Frequently Asked Questions

These Frequently Asked Questions have been developed to assist HR Leaders and associates with questions related to Marriott's Explore Discount Program.

Eligibility

Q1. Who is eligible for the Explore Rate?

A: Associates and immediate family members are eligible for the Explore Rate. Immediate family members are defined as:

- Parents or Parents-in-law
- Children
- Spouse or Domestic Partner
- Siblings

Brothers- and Sisters-in-law are not eligible for the Explore Rate. For details on the definition of these relationships, please visit MGS: Definitions of Immediate Family Members.

It is the responsibility of the associate to ensure that guests meet the criteria of immediate family members before offering the Explore Rate.

Q2. Are all associates eligible for the Explore Rate?

A: Full-Time, Part-Time, Seasonal, Temporary, and Pool, including furloughed and temporary layoff associates, who have a valid discount form are eligible. Associates of Design Hotels are not eligible for the program.

Employees of Vendors doing business or potential business with Marriott International, even if they would otherwise qualify, are not eligible for the Explore Rate. Associates are eligible upon their date of hire.

Q3: How many rooms can be booked under the Explore Program?

A: Associates are eligible for up to two rooms per night at the Explore Rate at a participating property. Eligible immediate family members are limited to one room per night at the Explore Rate at a participating property. If the associate is booking two rooms, the associate must stay in one room; any guest relationship can stay in the second room.

There are no limits to the number of nights.

When booking the Explore Rate, no more than two rooms can be booked under an associate's benefit. (For example, if three siblings are traveling together, only two rooms can be booked under the Explore Rate.) Additional rooms can be booked under the Explore Friends Rate if it is available. There is no limit on the number of rooms per night (other than availability) for the Explore Friends Rate.

Printing Cards and Forms

Q4. How do associates print an Authorization form or Property (Non-Room) Discount Card?

All Associates should visit mHUB.marriott.com.

All associates will need an Enterprise ID (EID) and an EID password to log in.

Q5. Why doesn't a new window open when I request a Discount Card or Room Rate Discount Authorization Form?

A: Your Discount Card and/or Room Rate Discount Authorization Form won't open in a new browser window. Instead, it will open in Adobe PDF (you must have access to Adobe Reader or later version of Adobe). From Adobe, you can print or save your card or form.

You can also try to clear the cache and cookies on your internet browser.

Q6. How can I access my discount materials if my computer blocks the download for security purposes?

A: To enable the download, you must disable the popup blockers on your browser.

Q7. How do I print a form for a guest?

A: Follow the instructions below.

- Log onto the mHUB website (see Q4).
- Navigate to your Explore tab.
- Click the **Manage Friends and Family** on the Actions menu.
- Click the **Add Friend or Family** link and add the name of the guest and the relationship to you.
- Click the **Save** link.
- Click **cancel** to get back to the drop list where you can select the guest name from the list of names.

For future use, you can select the name you already entered.

To avoid reaching system limits, we recommend that you wait to enter the names of family and friends when they have a reservation and you need to issue a form.

EXPLORE

Q8. Can I print forms for guests of my co-workers?

A: No. You should only print forms for your friends and family, not guests of other associates, unless you are the authorized requestor.

Q9. How do I remove a guest name of a family or friend on my account?

A: To protect the program from potential abuse and fraud, names cannot be removed from the system. Instead, it is suggested that guests that are no longer needed can be marked as "inactive." To mark a guest as inactive:

- Log onto the mHUB website (see Q4).
- On the Explore **Actions** menu, select **Manage Friends and Family.**
- On your Guest List, choose the name of the guest you no longer wish to use.
- Click Manage and then **Deactivate.**

Q10. How do I change the relationship or spelling of a guest that was entered incorrectly?

A: De-activate the name of the guest from the account and add the new guest with the corrected relationship or spelling. (See instructions in Q9).

