



Aston Hotels & Resorts

STARs Online and Corporate Incentive Program

2010 Terms & Conditions

Terms and Conditions

Use of ASTON HOTELS & RESORTS ONLINE INCENTIVE PROGRAM requires that you agree to the terms and conditions of the Service Agreement below. The agreement describes the main features.

Service Agreement:

1. General Description of Agreement

A. What This Agreement Covers

This Agreement between you and Aston Hotels & Resorts governs the use of Aston Hotels & Resorts Online Incentive Program. These services permit Aston Hotels & Resorts customers (retail/corporate/government & military travel agents and corporate coordinators) to perform a number of functions in managing their personal incentive account on the Internet through the use of a personal computer.

B. Accepting the Agreement

When you use any of the Online Incentive Program services described in this Agreement, or authorize others to use them, you agree to the terms and conditions of the entire Agreement.

2. Program Services

A. Travel Agents and Coordinators

To use this online program you must have:

- Internet access.
- A W-9/W-8 Form submitted for each year of participation.
- A user ID and password.

You may use STARs Online Incentive Program to:

- View current account balance information for your online account.
- Review transactions for bookings that occurred as early as 01/01/2002
- Perform self-service account maintenance such as submitting new qualified bookings, submitting redemption requests, updating personal profile/contact information, and changing your password.
- Send us secure online mail messages and questions regarding your online account.

Some promotions may not be applicable to coordinators.

Service charges

You will not pay any service charges or fees to view your account. If we ever change this policy, you will be notified in advance and allowed to discontinue your service.

Receiving Program disclosures and notices

All updates to the Service Agreement as well as all disclosures, notices and other communications regarding Aston Hotels & Resorts online incentive program will be provided to you online and/or via the e-mail address and fax # provided in the "Contact/Mailing Information" Section of the Enrollment Form.

Please be advised that you will not receive account statements and newsletters by mail.

Computer requirements

To ensure you have the best experience using Aston Hotels & Resorts online incentive program, we ask that you have:

- Windows 98 or higher version of Microsoft Word and Excel
- A printer or sufficient computer disk space to save copies of documents
- Internet access and an Internet browser that meets our browser requirements as stated on the home page

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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Giving your consent

By clicking the "I Agree" check box at the end of the Terms & Agreements online, I confirm that my computer meets the requirements above and I agree to receipt of the Service Agreement and all updates to the Service Agreement and to other program related disclosures in electronic form. I also agree to accept the terms and conditions in the Service Agreement.

Description of STARs Online Incentive Program Rules and Regulations

STARs Online -- points program and cash back promotion

Earn points for each night that a **bona fide retail Travel Agent** books a client at any of the applicable ASTON HOTELS & RESORTS published/commissionable rates and redeem them for any one of our super travel agent rewards. Points earned per night, reward redemption point values, and promotional cash back bonuses are subject to change from year to year.

Note: this program is void where prohibited by law. Any abuse of this program will result in the forfeiture of STARs accumulated points, forfeiture of promotional cash bonuses, and termination of eligibility to participate. Some restrictions may not be listed. Aston Hotels & Resorts reserves the right to modify or cancel the program as needed without notice.

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 W-9 or W-8 Form, 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 on-going 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 calendar year 1/1/10 – 12/31/10.
- ★ 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.

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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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.

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 2010 will expire January 2013) 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

