

Hyatt Hotels & Resorts and MGM Resorts Relationship Frequently Asked Questions
Effective June 20, 2013

General

1) What is the new relationship between Hyatt Hotels & Resorts® and MGM Resorts International®?

Hyatt® and MGM Resorts International® have teamed up to form an unprecedented relationship in the hospitality industry, offering substantial benefits to members of their respective loyalty programs, Hyatt Gold Passport® and M life.

2) What are the benefits of this new relationship for Hyatt Gold Passport members?

Benefits for Hyatt Gold Passport members include:

- Hyatt Gold Passport members have the opportunity to earn Hyatt Gold Passport points on every dollar of M life-Eligible Spend at participating M life resorts. Please see Question 4 in Section A for the participating M life resorts and see Section B (Earning Hyatt Gold Passport points at participating M life resorts) for more information.
- All M life-Eligible Stays by Hyatt Gold Passport members at any of the participating M life resorts will count toward Hyatt Gold Passport tier status.
- Hyatt Gold Passport members will be able to redeem their Hyatt Gold Passport points for free night awards at participating M life resorts. Visit goldpassport.com to see the number of points required to redeem for each participating M life resort. Please see Section C (Redeeming Hyatt Gold Passport points at participating M life resorts) for more information.
- Participating M life resorts may be booked through Hyatt.com and the Worldwide Reservation Centers.
- Coming in August 2013, Hyatt Gold Passport members will also be eligible to opt-in to a matching tier status in M life, which will provide a variety of [M life](#) resort benefits to Hyatt Gold Passport members.

3) What is M life?

M life is the rewards program of MGM Resorts International. M life allows members to earn Tier Credits that build to rewards and benefits at participating M life resorts. Full program details can be found [here](#).

4) What are the participating M life resorts?

All M life resorts in Las Vegas are participating, which include: Bellagio®, Aria™, Vdara™, MGM Grand®, The Signature at MGM Grand®, Mandalay Bay®, THEhotel®, The Mirage®, Monte Carlo™, New York New York™, Luxor® and Excalibur®. Although Circus Circus is owned by MGM Resorts International, it is not an M life resort and therefore is not part of this new relationship.

5) What benefits do I receive as an M life member?

M life benefits can be enjoyed at participating M life properties. Full M life program details can be found [here](#). You may also learn more about M life by visiting any M life desk at any of the participating M life resorts.

6) Do I need to be an elite member of either program to enjoy the benefits?

No, you do not need to be an elite member of either program to enjoy the benefits of this new relationship.

7) When can I begin receiving the benefits of the relationship?

Effective June 20th, 2013, members of both programs may begin receiving benefits of the new relationship. Coming in August, Hyatt Gold Passport members will also be eligible to opt-in to a matching tier status in M life.

Earning Hyatt Gold Passport points at participating M life resorts

1) At which M life resorts can I earn Hyatt Gold Passport points?

You may earn Hyatt Gold Passport points at any of the participating M life resorts. Please see Question 4 in Section A for the list of participating M life resorts.

2) Do I have to be a Hyatt Gold Passport member to earn Hyatt Gold Passport points at participating M life resorts?

Yes, you must be a member of both Hyatt Gold Passport and M life and provide both of your member numbers upon booking or check-in to earn Hyatt Gold Passport points at participating M life resorts. There is no cost to sign up for either program.

[Join](#) Hyatt Gold Passport.

[Join](#) M life.

3) Do I need to be an M life member to earn Hyatt Gold Passport points at participating M life resorts?

Yes, you must be both a Hyatt Gold Passport and an M life member and provide both those numbers upon booking or check-in to earn Hyatt Gold Passport points at participating M life resorts. There is no cost to sign up for either program.

[Join](#) Hyatt Gold Passport.

[Join](#) M life.

4) How do I earn Hyatt Gold Passport points at participating M life resorts?

To earn Hyatt Gold Passport points at participating M life resorts, you must:

1. Be a member of both Hyatt Gold Passport and M life
2. Notify the Front Desk agent at check-in that you would like to earn Hyatt Gold Passport points and ensure that both your M life and Hyatt Gold Passport member numbers are on your reservation and final hotel folio

You may earn Hyatt Gold Passport points at participating M life resorts only on the M life-Eligible Spend on your final hotel folio.

