



In the Heart of Downtown San Antonio, next to the Alamo, adjacent to the Rivercenter Mall and one block from the Riverwalk...

We are pleased to announce that beginning September 1, 2009; we will be offering a frequent customer program for our valued repeat guests.

Menger Valued Guest Program Frequently Asked Questions

- 1) **Q:** What is the Menger Valued Guest Program?
A: The Menger Valued Guest Program rewards our leisure guest with 2 nights complimentary in any available standard room after their 5th eligible stay beginning September 1, 2009.
- 2) **Q:** Who receives the card?
A: Guests with room reservation(s) will be given one card per paid room.
- 3) **Q:** Who is eligible for a stamp?
A: Leisure travel guests who book directly online at www.historicmenger.com or by calling 1-800-345-9285. Remember you enjoy our best rates and will earn credit for a complimentary 2 night stay!
- 4) **Q:** Who is not eligible for a stamp?
A: Some rates/stays are excluded from earning credit such as:
 - Stays booked with an online travel website
(Like Hotwire, Priceline, Expedia, Hotels.com or Travelocity)
 - Stays that use a Gift Certificate or Complimentary night.
 - Conferences, meetings or convention related stays.
- 5) **Q:** Are there any restrictions?
A: Restrictions:
 - Room nights are non-transferrable.
 - Complimentary 2 nights are subject to availability.
 - Complimentary 2 nights must be consecutive.
 - Limit one stamp for each stay per room.
 - The original stamped Valued Guest Program Card cannot be replaced if lost or stolen.
- 6) **Q:** How do I ensure that I receive credit for my Menger stay?
A: Always provide your Valued Guest Program Card upon departure.
- 7) **Q:** How do I arrange my complimentary stay?
A: Call Reservations at 1-800-345-9285. The Reservations agent will confirm your eligibility and reservation. Present your original stamped Valued Guest Program Card to the Front Desk Agent at check-in.
- 8) **Q:** What is the duration of the program?
A: The Menger retains the right, at any time, at our sole discretion, to change or otherwise modify the program without prior notice.
- 9) **Q:** I have more questions. Who can help?
A: Call our friendly representative, 210-223-4361 ext. 6001 or email pattycuellar@1859historichotels.com. Monday-Friday: 8:30am-5pm Central Standard Time.