



Aston Hotels & Resorts

STARs Online 2009 Program Procedures

Enroll Today

- ★ For Travel Agent residing in the United States and Canada only. With our free, online incentive program, agents have the opportunity to earn both STAR points (year-round) & Cash Back Bonuses (seasonal).
- ★ Simply complete the online Enrollment Form at www.AstonStars.com.
- ★ **Important:** Original signed Form W-9 (for U.S. residents only) or W-8 (for Canadian residents only) must be MAILED to Aston Hotels & Resorts – STARs Online – 2155 Kalakaua Ave, 5th Flr – Honolulu, HI 96815-2398. NO DUPLICATE COPIES OR FAXES WILL BE ACCEPTED. Forms and instructions are available at time of enrollment.
- ★ Within 1-2 business days of submitting the Enrollment Form and upon receiving the Form W-9 or W-8, Aston Hotels & Resorts will e-mail your username and password to log in.
- ★ You will be asked to renew your Form W-9 or W-8 on an annual basis at the end of each fiscal year, as required by Aston Hotels & Resorts. You will be able to fax a Form W-9/W-8 to 808-931-1409 only to renew your membership.
- ★ You must keep your contact information current with Aston Hotels & Resorts in order to receive ongoing updates, rewards and bonuses or your STARs Online account may be closed without notice.

Submit Bookings

- ★ Log in to your STARs Online account and submit client's booking information.
- ★ Bookings must be submitted no later than 14 days after client's departure date.
- ★ Early bookings may be submitted prior to client's travel dates, but only within the 2009 calendar year 1/1/09 – 12/31/09.
- ★ Only commissionable bookings made through a bona fide Travel Agent apply. Bookings may be made directly with Aston Hotels & Resorts, through GDS, the internet, or through an Aston Hotels & Resorts contracted wholesaler. Some special rates are not applicable to the STARs program.
- ★ Any group bookings and non-commissionable rate is not applicable to the STARs Online Program.
- ★ Submit your applicable client's booking information into your STARs Online account and you will automatically be notified for which incentives the booking applies. Refer to the *Program Awards and Redemption Values* tables shown below.

Track Bookings

- ★ View your account balance 24 hours a day, 7 days a week, via STARs Online. Online statements are printer-friendly.
- ★ Aston Hotels & Resorts will verify bookings at least once between the 1st and the 15th of each month.

Participants must keep their contact information current with Aston Hotels & Resorts in order to receive on-going program updates, rewards, and bonuses or your STARs Online account may be closed without notice. All information and inquiries must be submitted via Aston Hotels & Resorts online incentive website www.AstonStars.com. Not applicable with any other promotions. This offer is void where prohibited by law. Aston Hotels & Resorts reserves the right to modify or cancel the program as needed without notice. Other restrictions may apply.



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STARs Points (year-round)

- ★ Points are automatically credited to your account upon property verifying client stay.
- ★ Points expire two years after the year the points were earned. (For example, points earned in the year 2009 will expire January 2012) or when management of a property ceases.
- ★ Points are non-transferable from one agent to another agent.

Redeem Points for Rewards (year-round)

- ★ Simply click on "Redeem Points for Rewards" from the menu selection in your account. Not only does this page allow you to choose from a variety of rewards (Free Room Nights at an Aston Hotels & Resorts property or a \$50 gift card from Premiere Choice Award), but you will always know how many points you have available to redeem.
- ★ STARs Online will always reflect the most current awards and point values. Points can only be redeemed from this website. Rewards will be awarded in account holder's name unless otherwise noted at the time of request.
- ★ Allow up to 4 weeks for delivery of rewards.
- ★ Aston Hotels & Resorts will not change, exchange, cancel rewards redeemed, or reimburse agent with points once the reward has been sent.

Cash Back Bonus Program Procedures (seasonal)

- ★ STARs Online agents can earn cash bonuses for bookings with a minimum of 5 consecutive nights at a single Aston Hotels & Resorts property.
- ★ Travel must be completed by specified dates **SPRING 2009**: April 1 - June 30, 2009; **FALL 2009**: August 24 - December 21, 2009.
- ★ You can earn cash bonuses and STARs points for the same booking, but cash bonuses may not apply with other travel agent promotions.
- ★ Submit your client's applicable booking information into your STARs Online account and you will automatically be notified if the booking qualifies to earn cash back. Refer to the *Program Awards and Redemption Values* tables shown below
- ★ All checks will be mailed out within three weeks of verification approval.
- ★ The status of all cash back bonuses paid out can be traced through your STARs Online account.

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STARs Online Program Awards and Redemption Values

Category	Property / Reward	Points Earned per night (year-round)	2009 Cash back bonus (seasonal)		Redemption Point Value	Valid Room Category for Redemptions
			SPRING: 4/1 to 6/30	FALL: 8/24 to 12/21		
Oahu	CIR	80	\$10		4000	Hotel Room Partial Ocean View
	JOY	80	\$10		4000	Hotel Room Superior
	PAM	85	\$10		4250	Studio Ocean View
	BAN	90	\$25		4500	One-Bedroom Standard
	EXC	100	\$10		5000	One-Bedroom Ocean View
	ILI	100	\$25		5000	Hotel Room City View
	WOW	100	\$25		5000	Hotel Room Partial Ocean View
	SUN	105	\$25		5250	One-Bedroom Ocean View
	AWT	300	\$25		15000	Two-Bedroom Deluxe Oceanfront
Maui	MLU	70	\$10		3500	Hotel Room Superior
	MBA	95	\$25		4750	One-Bedroom Standard
	PAK***	95	\$25		4750	One-Bedroom Oceanfront
	MKV	110	\$25		5500	Studio Garden View
	PAP	120	\$25		6000	One-Bedroom Garden View
	WHA***	135	\$50		6750	Studio Ocean View
	MHL	140	\$25		7000	One-Bedroom Ocean View
	AKS	150	\$25		7500	One-Bedroom Garden View
	MAH**	150	\$25		7500	One-Bedroom Oceanfront
Kauai	ABH	65	\$25		3250	Hotel Room Garden View
	IOB	75	\$25		3750	Hotel Room Ocean View
	KAI	75	\$25		3750	Hotel Room Garden View
	PPK	130	\$25		6500	One-Bedroom Garden View
	WPC	180	\$25		9000	One-Bedroom Garden View
Big Island	ASW	115	\$50		5750	One-Bedroom Deluxe One-Bedroom Partial Ocean View
	KBS	130	\$25		6500	View
	WCV	135	\$50		6750	Two-Bedroom Villa
Other	\$50 gift card	n/a	n/a		2750	per gift card

**minimum 3 night stay
***minimum 2 night stay

The above Program Awards and Redemption Values are valid from 1/1/2009 – 12/31/2009.

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