

# Frequently Asked Questions

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## Program Overview

### What is the Affiliate Program?

The Marriott International Affiliate Program is an online referral program which allows you to earn commissions for qualified customer stays booked on Marriott.com.

### How does it work?

You can earn referral fees by referring customers to book directly at Marriott.com. We provide you with a variety of tools and creative that you can use to promote Marriott. Simply place our affiliate links on your website(s). You'll receive the referral fees if your site visitors click on our affiliate links and...

- Book a qualified Hotel Stay anywhere around the world and complete their stay
- Book a Homes & Villas property

All approved affiliates will receive newsletter communication when new campaigns are available within the Marriott Ecosystem

### What does it cost to join?

Nothing! It's free to become an affiliate partner. Once you are approved, you can get started right away!

### How do I sign up?

You can join the Marriott Affiliate Program by clicking on this [link](#). Signing up is quick, easy and free. You will receive an email confirming your account signup and that your application is under review.

When setting up your account, please consider the following:

- Your username should allow us to easily identify your business.
- Your username cannot be changed at a later date.

### What Affiliate Service Provider is used?

Marriott has partnered with Partnerize for our Affiliate Program. Partnerize provides affiliates with one simple interface to track clicks, sales, and commission.

## Program Benefits

### What tools are provided?

As a Marriott International affiliate, you can choose from a variety of tools and creative to place on your web site(s):

- A variety of text links and banners (various themes and sizes)
- Data Feeds/Product Catalogs: Hotels, Search Dates, Destinations, etc.
- Content links
- Deals & specials
- Marriott's Look No Further, Best Rate Guarantee
- Affiliate Newsletter
- Dedicated Affiliate Support Team

### Do you allow Deep Linking?

Yes. Marriott supports deep linking. In fact, we have data feeds which allow you to send traffic deep into our site improving conversions.

# Getting Started

## Is my website eligible for the Affiliate Program?

We review each application carefully and determine eligibility at our sole discretion. We reserve the right to reject or remove sites at any time, for any reason. To learn more about the criteria we use in evaluating potential affiliates, please read our Affiliate Operating Agreement (see next section).

## Are there special Terms & Conditions?

Yes. We do have special Affiliate Terms and Conditions that you need to agree to if you want to become a Marriott affiliate.

## Why would an application be rejected?

An application could be rejected if you:

- Fail to provide a working URL on your application.
- Provide a URL to a website that is still under construction.

If your application is declined due to the above, you can reapply to the program once you have a valid URL.

Reasons for a rejected application may also include, but are not limited to, a website or content that:

- Contains hateful, violent, or offensive content.
- Contains sexually explicit graphics or content.
- Promotes discrimination of any type.
- Promotes illegal activities or otherwise violates any applicable laws.
- Uses misleading or fraudulent means to prompt clicks.
- Fails to clearly state an online privacy policy to visitors.
- Violates intellectual property of Marriott or any third party.
- Infringes on any Marriott or third-party trademarks.
- Includes other inappropriate content or elements. What is deemed inappropriate is at Marriott's sole discretion.

If you think your application has been declined in error, please contact us at [affiliatemanager@marriott.com](mailto:affiliatemanager@marriott.com) and provide your name, account username, email and the date of your application.

## What is an affiliate link?

An affiliate link is a unique URL assigned to a specific affiliate that contains unique tracking codes, enabling the affiliate to receive credit for sales driven from the traffic sent to the advertiser's website.

## Where should I place the affiliate links on my site?

Where you might post an affiliate link on your site depends upon your promotional methods. For example, a travel blogger might place a deeplink within their article when mentioning the name of a specific property, while also hosting a standard banner on their homepage. Essentially you will want to place the link where you anticipate users will be ready to click through with intent to potentially make a booking.

# Earnings Eligibility & Commissions

## What activity earns commission?

As a Marriott affiliate you can earn commissions on hotel stays:

- a. Over 8,500 properties across 138 countries and territories
- b. 7 Day Latency Period

## Are group bookings commissionable?

No. We don't currently pay commissions on group bookings (10-12 rooms). We also don't pay commissions on food and catering. We only pay commissions on completed stays for up to 9 rooms. Please refer to the Affiliate Terms and Conditions in your campaign for a complete list of bookings ineligible for referral fees.

