

FREQUENTLY ASKED QUESTIONS

To whom does this benefit apply?

Free standard/”essential” in-room Wi-Fi applies to all Marriott Rewards® and The Ritz-Carlton Rewards® members (“Rewards Members”) who book a participating hotel and reserve directly on Marriott® direct booking channels, including Marriott.com, Marriott’s mobile app, 1-800-MARRIOTT, or through a Marriott hotel.

When does free in-room Wi-Fi take effect?

Free Wi-Fi takes effect for all qualified stays occurring on or after January 15, 2015. Qualified stays that are booked before January 15, 2015, but take place on or after that date, will also receive free in-room Wi-Fi provided they were reserved directly on Marriott direct booking channels, including Marriott.com, Marriott’s mobile app, 1-800-MARRIOTT, or through a Marriott hotel.

If I become a Rewards member during my stay, can I get free in-room Wi-Fi?

Yes, if the reservation was booked for a participating hotel and reserved directly on a Marriott direct booking channel, including Marriott.com, Marriott’s mobile app, 1-800-MARRIOTT, or through a Marriott hotel.

Once I enroll in Marriott Rewards or The Ritz-Carlton Rewards, will this be an automatic benefit or do I need to mention that I am a Rewards member at check-in?

In order to receive free in-room Wi-Fi during your stay, your Rewards member number must be included on your reservation and you must have reserved directly on a Marriott direct booking channel, including Marriott.com, Marriott’s mobile app, 1-800-MARRIOTT, or through a Marriott hotel.

What are the approved direct booking channels I should make my reservation through in order to receive this benefit?

Examples of Marriott direct booking channels: Marriott.com, Marriott’s mobile app, 1-800-MARRIOTT, any Marriott hotel, ritzcarlton.com, The Ritz-Carlton® mobile app, any Ritz-Carlton hotel or any participating Marriott brand channel.

What brands are participating in free Wi-Fi for all Rewards members?

Participating brands include: JW Marriott®, Renaissance® Hotels, Autograph Collection® Hotels, Marriott Hotels®, Marriott Executive Apartments®, Gaylord Hotels®, and AC Hotels by Marriott®, as well as Marriott Rewards’ exclusive luxury partner, The Ritz-Carlton. These brands join EDITION®, Marriott Vacation Club®, Courtyard®, Residence Inn®, SpringHill Suites®, Fairfield Inn & Suites®, TownePlace Suites®, and Moxy Hotels®, which already provide free Wi-Fi today. This benefit is not available at hotels that do not participate in the Marriott Rewards Program or at: Atlantis Paradise Island, The Cosmopolitan™, and the Mulu Marriott Resort & Spa. All Gold and Platinum Elite Rewards members continue to receive free enhanced Wi-Fi where available at participating hotels worldwide. Not applicable in meeting rooms.

How do I find out which hotels are not participating in the free Wi-Fi benefit?

The free Wi-Fi benefit described in these FAQs is available at 4,000 participating hotels across 70 countries worldwide. The benefit is not available at certain properties that do not participate in the Marriott Rewards program or at: Atlantis Paradise Island, The Cosmopolitan™, and the Mulu Marriott Resort & Spa. See free Wi-Fi terms and conditions on the landing page for a list of non-participating hotels.

Does this change the offering at brands that offer free Wi-Fi to all guests?

No, EDITION, Marriott Vacation Club, Courtyard, Residence Inn, SpringHill Suites, Fairfield Inn & Suites, TownePlace Suites and Moxy Hotels offer free in-room Wi-Fi today and will continue to do so. The same is true for Rewards members at hotels in Asia where they currently receive free in-room Wi-Fi.

What does this mean for Gold and Platinum Elite members?

All Gold and Platinum Elite Rewards members will continue to receive free enhanced Wi-Fi where available regardless of booking method at participating hotels worldwide. Participating brands include: Our exclusive luxury partner, The Ritz-Carlton, JW Marriott, Autograph Collection Hotels, Renaissance Hotels, Marriott Hotels, Gaylord Hotels, AC Hotels by Marriott, Courtyard, Residence Inn, SpringHill Suites, Fairfield Inn & Suites and TownePlace Suites. Not applicable in meeting rooms. This benefit is not available at hotels that do not participate in the Marriott Rewards Program.

Do you have to have a certain status to receive free standard in-room Wi-Fi?

You do not have to achieve a certain status in the Marriott Rewards Program to receive free standard in-room Wi-Fi. You must be a Rewards member and book a participating hotel directly on Marriott direct booking channels, including Marriott.com, Marriott's mobile app, 1-800-MARRIOTT, or through a Marriott hotel to receive free in-room Wi-Fi. Silver Elite and Basic Rewards members can upgrade to enhanced in-room Wi-Fi for a fee.

Does this impact Wi-Fi in meeting rooms at Hotels?

No, this will not affect meeting room Internet. Current Hotel specific standards and pricing will continue to apply to Internet in the meeting rooms.

Will this offer be available outside the U.S.?

Yes, this benefit is available globally.

I still have more questions!

For assistance with additional questions, please contact us:

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The Ritz-Carlton Rewards: 866-922-6882