5) What is considered M life-Eligible Spend for earning Hyatt Gold Passport points at the participating M life resorts?

You may earn Hyatt Gold Passport points on M life-Eligible Room Spend and M life-Eligible Incidental Spend at participating M life resorts:

- M life-Eligible Room Spend is room rate spend on M life-Eligible Nights.

- M life-Eligible Incidental Spend is determined by M life program [Terms and Conditions](#). Casino spend is not M life-Eligible Spend.

You may earn Hyatt Gold Passport points at participating M life resorts only on the M life-Eligible Spend on your final hotel folio. Remember to notify the Front Desk agent at check-in that you would like to earn Hyatt Gold Passport points and ensure that both your M life and Hyatt Gold Passport member numbers are on your reservation and final hotel folio.

6) What is considered an M life-Eligible Stay at the participating M life resorts?

An M life-Eligible Stay is:

1. Any stay where payment is made directly to a participating MGM Resorts International property; OR
2. Bookings made through Hyatt.com; OR
3. Bookings made through a Hyatt Global Contact Center.

Reservations made through third party on-line sites and services (such as Expedia, Priceline or hotels.com), M life resort complimentary room stays, master account group bookings, stays of 15 or more nights, and Hyatt Gold Passport free night award stays are not M life-Eligible Stays.

7) What is considered an M life-Eligible Night at the participating M life resorts?

An M life-Eligible Night is any night of an M life-Eligible Stay as defined above. Reservations made through third party on-line sites and services (such as Expedia, Priceline or hotels.com), M life resort complimentary room nights, master account group bookings, stays of 15 or more nights, and Hyatt Gold Passport free night award nights are not M life-Eligible Nights.

8) Can I earn Hyatt Gold Passport points on M life-Eligible Incidental Spend even if my stay is ineligible?

Yes, you may charge your M life-Eligible Incidental Spend to your room folio and earn Hyatt Gold Passport points for that spend, even if your stay is ineligible, on up to \$5,000 of M life-Eligible Incidental Spend.

9) How many Hyatt Gold Passport points per dollar will I earn at the participating M life resorts?

Members earn five (5) Hyatt Gold Passport points for every dollar of M life-Eligible Spend at the participating M life resorts.

10) Will Platinum and Diamond members receive their Hyatt Gold Passport point bonus at participating M life resorts?

Yes, all Hyatt Gold Passport members will earn five (5) Hyatt Gold Passport points for every dollar of M life-Eligible Spend at the participating M life resorts. Platinum and Diamond members will also receive their respective 15% and 30% point bonus.

11) Is there a limit on how many Hyatt Gold Passport points I can earn on M life-Eligible Spend at the participating M life resorts?

- There is no limit on how many Hyatt Gold Passport points you can earn on M life-Eligible Room Spend
- You may earn Hyatt Gold Passport points on up to \$5,000 on M life-Eligible Incidental Spend
- You may not earn Hyatt Gold Passport points on casino spend

12) Can I earn Hyatt Gold Passport points on multiple rooms at participating M life resorts?

You can earn Hyatt Gold Passport points on multiple rooms at participating M life resorts as you would earn Tier Credits on multiple rooms at participating M life resorts, which is defined by [M life program Terms and Conditions](#).

13) Do M life-Eligible Stays and M life-Eligible Nights at participating M life resorts count towards Hyatt Gold Passport tier status?

Yes, M life-Eligible Stays and M life-Eligible Nights at participating M life resorts count towards Hyatt Gold Passport tier status.

14) Are meeting and events booked and held at participating M life resorts eligible for Hyatt Gold Passport Planner Rewards?

No, meeting and events booked and held at participating M life resorts are not eligible for Hyatt Gold Passport Planner Rewards.

15) Will I be able to earn both M life Tier Credits and Hyatt Gold Passport points at the participating M life resorts?

Yes, as a Hyatt Gold Passport and M life member, you can earn both M life Tier Credits and Hyatt Gold Passport points on M life-Eligible Spend at the participating M life resorts.

16) Can I earn additional partner points at participating M life resorts, such as miles?

No, Hyatt Gold Passport members cannot earn additional partner points other than Hyatt Gold Passport points and M life Tier Credits at participating M life resorts.

17) Can I convert my Hyatt Gold Passport points earned at M life resorts into miles?