## What happens if a customer I referred cancels a reservation?

If a customer cancels a hotel reservation you will not receive any commission on that transaction. We only pay commissions for completed hotel stays.

## Which Marriott International brands participate?

1. JW Marriott
2. Autograph Collection Hotels
3. Marriott Hotels and Resorts
4. Marriott Executive Apartments
5. Renaissance Hotels
6. Delta Hotels
7. Marriott Vacation Club
8. Gaylord Hotels
9. AC Hotels
10. Courtyard by Marriott
11. Residence Inn
12. SpringHill Suites by Marriott
13. Fairfield Inn & Suites
14. TownePlace Suites
15. Protea Hotels
16. Moxy Hotels
17. The Ritz Carlton
18. Edition
19. St. Regis
20. The Luxury Collection
21. W Hotels
22. Westin
23. Sheraton
24. Le Meridien
25. Tribute Portfolio
26. Aloft
27. Four Points by Sheraton
28. Element
29. City Express

## Latency – What does this mean?

The latency period (or cookie tracking period) is the amount of time an advertiser such as Marriott allows its cookies to remain active for visitors that an affiliate refers to its sites.

## How much commission will I earn?

As an affiliate, you can earn a commission on qualified hotel stays and vacation packages generated by encoded affiliate links.

Commissions are paid on the net base sales amount, excluding taxes, service fees, food and beverage, as well as cancelations of hotel reservations or returns of products. You will see the referral fee rate in the console upon becoming an affiliate.

## How do I keep track of my earned commissions?

Through your affiliate account dashboard, you can run reports on sales, commissions, clicks and conversion rates. As an affiliate, you earn commissions on completed hotel stays generated from affiliate encoded links.

Hotel Stays:

- While the initial reservation is tracked, there is usually a pending period between the time of the initial reservation and when the stay is completed (i.e. guest checkout).
- There is a delay between when check-out happens and when the completed stay shows up in the reporting interface. Please allow two to four weeks; the delay varies by property.

## How do I set up my payment information?

The Partnerize payment interface allows you to withdraw funds resulting from commission payments, directly into your bank account or PayPal account (where available). To receive a payment, you must provide your banking information by logging into your account dashboard and navigating to the Payments tab > Payment Settings.

You are responsible for the accuracy of entering all your banking information. Payments cannot be made if your banking information is incomplete.

## Can I choose in which currency I would like to be paid?

You can set up multiple payment methods to get paid in more than one currency if desired. In order to do this, you must provide us with your payment details, and decide:

- Which tracked currency commissions should be paid into those accounts (one or multiple)
- In which currency the payment to that account should be made

## When and how are commissions paid?

In order to receive a payment, you must complete your payment method settings by including your banking details, currency preference, and minimum payment threshold in your affiliate account. Commissions are paid on the net base sales amount, excluding taxes, service fees, food and beverage, as well as cancelations of hotel reservations or returns of products. As an affiliate you receive your commission payments through the Partnerize platform. Payments are made on a bi-weekly schedule when minimum payment thresholds are met. Payment may be delayed if issues occur beyond payment processing control. You may elect to request payment automatically or set them to be received on a certain day of the month, and/or when a particular payment threshold amount is reached, or both.

## Other Frequently Asked Questions

### Can I join your affiliate program if I am outside the United States?

Yes! We have properties and brands worldwide and welcome affiliates from all across the globe.

### Can Marriott Employees join your Affiliate Program?

No, all employees, corporate or property based, are not eligible to join the program.

### Can I use content from your site?

Please utilize the approved assets available within the Partnerize platform, and reach out to [AffiliateManager@Marriott.com](mailto:AffiliateManager@Marriott.com) if you have additional creative requests.

### Who can I contact for more information?

For inquiries, please contact us at:

[AffiliateManager@Marriott.com](mailto:AffiliateManager@Marriott.com)

Marriott International

Affiliate Marketing

7750 Wisconsin Ave

Bethesda, MD 20814 USA