

What is All – Accor Live Limitless?

ALL – Accor Live Limitless is our new Lifestyle loyalty program launching in late 2019. It will recognize and reward guests like never before, giving them access to “ALL of Accor”:

- **More brands and hotels. New horizons to explore**
- **More ways to earn points. Dine more often, be more rewarded**
- **More Elite Experiences.**
- **More Elite benefits. Feel more recognized**

Is the Le Club program changing?

In late 2019, Le Club Rewards will become ALL – Accor Live Limitless but, rest assured, there are no substantive changes to the program that our Members know and love. In early 2020, we will introduce two new tiers to the program:

- Diamond status, accessible upon reaching 26 000 Status points
- An “invitation only” status level.

Will the rules to qualify for a status change?

No, rest assured that the program’s current rules to earn Silver, Gold and Platinum status will remain the same. Silver, Gold and Platinum status continues to be awarded based on the Status points or Status nights earned between the 1st of January and the 31st of December each year.

Beginning in 2020, Diamond status can be earned by achieving 26,000 status points.

How do I earn Diamond status?

Beginning in 2020, Diamond status can be earned by achieving 26,000 status points or more between the 1st of January and the 31st of December each year. A member that has already achieved 26,000 status points in 2019 will be awarded Diamond status in January 2020.

How do I get invited to your new “invitation only” status?

Our new invitation only tier will offer our best level of recognition and rewards for our members. Members who qualify for this tier will be notified by the program.

Will I receive a new loyalty card ALL - Accor Live Limitless this year?

Your current Le Club AccorHotels card is valid until the date of expiration of your status; this expiration date is specified on the card.

You should still present it when arriving in our participating hotels, use it to book, as well as logging in on our sites and mobile App.

Your **digital ALL – Accor Live Limitless membership card** will be available in late 2019 and will be easily accessible on your mobile devices. A new card will be mailed to you in 2020, if you choose receive a physical card.

Will my benefits change?

No, member benefits will remain the same under our new branding.

What will happen to my points and Status Nights?

The Status nights and Status points you already earned on your account will remain unchanged. You will keep on earning them the same way.

Your Rewards points balance remains the same. The earning rules for Reward points will remain the same in the program ALL – Accor Live Limitless as they are today in Le Club AccorHotels.

You can check the expiration date of your Rewards points on Le Club AccorHotels newsletters and on your Le Club AccorHotels personal account.

Will I earn and use points in Orient Express trains?

Points can only be earned and used at Orient Express Hotels

Do I need to change my login or passwords?

No, continue to use your existing login and passwords to access our website and mobile app.

Does this impact my current reservations?

No, continue booking hotel stays as you normally do.

When will I know more about the benefits of the Diamond status?

We will keep you informed later in the year, through our e mail and social media communication.