

FREQUENTLY ASKED QUESTIONS

- **How do I redeem my Boyd Points for HawaiianMiles?**
 - o Log in to your Boyd Rewards Online account and complete the redemption request.
- **Can my property team directly redeem the Boyd Points for my redemption?**
 - o No, requests must be completed by the guest submitting a request on your logged in Boyd Rewards Online account.
- **What information do I need to provide on the online request form?**
 - o Guest full legal name
 - o HawaiianMiles member number
 - o Must have a Boyd Rewards account
- **How can the HawaiianMiles be used?**
 - o HawaiianMiles are redeemable for flights or other Hawaiian Airline partners. Once you transfer your Boyd Points for HawaiianMiles, you are subject to all Hawaiian Airlines program rules.
- **How do I request to redeem HawaiianMiles for Boyd Points?**
 - o To request redemption of HawaiianMiles for Boyd Points, you need to log into your Hawaiian Airlines account to request the redemption. Requests will take up to 5 days to complete.
- **Where can I go to view status of my request?**
 - o To view the status of your request, log in to your Boyd Rewards Online account, visit the Hawaiian Airlines benefit page and view the My Partner Point Transfers page.
 - o Statuses are as follows:
 - Submitted = Pending approval. Please note your Boyd Points will be debited from your Boyd Rewards account first. Subsequent transfer of HawaiianMiles may take up to 5 – 7 business days to appear in your HawaiianMiles account.
 - Completed = Boyd Points have been successfully debited from your Boyd Rewards account. HawaiianMiles have successfully been credited to your HawaiianMiles account.
 - Not Completed = If HawaiianMiles member number or name entered in submission form is incorrect or does not match, Boyd Points will be reinstated to your Boyd Rewards account. If there is insufficient Boyd Points balance at time of review, Boyd Points will not be debited from your account.
- **How can Boyd Points be used?**
 - o Boyd Points awarded for the redemption of HawaiianMiles are redeemable as full Boyd Points. There are no limits or restrictions to these points. You are subject to all Boyd Rewards rules including inactivity rules of Boyd Points.
- **Can all guests participate?**
 - o All guests are eligible to participate in the partnership with Hawaiian Airlines with the exception of guests from Kansas Star. Due to regulations, guests from Kansas Star identified with player IDs starting with KS are not eligible to participate. *Belterra Park and Valley Forge submissions are in the works and those properties should be eligible to participate shortly.
- **Are there limits on the transactions?**
 - o Yes, there are minimum request limits as well as monthly redemption limits.
 - Boyd Rewards minimum transaction is 12,500 Boyd Points | Maximum redemption = 300,000 Boyd Points per month
 - HawaiianMiles minimum transaction is 500 HawaiianMiles | Maximum redemption = 25,000 Miles / month.