- ★ 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 **January 1, 2010 to December 21, 2010**.
- ★ You can earn cash bonuses and STARs points for the same booking, but cash bonuses may not apply with other travel agent promotions.
- ★ Periodically, individual properties offer promotional "double cash back bonuses".
- ★ 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)	2010 Cash back bonus 1/1/2010 to 12/21/2010	Redemption Point Value	Valid Room Category for Redemptions
Oahu	Waikiki Circle	70	\$10	3500	Hotel Room Partial Ocean View
	Waikiki Joy	70	\$10	3500	Hotel Room Superior
	Pacific Monarch	75	\$10	3750	Studio Ocean View
	Waikiki Banyan	80	\$25	4000	One-Bedroom Standard
	Waikiki Beach Hotel	80	\$25	4000	Hotel Room Partial Ocean View
	Executive Centre	90	\$10	4500	One Bedroom Ocean View
	Waikiki Sunset	95	\$25	4750	One-Bedroom Ocean View
	Waikiki Beach Tower	270	\$25	13500	Two-Bedroom Deluxe Oceanfront
Maui	Maui Lu	60	\$10	3000	Hotel Room Superior
	Maui Banyan	85	\$25	4250	One-Bedroom Standard
	Paki Maui***	85	\$25	4250	One-Bedroom Oceanfront
	Maui Kaanapali Villas	95	\$25	4750	Studio Garden View
	Papakea	105	\$25	5250	One-Bedroom Garden View
	Maui Hill	125	\$25	6250	One-Bedroom Ocean View
	Kaanapali Shores	130	\$25	6500	One-Bedroom Garden View
	Mahana at Kaanapali **	140	\$25	7000	One-Bedroom Oceanfront
The Whaler ***	210	\$50	10500	Studio Ocean View	
Kauai	Aloha Beach Hotel	50	\$25	2500	Hotel Room Garden View
	Islander on the Beach	65	\$25	3250	Hotel Room Ocean View
	Kauai Beach at Makaiwa	65	\$25	3250	Hotel Room Garden View
	Poipu Kai	115	\$25	5750	One-Bedroom Garden View
	Waimea Plantation	160	\$25	8000	One-Bedroom Garden View
Big Island	Shores at Waikoloa	105	\$50	5250	One-Bedroom Deluxe
	Kona by the Sea	115	\$25	5750	One-Bedroom Partial Ocean View
	Waikoloa Colony Villas	125	\$50	6250	Two-Bedroom Villa
Mainland	Lakeland Village	145	\$25	7250	One-Bedroom Suite
	Sun Valley	170	\$25	8500	One-Bedroom
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 1/1/2010 – 12/31/2010.

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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Description of Online Corporate Incentive Program Rules and Regulations

Corporate Incentive Program

Earn points for each night that a **corporate/government/military coordinator who is a member of the Corporate Incentive Program** books a client and redeems earned points for any eligible rewards. Points earned per night and reward redemption point values are subject to change from year to year.

Note: this program is void where prohibited by law. Any abuse of this program will result in the forfeiture of points accumulated and termination of eligibility to participate. Some restrictions may not be listed. Aston Hotels & Resorts reserves the right to modify or cancel the program as needed without notice.

Enroll Today

- ★ Simply complete the on-line Enrollment Form at www.AstonHotels.biz

Directions:

1. Menu on top (point mouse on) **Business and Groups** – drop box will appear, (point mouse on) **Corporate Travel Club** – drop box will appear, (click mouse on) **Login**.
 2. Left side of page (click mouse on) **Enrollment Form**.
 3. Complete necessary information on Enrollment Form and at the bottom of the page (click mouse on) **Submit**.
- ★ **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 W-9 or W-8 Form, 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 on-going updates, rewards and bonuses or your STARs Online account may be closed without notice.

Submit Bookings

- ★ Log-in to your Corporate Incentive Program 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 calendar year 1/1/10 – 12/31/10.
- ★ Only bookings made through a bona fide corporate/government/military coordinator who is a member of the Corporate Travel Club can participate. Bookings may be made directly with Aston Hotels & Resorts or through GDS. Some special rates are not applicable to the program.
- ★ Memberships, Travel Agent, Airline, Travel Partner, Group, Rack Rate, Hawaii 5-0, Weekly Rates, Kama'aina and contracted Aston Hotels & Resorts wholesalers do not apply.
- ★ Submit your applicable client's booking information into your 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.

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- ★ Points are automatically credited to your account upon property verifying client stay.
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- ★ Points are non-transferable from one coordinator to another coordinator.

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, but you will always know how many points you have available to redeem.
- ★ Corporate Incentive Program Online website 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 account with points once the reward has been sent.

Cash Back Bonus

- ★ Not applicable to the Corporate Incentive Program Online members.



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	Maui Hill	125	6250	One-Bedroom Ocean View
	Kaanapali Shores	130	6500	One-Bedroom Garden View
	Mahana**	140	7000	One-Bedroom Oceanfront
	The Whaler***	210	10500	Studio Ocean View
Kauai	Aloha Beach Hotel	50	2500	Hotel Room Garden View
	Islander on the Beach	65	3250	Hotel Room Ocean View
	Kauai Beach at Makaiwa	65	3250	Hotel Room Garden View
	Poipu Kai	115	5750	One-Bedroom Garden View
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Big Island	Shores at Waikoloa	105	5250	One-Bedroom Deluxe
	Kona by the Sea	115	5750	One-Bedroom Partial Ocean View
	Waikoloa Colony Villas	125	6250	Two-Bedroom Villa
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	Sun Valley	170	8500	One Bedroom
Other	\$50 gift card	n/a	2750	per gift card
	**minimum 3 night stay			
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