Yes, once you earn Hyatt Gold Passport points at participating M life resorts, they are no different than the Hyatt Gold Passport points earned at Hyatt hotels and resorts, and so, they may be converted into miles.

18) Can I convert my Hyatt Gold Passport points into M life Tier Credits?

No, you cannot convert Hyatt Gold Passport points into M life Tier Credits.

19) Who can I call if I have questions about an upcoming stay at participating M life resort?

If you have any questions regarding the relationship, please call 1-800-51-HYATT in the U.S. and Canada or contact your nearest Worldwide Reservation Center. If you have concierge questions regarding your upcoming stay at a participating M life resort, please contact the property concierge team of the specific M life resort for further assistance.

20) Will the participating M life resorts provide any Hyatt Gold Passport in-hotel benefits such as preferred rooms, confirmed bed type, complimentary in-room Internet access, expedited check-in and check-out, guaranteed room availability, late check-out, four confirmed suite upgrades each year, Diamond welcome amenity, club access, and nightly room refresh?

No, Hyatt in-hotel benefits offered at Hyatt hotels and resorts to Hyatt Gold Passport Platinum and Diamond members are not offered at participating M life resorts. Guests will enjoy the authentic experiences offered by M life while staying at the participating M life resorts. However, when tier reciprocity launches in August 2013, a Hyatt Gold Passport member will be eligible to opt in to a matching M life Tier Status, which includes M life in-hotel benefits at participating M life resorts. [View](#) a complete list of hotel benefits for M life members.

21) Do I earn 3x Hyatt Gold Passport points at participating M life resorts while using the Hyatt Credit Card like I would at Hyatt hotels and resorts?

M life resorts are not Hyatt hotels and resorts, so you will earn at participating M life resorts as you would at any non-Hyatt hotel or resort. Hyatt Gold Passport points earned through the Hyatt Credit Card are in addition to the standard five (5) Hyatt Gold Passport points for every dollar of M life-Eligible Spend earned at the participating M life resorts.

22) Will I receive credit for past stays at a participating M life resorts if I forgot to provide my Hyatt Gold Passport and M life membership numbers?

Yes, you can receive credit for past M life-Eligible Stays that began on or after June 20, 2013, provided that you were both an M life member and Hyatt Gold Passport member prior to checkout of that M life-Eligible Stay. Please contact M life Member Services at memberservices@mgmresorts.com or 866.761.7111 and provide your full name, home address, property visited, dates of stay, M life number and Hyatt Gold Passport number.

23) How long after my M life-Eligible Stay at a participating M life resort can I request to earn Hyatt Gold Passport points for that stay?

You can request past stay credit for previous M life-Eligible Stays up to a year, provided that the M life-Eligible Stay began on or after June 20, 2013 and you were both an M life member and Hyatt Gold Passport member prior to checkout of that M life-Eligible Stay. More details can be found on Hyatt.com.

Redeeming Hyatt Gold Passport points at participating M life resorts:

1) At which M life resorts can I redeem Hyatt Gold Passport points?

You may redeem Hyatt Gold Passport points for free night awards at any of the participating M life resorts. Please see Question 4 in Section A for the list of participating M life resorts.

2) Do I have to be a Hyatt Gold Passport member to redeem Hyatt Gold Passport points for free night awards at participating M life resorts?

Yes, you must be a Hyatt Gold Passport member to redeem Hyatt Gold Passport points for free night awards at participating M life resorts. There is no cost to sign up for Hyatt Gold Passport.

[Join](#) Hyatt Gold Passport.

3) Do I need to be an M life member to redeem Hyatt Gold Passport points for free night awards at participating M life resorts?

No, you don't need to be an M life member to redeem Hyatt Gold Passport points for free night awards at participating M life resorts.

4) How do I redeem Hyatt Gold Passport points for free night awards at participating M life resorts?

You may redeem Hyatt Gold Passport points by booking an award night through either Hyatt.com or by calling your nearest Worldwide Reservation Center. Hyatt Gold Passport free night awards may not be booked through MGM Resorts International, M life resort or any other non-Hyatt channel.

5) How many Hyatt Gold Passport points are required to redeem for free night awards at participating M life resorts?

Each participating M life resort has been assigned a category consistent with Hyatt Gold Passport established categories for free night awards. To find which category a particular participating M life resort is in, consult the list [here](#). The number of points required for each category is consistent with Hyatt Gold Passport free night awards redemption table [here](#).

