

star*
Net

spg*
Starwood
Preferred
Guest


Sheraton


ST REGIS

WESTIN

FOUR
POINTS

THE
LUXURY
COLLECTION

Le MERIDIEN

aloft

W
HOTELS

TRIBUTE
PORTFOLIO


element

 DESIGN
HOTELS

How To Book – A Step by Step Tutorial



Starwood Hotels & Resorts Worldwide continues to bring you a world of choices.

STARnet is a Global rate program for approved sellers of packaged travel that offers NET rates, 24/7 availability, web booking and access to more than 1300 hotels over 95 countries across 10 hotel brands. Our brands include Westin Hotels & Resorts, Le Méridien, Sheraton Hotels & Resorts, Four Points by Sheraton Hotels, St. Regis, The Luxury Collection, Element, Aloft, W Hotels and Tribute Portfolio.

About the Program

The STARnet program presents Global Leisure Net Rates for Approved Sellers of Packaged Travel. The program is designed for sellers of packaged travel who do not have the ability to negotiate local contracts based on local volume requirements. In addition STARnet can supplement your locally negotiated agreements with a single STARnet contract, opening up a world of new Starwood destinations and hotels.

Benefits

- Rate integrity
- STARnet rates float and fluctuate providing a discount off the lowest available retail rate
- No minimum production requirements
- Ability to book STARnet reservations 24/7 via starwoodnet.com and all branded Starwood sites.
- Access to more room categories and premium room types
- Access to property information and photography
- Simple online application process

STEP 1: Log onto starwoodnet.com

2018
Global Leisure Net Rates for Approved Sellers of Packaged Travel

star Net
Global Leisure Net Rates for Approved Sellers of Packaged Travel

FEATURED DESTINATION:
Starwood New York

Explore the sights, sounds and energy of NYC with over 40 hotels!

- STARnet Home
- About the Program
- How to Join
- How to Book
- Policies & Procedures
- Frequently Asked Questions
- Photos & Logos
- StarwoodPro Learning
- Support Line
- Contact Us
- Book Now**
- > Sign up to receive STARnet updates

Click on **Book Now** to get started! This will direct you to the online booking engine at www.starwoodhotels.com

Tip: Users can skip step one and log directly onto www.starwoodhotels.com or any other Starwood branded site

STEP 2: Enter Search Data

Enter hotel search information and click search to continue. The search feature will display all Starwood properties in the desired area.

The screenshot shows the Starwood Hotels and Resorts website. The top navigation bar includes the Starwood logo, "SPG Sign In", "Language", "FIND & BOOK", "ABOUT", and "MY SPG". The main banner features the text "SPG® GREAT WEEKS, GRAND WEEKENDS. REGISTER NOW TO EARN DOUBLE STARPOINTS® ON STAYS". Below the banner is a search form with the following fields: "Find A Hotel" (with a search icon and placeholder "Destination, Hotel"), "Check In" (with a calendar icon and placeholder "MM/DD/YYYY"), "Check Out" (with a calendar icon and placeholder "MM/DD/YYYY"), "1 ROOM, 1 ADULT" (with a dropdown arrow), a blue "SEARCH" button, and a "WHY BOOK HERE?" link with a checkmark icon. A red circle highlights the search form, and a red arrow points to the search input field. The background image shows a cityscape at night with a body of water.

