

# THE MARKETPLACE PREFERRED HOTELS & RESORTS

2022 Integrated Engagement Plan

## THE ESSENTIALS

## **ENGAGEMENT CHANNELS**









MARKETING COMMUNICATIONS CAMPAIGN CALENDAR 2022		Q1			Q2			Q3			Q4		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC
BRAND: CREATIVE SERVICES	TRAVEL PLANNING GUIDE (DIGITAL)	2021 Travel Planning Guide											
	RESIDENCES LOOK BOOK	2020/2021 Residences Look Book											
	GOLF DIRECTORY	2020/2021 Golf Directory											
	EXPERIENCE FOLIOS	Folios											
									157 757	NEL TAKE YOU SOUMARD			
MERCHANDISING	PREFERRED HOTELS & RESORTS	IPD (Pineapple Day)  Activations will continue into Q									into Q1, 2023		
	THE MARKETPLACE				MARKETP  PREFERRED HOTELS & RE	LACE F	Ready wher	you are					
												CYBER	FESTIVE
	RESIDENCES				Preferre residenc	ied ces	A Place of	Your Owr	า				
	I PREFER				I PREI		Travel Re	ewarded					
CONCIDENTIAL   DEFENDED HOTELS & DECORTS   THE MADVETDIAGE											Professor!"	₩ I'H	E







## **ESSENTIALS PLAN**



Available to all members of the L.V.X., Lifestyle, Connect, and



trade engagement, and

365



calendar year.

## **Branded Rate Programs**



### Stay More Save More MKTSSA

Guests receive discounts off BAR between 10% and 30% with minimum three-night stay

RATE PROGRAM

Stay - 14

MKT14EXS

of 14 days.

Preferred Extended

Guest receive BAR minus

discretionary discount for stays



### **Preferred Suites** MKTSD

Guests receive between 10% and 30% off BAR for suite room types

Preferred Extended

Guests receive BAR minus

discretionary discount for stays

Stay - 21

MKT21EXS

of 21 days.



### Preferred Bed & Breakfast MKTGBB

Stay - 30

Guests receive complimentary breakfast for two each morning of their stay.



Guests receive BAR and a unique activity or experience per day when booking two or more nights.



### **Preferred Plus** MKTVIP





## RATE PROGRAM Preferred Extended

MKT30EXS Guests receive BAR minus discretionary discount for stays of 30 days.



## **Best Available Rate** MKTEXC

Accommodations at BAR. If the consumer finds a lower rate publicly available, unrestricted room-only rate within 48 hours of booking, you will match it.



## **American Express**

RATE PROGRAM

fourth night free.

MKTAMX

American Express

Guests who pay with their

American Express cards for

three nights receive an extra

Extra Night Offer - 4th

Extra Night Offer - 3rd Night

## MKTAMX

Guests who pay with their American Express cards for two nights receive an extra third night free.



### **Mastercard Standard** Offer "4 for 3" MKTMSC

Guests who pay with their Mastercard receive four nights for the price of three.



## American Express Extra Night Offer - 5th MKTAMX

Guests who pay with their American Express cards stay for four nights and receive an extra fifth night free.



**Exclusive Bank Rate Programs** 

### Mastercard Premium Offer MKTMPE

Guests who pay with their World, World Black Edition, or World Elite Mastercard receive four nights for the price of three and Elite I Prefer status.



### Visa Worlds Offer (Standard) MKTVWO

Guests who pay with their Visa card receive 10% off BAR, plus daily breakfast for two adults.



### **American Express Preferred Family Offer** MKTAEPF

RATE PROGRAM

Guests who pay with their American Express card receive 10% off BAR, plus complimentary meals for kids.



## Visa Worlds Golf Offer MKTVGO

Visa® Worlds Golf Offer - Save 10% on Stays and 50% on Golf

Book by December 31, 2022, for travel through March 31, 2023.



