GENERAL

marriott friends and family authorization form

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Introduction

When you travel for business or pleasure, finding a hotel that offers both comfort and value can feel like navigating a maze. The Marriott brand, known for its global presence and diverse portfolio of hotels, has long provided a solution that rewards loyalty and simplifies travel arrangements: the Friends and Family program. At the heart of this program lies a seemingly simple document – the **Marriott Friends and Family Authorization Form**. While it may appear as just another piece of paperwork, this form is actually the key that unlocks special rates, exclusive perks, and a seamless booking experience for employees and their loved ones. In this comprehensive guide, we'll dive deep into what the form is, who needs it, how to complete it, and why mastering it can save you time, money, and hassle on every trip.

What Is the Marriott Friends and Family Authorization Form?

The Marriott Friends and Family Authorization Form is a standardized document used by Marriott International to verify that an employee's friend or family member is eligible to receive discounted rates and benefits under the company's travel program. The form captures essential details about the traveler, the employee, and the specific reservation, ensuring that the discount is applied correctly and in compliance with Marriott's policies.

Unlike a simple reservation request, the authorization form serves multiple purposes:

- Authentication – It confirms the relationship between the employee and the traveler, preventing misuse.
- Rate Assurance – By submitting the form, the traveler is guaranteed the lowest available Friends & Family rate.
- Record Keeping – Marriott uses the data to maintain accurate records for auditing and program integrity.
- Compliance – It helps employees adhere to corporate travel policies that restrict certain discounts to friends and family only.

Who Needs to Fill Out the Form?

Not every traveler needs to complete the authorization form. The requirement is specifically for:

1. Friends and Family Travelers – Anyone who is not a Marriott employee but is traveling with or on behalf of one.
2. Employees Booking for Loved Ones – When a Marriott employee books a stay for a spouse, child, or friend, the traveler must submit the form.
3. Corporate Accounts with Friends & Family Options – Some corporate accounts offer a Friends & Family discount; the form is mandatory for any booking under this category.

If you are a Marriott employee traveling alone or booking for a colleague, you typically do not need to submit the form. However, always double-check your company's travel policy, as some organizations have additional requirements.

Key Components of the Form

While the exact layout may vary slightly depending on the Marriott portal or the region, the core fields remain

consistent. Understanding each field helps you fill out the form accurately and avoid delays.

Traveler Information

- Full Name – As it appears on the passport or ID.
- Date of Birth – Required for age verification.
- Nationality – Helps determine applicable taxes and fees.
- Passport/ID Number – For international travelers, the passport number is mandatory.
- Email Address – Used for confirmation and future communication.

Employee Information

- Employee ID – Unique identifier within Marriott's system.
- Department – Some policies restrict discounts to specific departments.
- Manager's Approval – In certain cases, a manager's signature or approval is required.

Relationship to Employee

Marriott requires a clear definition of how the traveler relates to the employee. Common categories include:

- Spouse/Partner
- Domestic Partner
- Child (under 18)
- Sibling
- Friend (within a defined distance or timeframe)
- Other (specify)

Reservation Details

- Hotel Name and Property Code – Identifies the specific Marriott property.
- Check In and Check Out Dates – Must match the reservation dates.
- Room Type – Single, double, suite, etc.
- Rate Plan – Friends & Family rate code.
- Number of Guests – Total occupants, including the traveler.

Additional Information

- Special Requests – Early check in, late check out, dietary restrictions.
- Travel Purpose – Business, leisure, or mixed.
- Contact Number – For emergencies or last minute changes.

Step by Step Guide to Completing the Form

Below is a detailed walkthrough that ensures you submit a flawless authorization form, avoiding common pitfalls and speeding up the approval process.

1. Log into the Marriott Portal – Use your corporate credentials or the portal designated for Friends & Family bookings. If you're unsure, contact your travel administrator.
2. Navigate to the Friends & Family Section – Look for a tab labeled "Friends & Family" or "Discounts" within the booking flow.
3. Start a New Authorization – Click "Create New Authorization" or a similar button to open the form.
4. Enter Traveler Information – Fill out all fields accurately. Double check spellings and dates to prevent mismatches.
5. Provide Employee Details – Input your employee ID, department, and, if required, obtain your manager's electronic approval.