star.wood
Hotels and
Resorts

SPG Sign In | Language

FIND & BOOK ABOUT MY SPG

SPG® GREAT WEEKS, GRAND WEEKENDS.
REGISTER NOW TO EARN DOUBLE STARPOINTS® ON STAYS

Find A Hotel

Check In

Check Out

Destination, Hotel

MM/DD/YYYY

MM/DD/YYYY

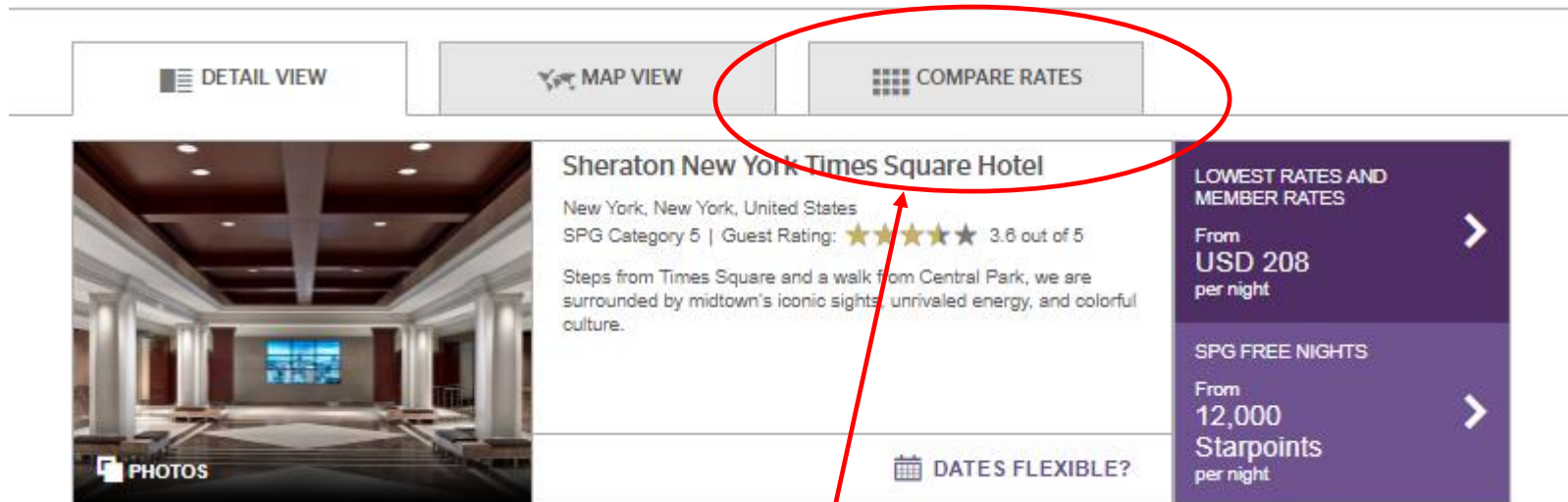
1 ROOM, 1 ADULT

SEARCH

WHY BOOK HERE?

THE WESTIN SEATTLE, WASHINGTON, USA

STEP 3A: Select Desired Hotel from City/Location List



The screenshot shows a navigation bar with three buttons: 'DETAIL VIEW', 'MAP VIEW', and 'COMPARE RATES'. The 'COMPARE RATES' button is circled in red. Below the navigation bar is a card for the 'Sheraton New York Times Square Hotel'. The card includes a photo of the hotel lobby, the hotel name, location (New York, New York, United States), SPG Category 5, and a guest rating of 3.6 out of 5. To the right of the card are two purple boxes: 'LOWEST RATES AND MEMBER RATES' with a price of 'From USD 208 per night' and 'SPG FREE NIGHTS' with a price of 'From 12,000 Starpoints per night'. A red arrow points from the 'COMPARE RATES' button to the explanatory text below.

To view all available STARnet rates for the specific city or location, **click Compare Rates** to view a list of all properties nearby.

STEP 4A: Enter Unique STARnet SET Account Number

Using the pencil icon, update the **Promotion/SET#** field with your unique STARnet SET account.

DETAIL VIEW MAP VIEW COMPARE RATES

CLICK RATE NAME TO CHANGE

	Lowest Rates and Member Rates	SPG Free Nights	SPG Cash & Points	Promotions & Packages
Sheraton New York Times Square Hotel	From USD 208 per night	SPG Free Nights	100 points	From USD 220 per night
OTHER STARWOOD HOTELS NEARBY				
W New York – Times Square	From USD 241 per night	Promotion Code/SET#	100 points	From USD 259 per night
The St. Regis New York	From USD 755 per night	30,000 Starpoints	Find Available Dates	From USD 795 per night
The Chatwal, a Luxury Collection Hotel, New York City	From USD 613 per night	From 30,000 Starpoints	From 15,000 Starpoints +USD 275 per night	From USD 645 per night

Promotion Code/SET#
xxxxxxx
APPLY

STEP 4A: Enter Unique STARnet SET Account Number... continued

Any properties with the STARnet discounted rate will display in the SET/Corporate Account# column.