## **Preferred Pride**

MKTPRD

Guests receive BAR and a celebratory welcome amenity.



### Advance Purchase - 14 Days MKT14ADV

Guests receive between 10% and 30% off BAR for advance purchase of 14 days or more. Fully prepaid & non-refundable.



Advance Purchase - 21 Days MKT21ADV

Guests receive between 10% and 30% off BAR for advance purchase of 21 days or more. Fully prepaid & non-refundable.





## GOOGLE ADS

By using relevant keywords combined with Google's smart bidding technology, we position ads in front of highly-engaged people most likely to book your property.

## FACEBOOK & INSTAGRAM ADS

Our Facebook travel ads offer unique solutions that help connect your property with the guests you want to reach. These solutions enable us to:

- Serve ads with real-time availability and pricing to people based on where and when they want to go
- Retarget those who have clicked property ads or hotel landing pages with customized ads, providing a powerful way to secure bookings.

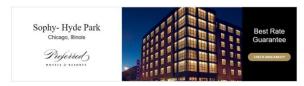
## DISPLAY ADS & 360 VIDEO

Through dynamic creatives, we supercharge ad performance for your property by:

- Utilizing instant content updates, automatic optimization, and intelligent data-feed campaigns to reach those actively looking to book hotels.
- Providing each property with six Interactive Advertising Bureau (IAB)-recommended ad formats
- Serving property landing page retargeting ads that work behind the scenes to re-engage highly-motivated people to book rooms at the properties we support

## DIGITAL MEDIA

**Digital Display** 









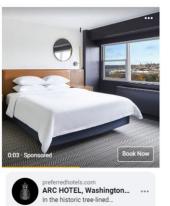
## Google Ads

Ad - preferredhotels.com/hotel-palace/rome

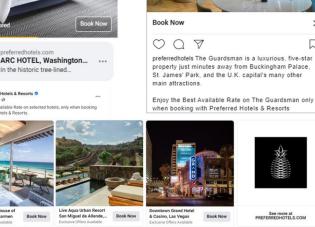
Excellent Offers Available | Refreshing Spa & Sauna | Best Rate Guaranteed

"La Dolce Vita" is in abundance at this classy five-star hotel on Rome's Via Veneto. Located on one of Rome's most glamorous boulevards, Via Veneto, with stunning city views.

## Paid Social Ads













Instagram

## 2022 ESSENTIALS PLAN

## **SUMMER TRAVEL**



## I PREFER EMAIL

Deployed **July 17** to drive summer bookings to Essential branded rate programs

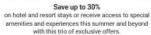
Send to the Global audience with 3 variation of the creatives

## WEBSITE

Driving to below landing pages:

- Preferred Suite
- Preferred Advance Purchase
- Preferred Plus





## THREE WAYS TO SAVE



PREFERRED SUITES Save up to 30% on a spacious suite stay when you book two or more nights.

BOOKNOW

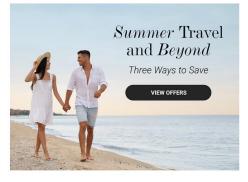






PREFERRED PLUS
Engoy a bonsa activity, amen'sy,
credit, or separtence when you
book two nights or more at this
special rate.







### THREE WAYS TO SAVE



## PREFERRED SUITES Save up to 30% on a spacious suite stay when you book two or more nights.

**BOOK NOW** 

### PREFERRED ADVANCE PURCHASE

Be the early bird and save up to 30% when you book at least 14 days in advance.

BOOK NOW





### PREFERRED PLUS

Enjoy a bonus activity, amenity, credit, or experience when you book two nights or more at this special rate.

**BOOK NOW** 







## **FALL TRAVEL**

## I PREFER EMAIL

Deploys **in September** to drive bookings to Essential branded rate programs for the festive Season

Send to the Global audience

## WEBSITE

Driving traffic to the Essentials branded rate programs landing pages:



### Save up to 30%

on hotel and resort stays or receive access to special amenities and experiences this summer and beyond with this trio of exclusive offers.