6. Define the Relationship – Choose the appropriate relationship category. If “Other,” type a brief explanation.
7. Input Reservation Details – Make sure the hotel name, dates, and room type match your booking. Any discrepancy can trigger a denial.
8. Attach Supporting Documents (if needed) – Some programs require proof of relationship (e.g., marriage certificate) or a signed employee statement. Upload PDFs or scans promptly.
9. Review and Confirm – Carefully review the entire form. Use the “Print Preview” feature if available.
10. Submit the Form – Click “Submit” and note the confirmation number. Keep a copy of the confirmation for your records.

After submission, you’ll receive an email confirming receipt. Marriott’s travel team typically processes the authorization within 24–48 hours. If the form is incomplete, you may receive a request for additional information, which can delay your booking.

Tips for a Smooth Authorization Process

Even with a well structured form, certain nuances can affect approval speed. Use these best practices to stay ahead of potential issues:

- Use a Consistent Email Address – The email used on the form should match the one used in your Marriott profile to avoid mismatches.
- Double Check Dates – Even a single day off can result in a denied discount.
- Keep Digital Copies – Save PDFs of the form and any supporting documents. This helps if you need to resend or reference them.
- Confirm Manager Approval Early – Some companies require a manager’s signature. Obtain this before starting the form to avoid bottlenecks.
- Use the Latest Portal Version – Marriott frequently updates its interface. Using an outdated browser or portal may cause form errors.
- Read the FAQ Section – Marriott’s Friends & Family FAQ often contains specific instructions for different regions.
- Plan Ahead – Submit the form at least one week before your intended travel date to allow ample processing time.
- Verify Property Codes – Each Marriott property has a unique code. Use the official Marriott website or your travel admin to confirm.
- Stay Within Policy Limits – Some programs cap the number of guests or nights that qualify for the discount. Verify these limits beforehand.

Common Mistakes to Avoid

Even seasoned travelers can slip up. Here are the most frequent errors that lead to delays or denied authorizations:

1. Incomplete Personal Information – Missing passport numbers or incorrect birth dates often trigger a hold.
2. Mismatched Reservation Dates – The dates on the form must exactly match the booking. A one day difference is enough to flag the request.
3. Incorrect Relationship Classification – Using “Friend” for a spouse, for instance, can result in a denial.
4. Failure to Attach Required Documents – Without proof of relationship, Marriott may not honor the discount.
5. Using a Different Email Address – The confirmation email will be sent to the address on file; mismatches can cause confusion.
6. Ignoring Manager Approval – Some companies require a signed statement; neglecting this step can halt the process.

7. Submitting Late – Last minute submissions may not get processed in time for the travel date.

8. Not Following Regional Variations – Policies differ between the U.S., Canada, and international regions. Failing to adhere to local rules can lead to denied rates.

9. Overlooking Tax and Fee Inclusions – Some discounts exclude taxes; misunderstanding this can affect the final cost.

10. Assuming Automatic Approval – Marriott's system may flag suspicious patterns; always wait for confirmation before assuming the discount is secured.

How to Submit the Form

Once you've completed the form, the next step is submission. Marriott offers several avenues for sending the authorization:

- Online Portal – The most common method. After filling out the form, click "Submit." A confirmation screen will display a reference number.
- Email Submission – Some corporate accounts allow you to email a PDF of the completed form to a dedicated Marriott email address. Check with your travel admin for the correct address.
- Travel Agency or Corporate Travel Manager – If you work with a travel agency, they may handle the form on your behalf. Provide them with all necessary details and any supporting documents.
- Mobile App – Marriott's mobile app also supports Friends & Family authorizations. Upload the form directly from your phone.

After submission, you'll receive an email confirmation. If you do not receive confirmation within 24 hours, contact Marriott's Friends & Family support line or your corporate travel administrator for assistance.

Frequently Asked Questions (FAQs)

What is the difference between Friends & Family and Corporate rates?

Friends & Family rates are typically lower than standard rates but are only available to employees and their approved friends or family. Corporate rates, on the other hand, are negotiated agreements between Marriott and a company, often offering deeper discounts for bulk bookings or long term stays.

Can I use the Friends & Family rate if I'm traveling with a group of friends?

Marriott's policy allows only one traveler per authorized Friends & Family booking. If you're traveling with a group, each member must submit a separate authorization or book under a corporate rate if eligible.

Will I get the same rate if I book directly through Marriott.com?

Yes, once the authorization is approved, you can book directly on Marriott

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