can I customize my client's welcome amenity? If so, how?

Yes, you may provide suggestions to the hotel for a welcome amenity. The hotel will do its best to accommodate requests based on availability at the hotel.

## Can I customize the welcome letter for my clients?

Yes. In the "Client Reservations" Tab click on the client's reservation to submit a welcome letter. You may message the hotel directly by selecting the contact on the right whom you wish to notify, and then click "Message Hotel" to send. If the option is available, you can also submit a personalized welcome letter to the hotel by clicking "Write Welcome Letter." Customized welcome letters can be written up to five days before check-in.

## Where can I retrieve the folio for my client's stay with Hyatt?

If you paid for your client's stay and have the required information, you may contact the hotel directly. Or, you can send a request through the contacts listed on the hotel's page within the Hyatt Privé site. You may also retrieve the hotel bill on hyatt.com at this link:

[hyatt.com/hyatt/customer-service/contact-hyatt/request-copy-of-my-bill.jsp](https://www.hyatt.com/hyatt/customer-service/contact-hyatt/request-copy-of-my-bill.jsp)

Note: Hotel contacts are only listed for hotels that participate in Hyatt Privé.

## Other

### Can Hyatt Privé benefits be combined with other offers or consortia rates?

Hyatt Privé benefits cannot be combined with other offers or consortia program reservations. Reservations made with other luxury consortia programs receive the benefits for that program or rate only.

### Are the benefits available on wholesale bookings?

Hyatt Privé benefits are not available on wholesale reservations. Reservations must be made with the Hyatt Privé rate plan to receive benefits.



Do guests in the World of Hyatt loyalty program earn points and receive World of Hyatt benefits if they are booked with the Hyatt Privé rate?

Yes, guests staying on the Hyatt Privé rate who are also World of Hyatt members receive Hyatt Privé and World of Hyatt benefits on eligible rates. on eligible rates.

For overlapping benefits, the guest receives the better of the two benefits.

Where can I view my own World of Hyatt point balance?

When logged in to the Hyatt Privé website, you can see your personal World of Hyatt point balance by selecting “World of Hyatt Account” in the dropdown under your name.

Where can I find current hotel promotions?

Specific hotel promotions can be found on the Hyatt Privé hotel webpage under the “Hyatt Privé Special Offers” section or the “Special Offers” tab on the Hyatt Privé website’s main navigation.

Where can I request an agent rate for my personal stay?

To book a travel agent rate, visit [hyatt.com/info/travel-agent-booking](https://www.hyatt.com/info/travel-agent-booking) for details or use the rate code TADS to book in the GDS.