### THREE WAYS TO SAVE



STAY MORE, SANS MORE Since up to SPIS, on strays of three nights or more at a seety of properties around the world including island resetts, city hotels, and county into – perfect for holicity gatherings and feetiles celebratisms.

WIDW OCCUP

PROFERROD DED & DECAPARAT
Violes each recenting to a
delicious array of complementary
besold out straples to start your
day off right when you back our
day off right when you back our
day all the start we
consing holiday escenar.

VIEW OFFER





PREFERBO SIATES
Since up to 50% when you stry
two nights ormaine in a specifocial
suite that is an perfect for
romante holiday coupled
retreate as it is fortanger families
with children and grandpateries.

WEW OFFER

Creative example







## **FESTIVE TRAVEL**

## I PREFER EMAIL

Deploys **in October** to drive bookings to Essential branded rate programs for the festive Season

Send to the Global audience

## WEBSITE

Driving traffic to the Essentials branded rate programs landing pages:



Make this holiday season the happions in yours with a holiday botel or recent stay almost anywhere in the world.

Objects one of these three exclusive botel and export offers to experience a well-deserved staycation or much-reeded trip stroat.

## Festive Travel Offers & Exclusives

Book by Decreater 37, 2021, for stays fitmagh March 21, 2022



STAY MORE, SANE MORE Since up to SITs on storys of these registror more of a usuality of properties oround the world including island resorts, city hosts, and country innu – partiest for holday gatherings and feature selecteristics.

WIEW OFFER

PROFESSED SED & SREAKFAST Visite each morning to a delicious artugal complimentary breakfast stuples to start your day off right when you book our Sed & Seedfast offer for the corning holiday sesson.

VISW OFFICE





PREFERSED SERTICE Save up to 26th when you stay has nightle or mane in a specicus set offset is as perfect for rements holiday coupled retreats as it is for larger tambles with children and grandpowers.

WIEW OFFER

Creative example



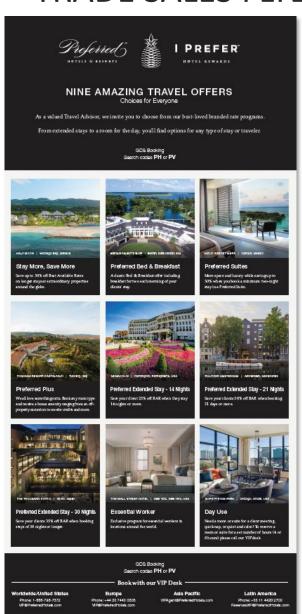


## TRADE SALES FLYER

## DEDICATED ESSENTIALS TRADE FLYER

This flyer features 9 of the branded rate programs

- Sent to appropriate regional agents and agencies
- Will be included in sales communications as available











## **AMERICAN EXPRESS**



## **OFFERS**

## PREFERRED FAMILY OFFER (MKTAMX):

- Third, Fourth, or Fifth Night Free
- In market for 6 months
- Must book and pay with an Amex card

## PREFERRED FAMILY OFFER (MKTAEPF):

- 10% Off Room Rate and Kids EAT FREE
- In market for 6 months
- Must book and pay with an Amex card

## AMEX PROMOTIONAL CHANNELS

- Significant Preferred investment to promote the Preferred Hotels & Resorts brand and our Offers
- Digital Tactics within Departures and Travel & Leisure channels (banner display and newsletter/emails)
- Amex Offers spend \$500 get \$100 credit (Target US card members for stays in US; UK; Mexico and Italy. Promoted on Amex App; Dynamic Offers Email and Amex web dashboard
- Brand Print Advertising Departures Magazine
- Preferred Hotels & Resorts Brand Website two landing pages