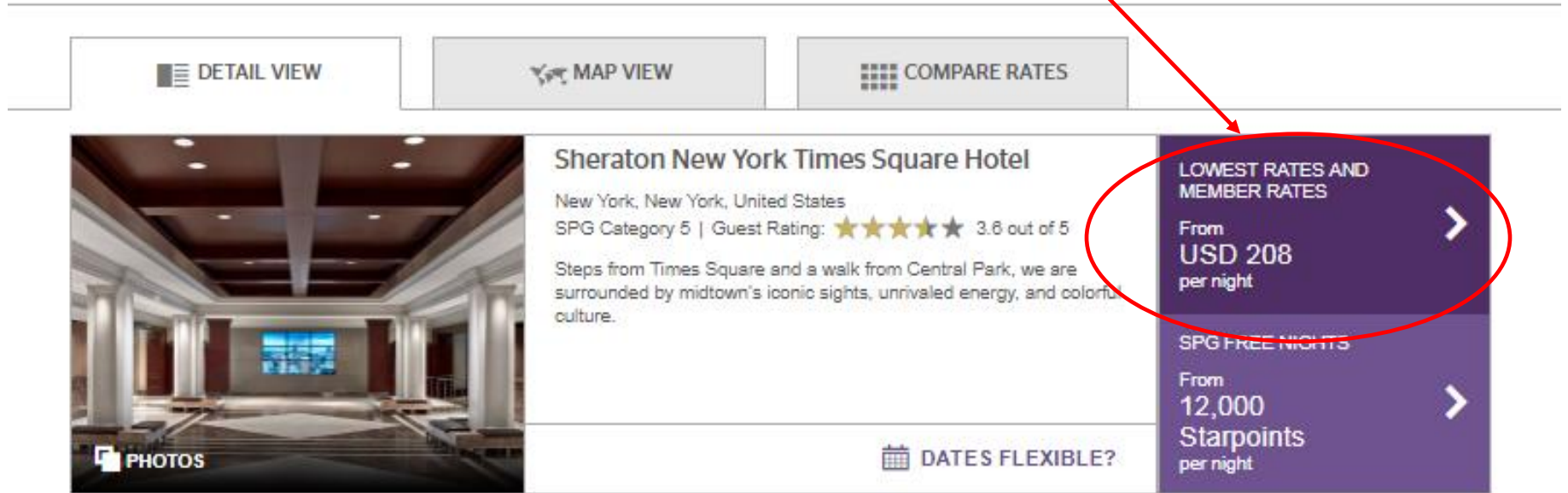
DETAIL VIEW		MAP VIEW		COMPARE RATES	
CLICK RATE NAME TO CHANGE	Lowest Rates and Member Rates	SET/Corporate Account #	SPG Cash & Points	Promotions & Packages	
Sheraton New York Times Square Hotel	From USD 208 per night	From USD 191 per night	From 6,000 Starpoints +USD 110 per night	From USD 220 per night	

OTHER STARWOOD HOTELS NEARBY

W New York – Times Square	From USD 241 per night	From USD 207 per night	From 10,000 Starpoints +USD 180 per night	From USD 259 per night
The St. Regis New York	From USD 755 per night	From USD 636 per night	Find Available Dates	From USD 795 per night
The Chatwal, a Luxury Collection Hotel, New York City	From USD 613 per night	From USD 516 per night	From 15,000 Starpoints +USD 275 per night	From USD 645 per night

STEP 3B: Select Specific Desired Hotel

To view rates for a specific hotel, **click Lowest Standard Rate** to continue to the next step.



DETAIL VIEW MAP VIEW COMPARE RATES

Sheraton New York Times Square Hotel
New York, New York, United States
SPG Category 5 | Guest Rating: ★★★★★ 3.6 out of 5
Steps from Times Square and a walk from Central Park, we are surrounded by midtown's iconic sights, unrivaled energy, and colorful culture.

PHOTOS

DATES FLEXIBLE?

