

ONVIA

ONVIA Owner Recognition Platform FAQs

What is ONVIA?

ONVIA is a fully integrated and comprehensive Owner Recognition Platform.

What comprises ONVIA?

ONVIA is comprised of 12 elements enhancing and elevating the Ownership experience. These elements are described on the ONVIA website.

When will I receive my access to the ONVIA Owner Recognition Platform?

Our team is reviewing the details of your submission and we will be in touch within 72 hours.

When will my BONVOY upgrade be done?

We expect that all Marriott Bonvoy upgrades will be accomplished by September 30, 2024. This upgraded status will be in place through year end 2029.

Why only one upgrade per residence unit?

We are excited to offer this new benefit to our residence owners. At this time, only one upgrade per residence owner is being offered. As hotel usage by our residence owner increases, we hope to expand this benefit to additional owners listed on the deed.

I am not currently a Marriott Bonvoy member. How do I get started?

You may enroll at <https://www.marriott.com/loyalty.mi> or contact your on-site leadership team who can assist with the registration process.

I am a Bonvoy Member, but do not remember my number or log in

You may use the Bonvoy Member Look-up tool linked below:

[Look Up Member Number](#)

Or if you need to reset your password, please click on the link below:

[Forgot Password](#)

Can I upgrade to a higher status than what is being offered, if I am already at that status?

You can achieve a higher Elite status by earning the required number of qualifying nights between January 1 and December 31 of any given year:

Silver Elite: 10 to 24 qualifying nights annually

Gold Elite: 25 to 49 qualifying nights annually

Platinum Elite: 50 to 74 qualifying nights annually

Titanium Elite: 75+ qualifying nights annually

Ambassador Elite: 100+ qualifying nights annually and US\$23,000 in annual qualifying spending

Subject to the [Marriott Bonvoy Terms & Conditions](#)

Do I receive qualifying nights as part of my upgrade?

This offer does not include qualifying nights with the upgrade. You can achieve a higher Elite status by earning the required number of qualifying nights between January 1 and December 31 of any given year.

If I am already a Platinum member, can another person listed on the deed be upgraded to Platinum status?

Yes, each residence will be provided one upgrade to Platinum status. Our Owner Recognition team will work with you to determine which owner should be upgraded.

I own multiple Residences, does that mean I get multiple upgrades?

Each residence is entitled to one upgrade, therefore if you own multiple residences, you will get one upgrade for each residence, but can only be assigned to individuals listed on the deed.

I own multiple Residences around the Globe, which is considered my primary Residence?

Your primary Residence is considered to be your residence with the oldest purchase date.

I own a Bvlgari Residence; do I get Platinum Elite Status?

Status is not applicable for Bvlgari Residences as Bvlgari Hotels & Resorts does not participate in the Marriott Bonvoy program.

Knowing that only one upgrade is available per Residence, does this affect the terms & conditions of the Hotel Reservation Service and who is are eligible to access this service?

No, the terms & condition of the Hotel Reservation service remain the same. More details on the Hotel Reservation Service can be found [here](#).

When will the 10% discount be available at participating premium select service hotels?

We expect that participating hotels will have the ONVIA owner rate available by September 30, 2024. The ONVIA owner rate for premium and select service hotels will be offered based on availability. Similar to HRS, owners may reserve up to two rooms at this rate for any given stay.

My hotel is not offering the 20% discount on food and beverage, spa, and retail shops

While the vast majority of our hotels do offer at 20% discount for food and beverage, spa, and managed retail shops, each hotel establishes this discount for their residence owners. As a result, the discount may vary.

Do I get the 20% discount on food and beverage, spa and retail when I am visiting other hotels?

No, this offer is only available to Residents at their home property.

As a leader on-site, how can I view the Onvia website?

Leaders can register for the website by directly contacting ownerrecognition@marriott.com