Complimentary In-room Wi-Fi Terms and Conditions

All Rewards® members who book on a Ritz-Carlton direct reservation channel will receive complimentary standard/"essential" in-room Wi-Fi at participating hotels worldwide. Examples of Ritz-Carlton direct booking channels include: ritzcarlton.com, The Ritz-Carlton mobile app, any Ritz-Carlton hotel, Marriott.com, Marriott's mobile app, 1-800-MARRIOTT, any Marriott hotel, or any participating Marriott brand channel.

Participating brands include: The Ritz-Carlton®, JW Marriott®, Autograph Collection® Hotels, Renaissance® Hotels, Marriott Hotels®, Gaylord Hotels®, AC Hotels by Marriott®, Marriott Executive Apartments®, Courtyard®, Residence Inn®, SpringHill Suites®, Fairfield Inn & Suites®, TownePlace Suites®, Marriott Vacation Club®, EDITION®, and Moxy Hotels®. Complimentary Wi-Fi is not available at hotels that do not participate in The Ritz-Carlton Rewards program or at Atlantis Paradise Island. Other exclusions may apply. See list of non-participating properties below. Not applicable in meeting rooms.

Gold and Platinum Elite members will continue to receive complimentary enhanced in-room Wi-Fi where available at participating hotels worldwide regardless of booking method. Participating brands include: The Ritz-Carlton®, JW Marriott®, Autograph Collection® Hotels, Renaissance® Hotels, Marriott Hotels®, Gaylord Hotels®, AC Hotels by Marriott®, Courtyard®, Residence Inn®, SpringHill Suites®, Fairfield Inn & Suites® and TownePlace Suites®. Other members may upgrade to enhanced in-room Wi-Fi for a fee. Complimentary Wi-Fi not applicable in meeting rooms.

Complimentary Wi-Fi may be available to all guests at some brands/locations.

The following properties do not participate in complimentary in-room Wi-Fi:

Atlantis Paradise Island: As a recent addition to the Autograph Collection, Atlantis remains in a transition period and will not participate in complimentary in-room Wi-Fi at this time. This property participates in complimentary enhanced Wi-Fi for Gold and Platinum Elite members.

The following brands, properties or partner hotels do not participate in The Ritz-Carlton Rewards program or in complimentary in-room Wi-Fi:

Non-Participating Brand: Protea

Non-Participating Properties:

The Ritz-Carlton, Millennia Singapore
Phulay Bay, A Ritz-Carlton Reserve
Dorado Beach, A Ritz-Carlton Reserve
The Ritz-Carlton Destination Clubs, The Ritz-Carlton Residences, and The Abaco Club JW Marriott Miami Beaux Arts
Residence Inn at Mayo Clinic, Jacksonville, FL
Marriott's StreamSide Evergreen, Vail, CO
Marriott's StreamSide Douglas, Vail, CO
Marriott's StreamSide Birch, Vail, CO
47 Park Street - Marriott Grand Residence Club, UK
Marriott Vacation Club at The Empire Place, Bangkok, Thailand
Marriott Vacation Club at The Buckingham, Macau, China

Aspen Wye River Conference Center, Queenstown, MD
NCED Marriott Conference Center, Oklahoma City, OK
Jesse H. Jones Rotary House Conference Center, Houston, TX

Non-Participating Partner Hotels:

Hotel Ritz-London – London, UK
Hotel Ritz Madrid – Madrid, Spain
Bulgari Hotel, Milano – Milan, Italy
Bulgari Resort, Bali – Bali, Indonesia
ExecuStay