LOWEST RATES AND MEMBER RATES
From **USD 208** per night

SPG FREE NIGHTS
From 12,000 Starpoints per night

STEP 4B: Enter Unique STARnet SET Account Number

Click Change Rates to update rate preferences

Select Room

Sheraton New York Times Square Hotel

SEARCH AGAIN

CHANGE RATES

CURRENCY CONVERTER

Lowest Rates and Member Rates

SPG Free Nights

SPG Cash & Points

Automobile Association

Senior

Government Employee

Promotions & Packages

Promotion Code/SET#

XXXXXX|

UPDATE

Enter your unique STARnet ID in the box titled SET/Corporate Account Number

STEP 5: Selected Desired Room Type

Rates now displayed include the STARnet rates, discounted 20% from the Best Available Rate. Be sure to scroll down, to select view all available bedding and room types.

Traditional Room, Non-Smoking

Queen Bed 



250 ft² / 23 m²

- Sheraton signature sleep experience
- Newly renovated
- High speed internet access for an additional charge
- Flat screen TV
- [Learn More About Traditional Rooms](#)

<p>StarNet Confidential Rate. For Approved Sellers Of Leisure Travel 48 Hrs Prior Non Refundable Prepayment Due.</p> <ul style="list-style-type: none">• Free cancellation until Fri, 15 Jun 2018• Deposit required <p>Rate Terms & Details</p>	<p>Book Now USD 191 per room / night + charges & taxes = USD 223</p> <p>></p>
<p>Prepaid Rate</p> <ul style="list-style-type: none">• Cancellation penalty applies• Deposit required <p>Rate Terms & Details</p>	<p>Book Now USD 219 per room / night + charges & taxes = USD 283</p> <p>></p> <p>Base room rate excludes DESTINATION FEE of USD 25 Per Room / Per Night</p> <p>+ Show Exclusions</p>
<p>VIP Package Prepaid</p> <ul style="list-style-type: none">• Cancellation penalty applies• Deposit required <p>Rate Terms & Details</p>	<p>Book Now USD 220 per room / night + charges & taxes = USD 285</p> <p>></p> <p>Base room rate excludes DESTINATION FEE of USD 25 Per Room / Per Night</p> <p>+ Show Exclusions</p>

Click **Book Now** to continue with your booking.

Always check **Rate Terms and Conditions** to confirm taxes and services charges prior to booking. - SEE NEXT SLIDE FOR SAMPLE.

SAMPLE RATE DETAILS PAGE

**Accounts not on Bill-Back will see Prepay information here.
Standard cancellation policies apply for all reservations**

Starnet Confidential Rate. For Approved Sellers Of Leisure Travel 48 Hrs Prior Non Refundable Prepayment Due.

ROOM AND TAX CHARGED TO WHOLESALER CREDIT CARD 48 HOUR PRIOR TO ARRIVAL. GUEST IS RESPONSIBLE FOR INCIDENTALS ONLY. Identification Required.**

	Average est. Per Room Per Night	1 Room(s) for 1 Night(s)
Room Rate:	USD 191.20	USD 191.20
Excluded Taxes And Charges		
Ny Unit Fee:	USD 1.50	USD 1.50
USD 1.50 Per Room / Per Night		
Occupancy Tax:	USD 2.00	USD 2.00
USD 2.00 Per Room / Per Night		
Room Tax:	USD 28.20	USD 28.20
14.75% Per Room / Per Night		
Estimated Total	USD 222.90	USD 222.90

CHECK IN

CHECK OUT

1 room, 1 Adult per room

Traditional room, non-smoking
Queen Bed
250 ft² / 23 m²

- Sheraton signature sleep experience
- Newly renovated
- High speed internet access for an additional charge
- Flat screen TV

TAX information. Most hotels will include a detailed per night and total stay break down of taxes and additional charges

STEP 6: Make a Reservation

Earn Starpoints[®] for this Stay

SPG MEMBERS

Sign in for faster booking

[FORGOT PASSWORD?](#)

REMEMBER ME

SIGN IN & CONTINUE

Not a Member?

Continue as a guest, with the option of becoming a Starwood Preferred Guest[®] member upon checkout.

CONTINUE AS A GUEST

Use the **Continue As A Guest** option to continue making reservation.