## **VISA**



## **OFFERS**

## VISA WORLD OFFER (MKTVWO)

- 10 % Off BAR with complimentary breakfast for two
- Must pay with a Visa card

## VISA GOLF OFFER (MKTVGO)

- Golf & Save with 50% Off a Round of Golf+ 10% Off Best Available Room Rate
- Must pay with a Visa card

## BANK MERCHANT CHANNELS

## CARD HOLDERS

Visa Platinum, Visa Gold, Visa Classic, Visa Electron, Visa Infinite, Visa Signature, Visa Signature Preferred, Visa Traditional, Visa Traditional Rewards, Visa Business, Visa Corporate, Visa Purchasing, Visa Signature Business, Visa Platinum Business, Visa Infinite Business, Visa Infinite Privilege, Visa UHNW, Visa Gold Business

## CARD PAYMENT TYPES

Credit, Debit, Pre-Paid, Visa PayWave, Visa Checkout

## **BUSINESS SEGMENTS**

Commercial, Consumer, Small Business

## VISA PROMOTIONAL CHANNELS

Print, Online, In Store / Offline, Direct Mail, Email, Mobile, SMS, Social





## **MASTERCARD**



## **OFFERS**

## MASTERCARD STANDARD OFFER (MKTMSC)

- 4 nights for the price of 3
- Audience: Standard MasterCard customers
- Must book and pay with a MasterCard. Minimum four-night stay

## MASTERCARD PREMIUM OFFER (MKTMPE)

- 4 nights for the price of 3 plus *I Prefer* Elite status
- Audience: World, World Black Edition and World Elite MasterCard holders
- Must book and pay with a World, World Black Edition or World Elite MasterCard. Minimum four-night stay.

## BANK MERCHANT CHANNELS

## **CARDHOLDERS**

Over 475 million cardholders across Europe

## BANK BRANCHES

Europe branches of the World's largest banks including:

- Santander
- Deutsche Bank
- HSBC
- BNP Paribas

## MASTERCARD PROMOTIONAL CHANNELS

Preferred Hotels & Resorts Brand Website – two landing pages

Digital Tactics with Mastercard:

- Offers present on Mastercard priceless city website
- Print, Online, In Store / Offline, Direct Mail, Email, Mobile, SMS, Social







