

We're a ResortPass Partner — Here's What to Know

For all staff — please read, then post at the front desk and back-of-house.

WHAT IS RESORTPASS?

ResortPass helps hotels craft exceptional experiences for day guests by allowing them access to the property amenities without booking an overnight stay.

WHAT THIS MEANS FOR YOU

ResortPass guests are **legitimate, paying guests** of this property. They should be welcomed in the same way as any reservation — please don't turn them away or tell them the amenity is “for property guests only.”

HOW TO HELP A RESORTPASS GUEST

1

Welcome the guest

Welcome the day guest and request to view their booking confirmation and picture ID.

2

Confirm the reservation

Use the guest name or booking ID to confirm the reservation in the Partner Portal's Reservations page, then toggle check-in to green.

3

Provide instruction

Review any property rules and point them in the right direction.

4

If something looks off

Don't turn the guest away — contact Manager On Duty or the ResortPass Partner Portal before resolving.



REMINDER: ResortPass bookings are prepaid — guests should never be asked to pay again at check-in.

FREQUENTLY ASKED QUESTIONS

- **Where can I find help using the Partner Portal?**

Partner Portal user resources can be found in the Partner Portal's Help & Contact section under “Partner Learning Center.”

- **Who should I contact with questions or issues?**

Contact your on-duty manager with any questions or complications.

- **How do I update my property's ResortPass listing?**

Report any changes to your products by completing the “Update Your Listing” form found in the Partner Portal's Help & Contact section.

Thank you for helping deliver a great ResortPass experience!