6) Do Hyatt Gold Passport members pay resort fees on free night awards redeemed at the participating M life resorts?

Yes, Hyatt Gold Passport members will be required to pay resort fees on free night awards redeemed at participating M life resorts.

7) What is included in the MGM resort fees?

Resort fees and inclusions vary by property. Please see information provided while booking on Hyatt.com or through the Worldwide Reservation Centers on each specific M life resort for more information.

8) Are there blackout dates for free night award redemption at M life resorts?

Yes, there may be blackout dates for free night award redemption at participating M life resorts. These dates will not be available to book free night awards on Hyatt.com or through the Worldwide Reservation Centers.

9) Can I redeem my Hyatt Gold Passport points for suites and room upgrades at the participating M life resorts?

No, you may not redeem Hyatt Gold Passport points for suites or room upgrades at participating M life resorts.

10) Can I use my Hyatt Gold Passport Diamond suite upgrades at the participating M life resorts?

No, you may not use your Hyatt Gold Passport Diamond suite upgrades at the participating M life resorts.

11) Can I redeem my Hyatt Gold Passport points for spa, dining and other incidentals at participating M life resorts?

No, you cannot redeem your Hyatt Gold Passport points for spa, dining and other incidentals at participating M life resorts.

12) Can I redeem my Hyatt Credit Card free night awards at participating M life resorts?

Yes, Hyatt Credit Card members can redeem their 2 free night awards at any participating M life resort and their anniversary award night at a Category 1-4 participating M life resort. Hyatt Credit Card free night awards and anniversary free night awards are only valid for standard room inventory, and are not valid for suite accommodations. Please see Questions 2 and 6 in Section C for more information.

Receiving a Matched Tier in M life for Hyatt Gold Passport members: Tier Reciprocity

1) What is tier reciprocity?

A unique offering of this relationship, tier reciprocity enables members to experience additional hotel benefits during their stay. Coming in August 2013, you can opt-in to a matched tier in M life based on your tier in Hyatt Gold Passport, which will give you access to all the benefits of M life at participating M life resorts. More information will be available in August 2013.

2) When can I sign up for tier reciprocity?

Tier reciprocity will be available in August 2013. More information will be available at that time.

3) How do I sign up for tier reciprocity in August as a Hyatt Gold Passport member?

In August 2013, Hyatt Gold Passport members will receive an email explaining how to take advantage of this benefit if your Hyatt Gold Passport tier is eligible for a matched tier in M life. You may also visit the Hyatt.com in August 2013 for additional information and instructions.

4) Which M life tier will I receive when I opt-in for tier reciprocity in August?

Please see the forthcoming chart, to be displayed on June 20th, 2013 on hyatt.com/mlife.

5) Once I opt-in for a matched tier in M life, does my matched tier in M life expire?

Once you have received your matched tier in M life, all rules, regulations and expirations of the M life program apply. Full M life program details can be found [here](#).

Earning Tier Credits at Hyatt hotels and resorts for M life members:

1) What are Tier Credits?

Tier Credits are credits towards tier advancement in the M life program and are not part of the Hyatt Gold Passport program. Tier Credits help advance M life members to the next tier in M life, allowing members to build towards rewards and benefits at participating M life resorts. Tier Credits are earned based on Eligible Spend at M life resorts and now participating Hyatt hotels and resorts through this relationship. Full details on M life and Tier Credits can be found [here](#).

2) At which Hyatt hotels or resorts can I earn Tier Credits?

You may choose to earn Tier Credits instead of Hyatt Gold Passport points at more than 450 participating Hyatt hotels and resorts worldwide. Currently all Hyatt hotels and resorts are participating, but Tier Credits cannot be earned at vacation ownership properties, Hyatt Residences and Hyatt Residence Club properties.

3) Do I have to be a Hyatt Gold Passport member to earn Tier Credits at participating Hyatt hotels and resorts?

Yes, you must be both a Hyatt Gold Passport and an M life member to earn Tier Credits at participating Hyatt hotels and resorts. There is no cost to sign up for either program.

[Join](#) Hyatt Gold Passport.

[Join](#) M life.

4) Do I have to be an M life member to earn Tier Credits at participating Hyatt hotels and resorts?