STEP 6: Make a Reservation... Continued

Book Your Stay

Personal Information

TITLE *FIRST NAME *LAST NAME

*COUNTRY/REGION

*ADDRESS

(OPTIONAL)

*CITY *STATE/PROVINCE

*ZIP/POSTAL CODE

*PRIMARY TELEPHONE

PHONE NUMBER

Opt in to receive a reservation confirmation text message to your mobile number.
Message and Data rates may apply.

+ Add another number (optional)

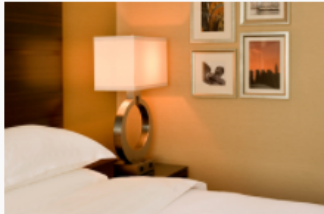
EMAIL

Please enter your email address to receive confirmation of your reservation, stay-related communications and messages about your potential hotel interests.

SPG NUMBER

+ Additional Information for Travel Professionals

Sheraton New York Times Square Hotel



1 Adult per room

ESTIMATED TOTAL
USD 222.90

[Room and rate details](#)

Verify hotel, dates and rate information is correct.

Enter booking information here. Guest name should be used. *All* other information should be **agency information including the email address.**

STEP 6: Make a Reservation... Continued

Credit Card Information

*CARD NUMBER

*CREDIT CARD

*EXPIRES

**Enter Agency Credit card for payment / guarantee.
Refer to Terms and Conditions for
guarantee/cancel policy.**


**If the account is bill back no credit card will be
required – no asterisk will appear to the left of the
credit card field.**

Cancellation Policy

If you cancel between Wed, 14 Mar 2018 and 4:00 PM hotel time on Fri, 15 Jun 2018, there will be no forfeiture amount. If you cancel after 4:00 PM hotel time on Fri, 15 Jun 2018, the forfeiture amount will be 100 percent. There may be additional applicable charges and taxes.

GTD/Deposit Policy

USD 222.90 deposit is due on Fri, 15 Jun 2018 and will be charged to the credit card provided.

By completing your reservation, you agree to accept the conditions and charges associated with the rate you have selected and the **terms and conditions** for use of this website. Please see our **Privacy Statement** for information on our data collection and usage practices. 

[Read All Terms and Conditions of Reservation](#)

COMPLETE RESERVATION

Cancellations

Cancellations can be made online 24 hours a day. Please note cancellation policies prior to confirming your reservation. To cancel a reservation, please visit one of our brand sites:

<http://www.spg.com>

<http://www.starwoodhotels.com/westin>

<http://www.starwoodhotels.com/sheraton>

<http://www.starwoodhotels.com/whotels>

<http://www.starwoodhotels.com/lemeridien>

<http://www.starwoodhotels.com/fourpoints>

<http://www.starwoodhotels.com/luxurycollection>

<http://www.starwoodhotels.com/stregis>

<http://www.starwoodhotels.com/aloft>

<http://www.starwoodhotels.com/element>

<http://www.starwoodhotels.com/tributeportfolio>

To find a reservation, use the Find A Reservation option, which is usually located under the My Stays menu, depending on the site.

You will need the last name of the guest and the confirmation number or credit card number.

Cancellations and modifications can also be made by calling the STARnet Reservations Support line at 1-800-626-3132.

NOTE: *Each site will bring up all reservations regardless of the brand of hotel booked.*

STARnet Reservations Support Line

Inside the United States: 1-800-626-3132

Outside the United States: +353-21-4930454 (long distance charges may apply)

The Support Line Offers:

**Dedicated agents trained on STARnet

**Support 7 days a week, with almost around the clock coverage (closed Sunday nights)

**Full access to all bookings you have made online with STARnet

When to Call the Support Line:

**Anytime you cannot make a booking, cancel a booking or modify a booking online

**Anytime the Starwood website is down

**Anytime your company does not have access to the internet

**Date changes to STARnet reservations

**Adding or removing a room to an existing reservation

**Modifications with multiple rooms

STARnet reservations cannot be booked by calling the hotel directly.



More Information

STARnet customer website: www.starwoodnet.com

Email: starnet@starwoodhotels.com

Please contact your local Starwood representative with questions or issues

