



## *M life Rewards / Southwest Airlines® FAQs*

### **PROGRAM OVERVIEW**

#### **Why has MGM Resorts International entered into a marketing relationship with Southwest Airlines®?**

Southwest Airlines is the most successful low-fare, high frequency airline in the United States. Southwest operates more than 3,200 flights a day with nearly 1,500 flights per week departing from McCarran's International Airport. This relationship provides an additional benefit to M life Rewards members by allowing them to earn Rapid Rewards® points for stays at participating M life Rewards destinations.

#### **When does the relationship begin?**

Members can begin earning Rapid Rewards points for stays that conclude on or after May 31, 2013.

#### **What are the participating MGM Resorts International properties?**

All Las Vegas M life Rewards destinations will participate in the program: Bellagio, Aria, Vdara, MGM Grand, The Signature, Mandalay Bay, Delano Las Vegas, The Mirage, Park MGM, NoMad, New York-New York, Luxor, and Excalibur.

#### **What is Rapid Rewards?**

Rapid Rewards is the loyalty program of Southwest Airlines which allows members to accrue points for every dollar spent. Highlights include no blackout dates, seat restrictions, or expiring credits. Rapid Rewards Members can redeem points for flights on Southwest Airlines.

#### **Do Rapid Rewards expire?**

Points do not have an expiration date.

### **M life Rewards MEMBER RELATIONSHIP BENEFITS**

#### **What benefits will M life Rewards members receive?**

M life Rewards members will earn a standard 600 Rapid Rewards points when staying at a participating MGM Resorts International destination. Bonus point promotions will occur at times. As an M life Rewards member booking directly with your favorite resort or on [mlife.com](http://mlife.com) you will also earn 25 Tier Credits for every \$1 of eligible non-gaming spend. This includes hotel charges, dining, entertainment, and spa. This excludes tax, comps, gratuity, and retail.

#### **Do M life Rewards members have to be a Rapid Rewards Member to earn Rapid Rewards points?**

Yes. M life Rewards members must enroll in the Rapid Rewards program at [southwest.com](http://southwest.com)® to earn Rapid Rewards points.

## **RAPID REWARDS BOOKINGS**

### **How does a Rapid Rewards Member book a qualified stay at an M life Rewards resort?**

A Rapid Rewards Member can make their reservation at [mlife.com](http://mlife.com) or directly with their favorite resort.

### **How does a Rapid Rewards Member earn Rapid Rewards points at M life Rewards destinations?**

Members may give their Rapid Rewards account number when making a reservation over the phone or upon arrival. The Rapid Rewards number and M life Rewards number must be given to a Front Desk agent at check-in. M life Rewards membership is required to and must be attached to the qualifying reservation.

### **Can a Rapid Rewards Member redeem Rapid Rewards points for a stay at one of our resorts?**

Currently, Rapid Rewards points will not be accepted as a form of payment for stays at M life Rewards destinations.

### **How soon will Rapid Rewards points be credited for my stay?**

Members can expect to see their points credited to their account six to eight weeks after checkout. Please contact M life Rewards Member Services at [memberservices@mgmresorts.com](mailto:memberservices@mgmresorts.com) or call 866.761.7111 with questions.

### **I forgot to add my Rapid Rewards account number or M life Rewards number at check in. Can I still earn Rapid Rewards points for my stay?**

Members may request past credits up to 6 months prior to check out. Please contact M life Rewards Member Services at [memberservices@mgmresorts.com](mailto:memberservices@mgmresorts.com) or 866.761.7111 and provide your full name, home address, property visited, dates of stay, M life Rewards number, and Rapid Rewards account number. Only stays ending on or after May 31, 2013 are eligible for retroactive requests.

## **RESTRICTIONS**

### **What are the Terms and Conditions?**

Membership in both the Rapid Rewards and M life Rewards programs is required to earn Rapid Rewards points. Guest must present both membership numbers at check in. A qualifying stay is defined as one or more consecutive nights at an MGM Resort destination regardless of check in/checks out occurrences, booked on Southwest Vacations®, MGM Resorts International, or M life Rewards direct channels, where payment is made directly from the guest to MGM Resorts. Rapid Rewards Points are not valid for Southwest.com bookings, group bookings, third party bookings, or complimentary offers. All prices are subject to taxes and/or resort fees and based on single or double occupancy on a per-night basis. In the case of a multiple passenger reservation, the 600 Rapid Rewards points will be awarded to the lead traveler. You must be 21 years of age or older. Rates are subject to change. We are unable to guarantee specific room types and locations; however, a sincere effort will be made to accommodate your needs. Offer is not available for existing reservations. This offer is non-transferable. All Rapid Rewards rules and regulations apply and can be found at [southwest.com/rterms](http://southwest.com/rterms). Please allow six to eight weeks for points to post to your account. MGM RESORTS INTERNATIONAL reserves all rights.

Points for qualifying stays may only be awarded for one partner program. M life Rewards Members must elect to earn either World of Hyatt Points or Southwest Rapid Rewards points at time of check-in.

MGM Resorts International offers GameSense information to its patrons to encourage responsible gaming at [mgmresorts.com/gamesense](http://mgmresorts.com/gamesense) (in MA at [gamesensema.com](http://gamesensema.com)). If you or someone you know has a gambling problem or concerns with gambling responsibly, please call the 24-hour Problem Gambler's Helpline at 1.800.522.4700, or call 1.800.GAMBLER (in New Jersey, Maryland, West Virginia), 1.800.426.1234 (in Massachusetts), 1.800.270.7117 (in Michigan), 1.877.8HopeNY or text HOPENY\* (467369) (in New York), 1.800.589.9966 (in Ohio), 1.800.9.WITH.IT (in Indiana). Or visit [mdgamblinghelp.org](http://mdgamblinghelp.org) (in MD), [masscompulsivegambling.org](http://masscompulsivegambling.org) (in MA), [org.ohio.gov](http://org.ohio.gov) (in Ohio), [NYLResponsiblePlay.com](http://NYLResponsiblePlay.com) (in New York), [1800gambler.net](http://1800gambler.net) (in WV), [indianagamblinghelp.com](http://indianagamblinghelp.com) (in IN) or [problemgamblingcolorado.org](http://problemgamblingcolorado.org) (in CO) for help. Please play responsibly. If you bet more than you can afford to lose, you've got a problem. \*Standard rates may apply.