Yes, you must be both a Hyatt Gold Passport and an M life member to earn Tier Credits at participating Hyatt hotels and resorts. There is no cost to sign up for either program.

[Join](#) Hyatt Gold Passport.

[Join](#) M life.

5) How do I earn M life Tier Credits for stays at the participating Hyatt hotels and resorts?

ANSWER: To earn M life Tier Credit for stays at participating Hyatt hotels and resorts, simply present your M life membership card or number at any participating Hyatt hotel upon check in and request to earn Tier Credits. The name on your M life membership card must match the name on the reservation and your ID upon check in. You may only earn M life Tier Credits for the Eligible Spend on your final hotel folio. Remember to notify the Front Desk agent at check-in that you would like to earn M life Tier Credits and to add both your M life and Hyatt Gold Passport member numbers to your reservation.

6) What is considered Eligible Spend for earning Tier Credits at participating Hyatt hotels and resorts?

Eligible Spend for earning Tier Credits at participating Hyatt hotels and resorts is determined by Hyatt Gold Passport [Terms and Conditions](#). You may only earn M life Tier Credits for the Eligible Spend on your final hotel folio. Remember to notify the Front Desk agent at check-in that you would like to earn M life Tier Credits and to add both your M life and Hyatt Gold Passport member numbers to your reservation.

7) How many Tier Credits will I earn for stays at the participating Hyatt hotels and resorts?

M life members earn eight (8) Tier Credits for every dollar of Eligible Spend at participating Hyatt hotels and resorts.

8) Is there a limit on how many Tier Credits I can earn on Eligible Spend at the participating Hyatt hotels and resorts?

There is no limit how many Tier Credits you can earn on Eligible Spend at the participating Hyatt hotels and resorts.

9) Can I redeem Tier Credits for free night awards or incidentals at Hyatt hotels and resorts?

No, you may not redeem Tier Credits for free night awards or incidentals at Hyatt hotels and resorts.

10) Do M life Tier Credits count towards Hyatt Gold Passport tier status?

No, M life Tier Credits do not count towards Hyatt Gold Passport tier status.

11) Will I be able to earn both Hyatt Gold Passport points and M life Tier Credits for stays at participating Hyatt hotels and resorts?

No, you may only earn Hyatt Gold Passport points OR M life Tier Credits at participating Hyatt hotels and resorts.

12) Can I earn M life Express Comps at participating Hyatt hotels and resorts?

No, you cannot earn M life Express Comps at the participating Hyatt hotels.

13) Who can I call if I have questions about an upcoming stay at a Hyatt hotel or resort?

You may call 1-800-51-HYATT in the U.S. and Canada or contact your nearest Worldwide Reservation Center.

14) Will the participating Hyatt hotels and resorts participate in any M life program hotel benefits such as discounted rooms and shows, pre-sale tickets, complimentary room upgrades, etc?

No, M life program in-hotel benefits offered at participating M life resorts to M life members are not offered at participating Hyatt hotels and resorts. Guests will enjoy the authentic experiences offered by Hyatt Gold Passport while staying at the participating Hyatt hotels and resorts. However, when tier reciprocity launches in August 2013, an M life member will be eligible to opt-in to a matching Hyatt Gold Passport tier status, which includes Hyatt Gold Passport hotel benefits at Hyatt hotels and resorts. [View](#) a complete list of hotel benefits for Hyatt Gold Passport members.

15) Will I receive Tier Credits for a past stay at a participating Hyatt hotel if I forgot to provide my Hyatt Gold Passport and M life membership numbers?

Yes, you can receive credit for past Eligible Stays at participating Hyatt hotels and resorts that began on or after June 20, 2013, provided that you were both an M life member and Hyatt Gold Passport member prior to checkout of that Eligible Stay. Please call 1-800-51-HYATT in the U.S. and Canada or your nearest Worldwide Reservation Center request past stay credit and provide your full name, home address, property visited, dates of stay, M life number and Hyatt Gold Passport number.

16) How long after my Eligible Stay at a participating Hyatt hotel or resort can I request to earn Tier Credits for that stay?

You can request past stay credit for previous Eligible Stays up to a year, provided that the Eligible Stay began on or after June 20, 2013 and you were both an M life member and Hyatt Gold Passport member prior to checkout of that Eligible Stay. More details can be found at Hyatt.com.