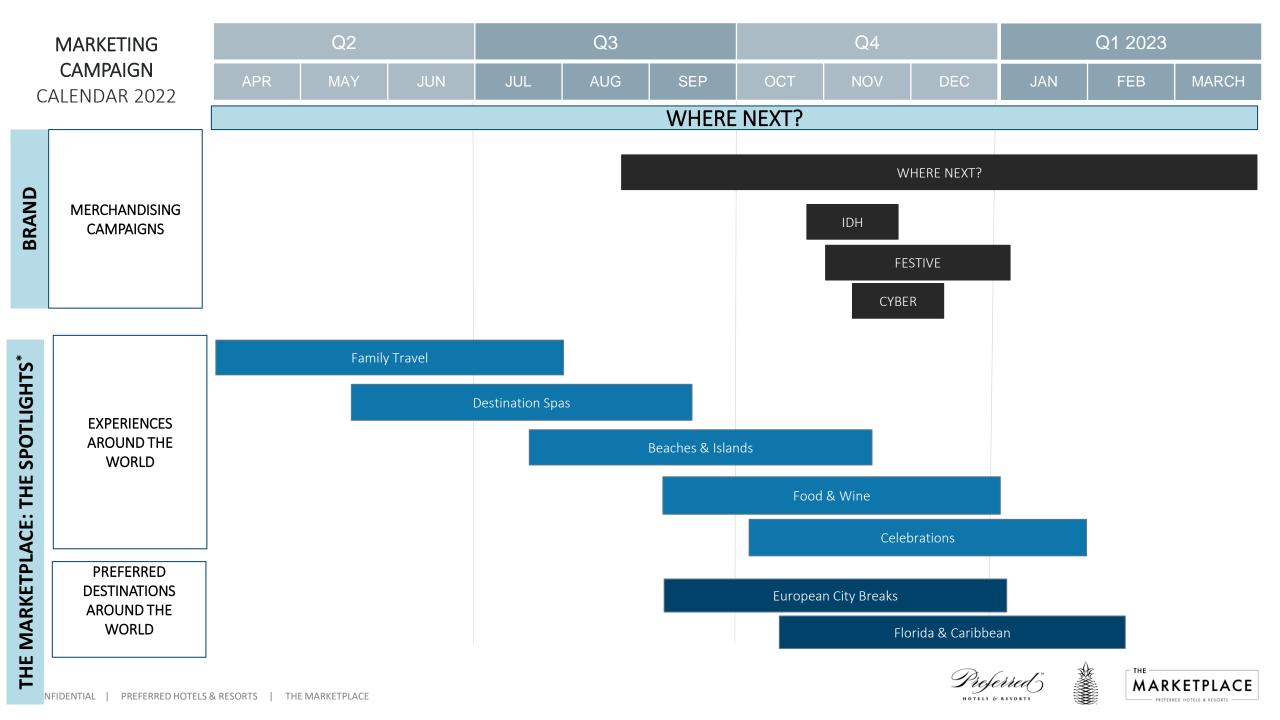






## THE SPOTLIGHTS

2022 Calendar



## THE SPOTLIGHTS: EXPERIENCE CAMPAIGN—FAMILY TRAVEL

Email to I Prefer Members

## **OBJECTIVE**

Drive incremental revenue to participating hotels through a series of engaging and targeted communications to travelers looking to take a family friendly vacation.

## STRATEGY:

- Showcase the participating hotels and their appeal in the family travel segment
- give a reason to the audience to visit these highlighted destination and properties.

## TIMING:

• April – July, 2022

## **ENGAGEMENT CHANNELS**

- Digital media
- Online Merchandising
- I Prefer Engagement
- PHR Global Sales

## **BRAND PROGRAM**

• Stay More Save More



Digital Display

Family-Friendly

Hotel Stays

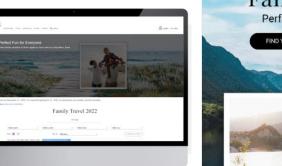
Perfect Fun For Everyon



Global Sales Flyer



Campaign landing page





Experience perfect laughter, perfect sun, and perfect fun at hotels and resorts designed for families who live to travel the world with the people they love the most.

BOOK NOW



Preferred?

## THE SPOTLIGHTS: EXPERIENCE CAMPAIGN—DESTINATION SPAS

Email to I Prefer Members

## **OBJECTIVE**

Drive incremental revenue to participating hotels through a series of engaging and targeted communications to travelers looking for a unique hotel spa stay.

## STRATEGY:

Showcase the diversity in spa hotel types and locations. Focusing on "Spa Stays Your Way" as the variety in ways and destinations are endless in ways travels can experience wellness.

## TIMING:

• June – September, 2022

## **ENGAGEMENT CHANNELS**

- Digital media
- Online Merchandising
- I Prefer Engagement
- PHR Global Sales

## **BRAND PROGRAM**

Preferred Plus

Digital Display





## Campaign landing page



## Global Sales Flyer









## THE SPOTLIGHTS: EXPERIENCE CAMPAIGN—BEACHED & ISLANDS

## **OBJECTIVE**

Drive incremental revenue to participating hotels through a series of engaging and targeted communications.

## STRATEGY:

Showcase high-activity beach activities, family friendly escapes, and beachfront wellness near the participating hotels giving a reason to the audience to visit this destination.