Q11. I entered my friends and family member names on my account and now I can't enter any more guests. A: To protect the program from potential fraud and abuse, the system limits on the number of guests by guest relationship type (e.g., spouse, child, etc.). These limits include the names listed in the 'active' and 'inactive' list. Associates are required to ensure all guests meet the definition of eligible family members. Please see [Definitions of Immediate Family Members](.). If associates are unable to add additional immediate family member names, only the friends category can be used.

Making Reservations

Q12. How do I make reservations?

A: Reservations must be made at www.marriott.com. The appropriate code should be entered under Special Rates (Corporate/Promotional Code). For the Explore Rate, use code MMP; for the Explore Friends Rate, use code MMF.

Check-In

Q13. What type of identification is required at check-in?

A: Guests should present a valid photo identification (driver's license, passport, etc.) in addition to a valid Authorization Form.

Q14. Should the Front Desk collect the Authorization Form upon check-in?

A: The Front Desk should not collect Authorization Forms upon check-in. If desired, the Front Desk can make a photocopy of the Authorization Form.

Terminations

Q15. Are associates permitted to use the Explore Program after they terminate?

A: No, associates must be actively employed to enjoy the Explore Program. As part of the exit process, the associate should turn in their Authorization Form. Authorization Forms also have an expiration date which further controls unintended use of the program after separation. For Owner Franchise Services Only: As a reminder, when an associate terminates, the EID must be deactivated.

Note: Former associates who opted into the Voluntary Transition Program (VTP) have access to use the Explore Friends Rate through December 31, 2021.

Program Changes

Q16. Is the Explore Program subject to changes?

A. Yes, Marriott reserves the right to make changes to the program rules at any time. Program rules are reviewed regularly and revised as needed.

Explore Program Room Rates are reviewed and adjusted every 3 years to ensure that Marriott can continue to offer this unique signature benefit for associates, and also balance the needs of the Company's owners and franchisees. The HR Policy (BEN-21) will be updated to reflect room rates changes and details and will be available on MGS. Revenue Managers will receive information directly when changes are implemented.

For Owners and Franchisees Only

Q17. When I try to log in to the mHUB website, I receive an error message?

A: If you don't see the link, the error is likely due to an issue with the company code (Level 1 or Level 3 information) associated with your EID. Please contact the below to have your Level 1 or Level 3 information checked:

U.S. and Canada:
OwnerFranchiseServices@Marriott.com
Outside the U.S. and Canada:
InternationalEIDRequests@marriott.com

Q18. How do I obtain an EID?

Outside the U.S. and Canada Franchisee (on property)	To request an EID, contact your Access Administrator (or ask your Human Resources professional for help). The Access Administrator for your location is authorized to create new EIDs. Information about creating an EID can be found on MGS.
Outside the U.S. and Canada Owner and Above Property	To register for an EID, go to m hub.marriott.com and click the "EID Registration & Help" link on the top right corner of the page.

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Q19. The manager's information on my Authorization Form prints "Not Available." How do I fix this?

A: The manager information is not available for owner or franchisee associates. The Front Desk should accept forms that read, "Not Available."

Q20. I have an EID however I am not able to log on to mHUB. How can I correct this?

A: Access generally is granted within 48 hours of an EID registration.

If you have had your EID for more than 48 hours and still cannot access the site, please contact your Systems Administrator.

Q21. Can I add a new EID Approver for my company?

A: To replace the existing EID approver or add a second approver, please email:

U.S. and Canada:
OwnerFranchiseServices@Marriott.com
Outside the U.S. and Canada:
InternationalEIDRequests@marriott.com

Q22. I tried to register for an EID but I do not see my company listed in the dropdown. How can I have my company added?

A: Please email the contact below to determine why your company is not listed. If possible, your company will be added to this list so you can register for an EID.

U.S. and Canada:
OwnerFranchiseServices@Marriott.com
Outside the U.S. and Canada:
InternationalEIDRequests@marriott.com