

# Alaska Airlines Guest Q & A

**1. How many Miles are earned per dollar spent?**

Two (2) miles per dollar spent. Example: if you have a total hotel bill of \$100.00, you would earn 200 Miles for every qualifying dollar your spent. Qualifying Dollars are first calculated by qualifying rates then incidentals. Example: if you did not book a qualifying rate, then you cannot qualify for incidentals.

**2. If I made a reservation with a third party like Expedia can I earn miles?**

Currently the hotel does not offer Alaska Airlines Miles to third party members or their guests, yet we are working with several other airlines and loyalty partners for future incentives for you. Your best selection of rates and amenities are always offered either at the hotel direct or online at [www.thepalmdalehotel.com](http://www.thepalmdalehotel.com)

**3. How do I qualify to earn Alaska Airline Miles?**

You must first become a member of Alaska Airline Mileage Plan to earn Alaska Airline Miles. In addition, you must also be utilizing one of the qualifying rate plans. Please visit [www.alaskaair.com/mileageplan](http://www.alaskaair.com/mileageplan) to join.

**4. What if I'm a member of a different airline partner, can I earn miles with them instead of Alaska Airlines?**

Unfortunately; not at this time, yet you can earn Alaska Airlines Miles and then convert them to another program at your discretion. Websites are available to convert miles and redeem miles. Example: [www.points.com](http://www.points.com). The Palmdale Hotel is always working hard to enhance your experience and to ensure a great value. Periodically we introduce new partnerships with various vendors to our guests.

**5. How long does it take for me to have my miles credited to my account?**

The hotel process all of the miles earned for all guest in the current month, the last day of each month. Once completed then it is up to Alaska Airlines to process our request. The general turnaround time from when the hotel issues the miles to when Alaska Airlines credits your account is around 90 days.

**6. What if I never received my miles?**

While we try our best to ensure no opportunities arise and ensure everyone receives our 100%, opportunities do arise and we will correct any opportunity brought to our attention swiftly.

**7. How do I sign-up for Alaska Airlines Mileage Plan and earn Miles?**

You can obtain information and promotional discounts at [www.alaskaair.com/mileageplan](http://www.alaskaair.com/mileageplan).

**Qualifying Rate Plans:**

- Rack
- BAR
- GOV
- AAA
- AARP
- Advance Purchase
- Discount
- LNR – Negotiated
- Group – Negotiated
- Consortia - Negotiated

**Non-Qualifying Rate Plans:**

- Hotwire
- Opaque Sites
- 3<sup>rd</sup> Party Vendors
- Priceline
- Expedia
- Expedia Package
- Expedia Corporate
- Orbitz
- Orbitz Package
- Travelocity
- Travelocity Package

If you find that we have not supplied an answer to your questions above, please feel free to email us.

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