## TIMING:

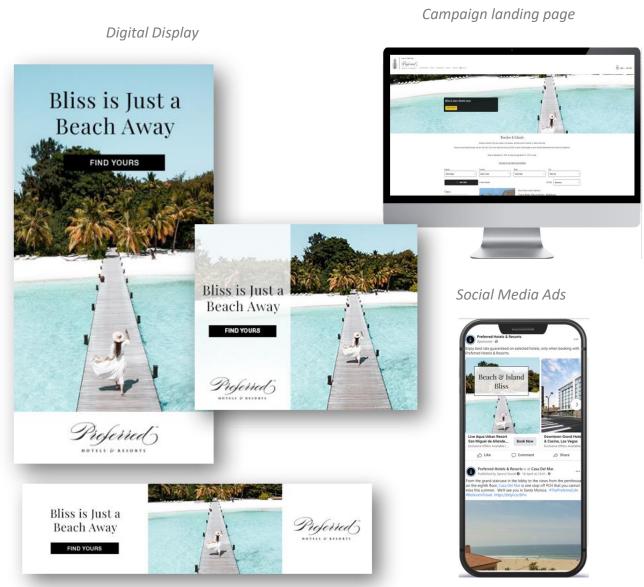
• July-October, 2022

## **ENGAGEMENT CHANNELS**

- Digital media
- Online Merchandising
- I Prefer Engagement
- PHR Global Sales

## **BRAND PROGRAM**

• Stay More Save More



## Email to I Prefer Members



## THE SPOTLIGHTS: DESTINATION CAMPAIGN—EUROPE CITY BREAKS

## **OBJECTIVE**

Drive incremental revenue to participating hotels through a series of engaging and targeted communications.

## STRATEGY:

Showcase high-activity beach activities, family friendly escapes, and beachfront wellness near the participating hotels giving a reason to the audience to visit this destination.

## TIMING:

• July– October, 2022

## **ENGAGEMENT CHANNELS**

- Online Merchandising
- I Prefer Engagement
- PHR Global Sales

## **BRAND PROGRAM**

• Preferred Plus

## Email to I Prefer Members



Book your next European hotel stay with our Preferred Plus offer and receive an exclusive experience such as tickets to a monument or museum, a private shopping excursion, evening cocktalls for two, and more.

### Your Europe. Your Experience



Book by November 20, 2022, for travel through March 31, 2023, to receive your exclusive European stay experience.

## BOOK NOW



Blog Article



SPOTLIGHT FOOD & DRINK THINGS TO DO TRAVEL GUIDES PUBLICATIONS



Where to Shop In Europe

Share This Post:



From Dazzling City Streets to Quaint Country Villages

Shopping while traveling is different from shopping at home. In fact, it's better.

## THE SPOTLIGHTS: EXPERIENCE CAMPAIGN—FOOD & WINE

## OBJECTIVE

Drive incremental revenue to participating hotels through a series of engaging and targeted communications.

## STRATEGY:

Showcase all the unique food and wine options each hotel and destination has to offer

## TIMING:

• September - December, 2022

## **ENGAGEMENT CHANNELS**

- Digital media
- Online Merchandising
- I Prefer Engagement
- PHR Global Sales

## **BRAND PROGRAM**

• Preferred Bed & Breakfast





## THE SPOTLIGHTS: DESTINATION CAMPAIGN—FLORIDA AND CARRIBEAN

## OBJECTIVE

Drive traffic and bookings to participating hotels from key feeder markets..

## STRATEGY:

Showcase all that Florida and the Caribbean have to offer giving a reason to the audience to visit this destination.

## TIMING:

• October, 2022 - January, 2023

## **ENGAGEMENT CHANNELS**

- Digital media
- Online Merchandising
- I Prefer Engagement
- PHR Global Sales

## **BRAND PROGRAM**

• Stay More Save More





## THE SPOTLIGHTS: EXPERIENCE CAMPAIGN—CELEBRATIONS

## OBJECTIVE

Drive traffic and bookings to participating hotels from key feeder markets..

## STRATEGY:

Showcase all that participating hotels have to offer, giving a reason to the audience to visit this destination and celebrate the Preferred Hotels & Resorts way.

## TIMING:

• October 2022 – January 2023

## **ENGAGEMENT CHANNELS**

- Digital media
- Online Merchandising
- I Prefer Engagement
- PHR Global Sales

## **BRAND PROGRAM**

• To be confirmed











## THE ACCELERATORS

2022 CALENDAR

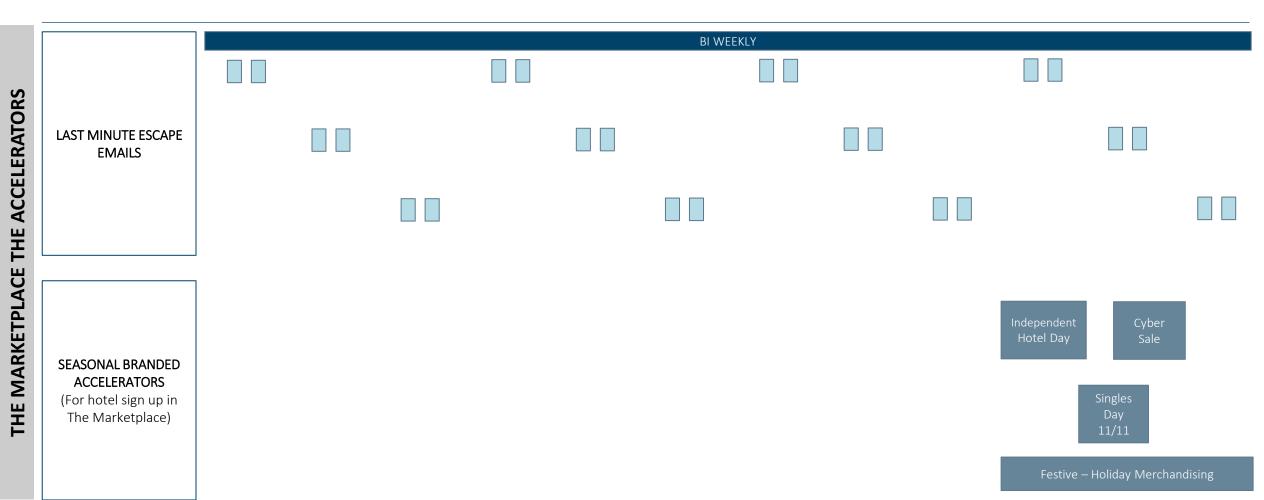
## THE MARKETPLACE CAMPAIGN

CALENDAR 2022

\*Timing is TBD based on hotels that sign up for specific programs

Q1				Q2			Q3		Q4			
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	

## AROUND THE WORLD - WHERE NEXT?









## **OBJECTIVE**

Generate room nights when your hotel needs it the most

## STRATEGY:

Twice a month distribution offering 35% off BAR to highly engaged I Prefer Members within 14-day book-by, and 45day travel-by windows..

## TIMING:

• Every other Tuesday of 2022

## **ENGAGEMENT CHANNELS**

- Digital media
- I Prefer Engagement
- Campaign landing page

## **BRAND PROGRAM**

• Last Minute Escapes

## LAST MINUTE ESCAPES

Display media

Ö **LAST MINUTE** 

**ESCAPES** 





Email to I Prefer Members







Preferred







## OBJECTIVE

Drive traffic and bookings to participating hotels from key feeder markets.

## STRATEGY:

Drive urgency with a short booking window for Cyber Monday and offer an I Prefer incentive.

## TIMING:

• November, 2022

## **ENGAGEMENT CHANNELS**

- Digital media
- I Prefer Engagement
- Campaign landing page

## BRAND PROGRAM

• To be confirmed

## **CYBER SALES**

## **OUR BIGGEST PROMOTION OF THE YEAR!**

SIGN UP NOW











## MARKETPLACE

PREFERRED HOTELS & RESORTS