

A modern hotel lounge with a wooden table, cane chairs, and a sofa. The room features a large window with a view of a city skyline, a white sofa, a wooden table, and several framed pictures on the wall. The floor is covered with a patterned rug. The text is overlaid on a semi-transparent white box.

How to
**SCORE A HOTEL ROOM
UPGRADE OR
CHECK-IN AMENITY**

Hotel room upgrades and check-in amenities are common tools that hotels use to elevate the guest experience, and it is not only for loyalty members.



How to Score an Upgrade or Check-in Amenity:

Loyalty Program Status: Elite members (e.g., Hyatt Globalist) are often prioritized for complimentary upgrades

Special Occasions: Mentioning birthdays, anniversaries, or honeymoons can sometimes help

Direct Booking: Guests who book directly with the hotel (not through third-party OTAs) have a better shot

Polite Request at Check-in: A courteous ask at the front desk can go a long way, especially during non-peak times

Email Ahead of Time: Contacting the hotel's general manager a few days before arrival to express excitement or note a special occasion can prompt goodwill upgrades. You can usually find the general manager's email on the hotel's contact page.

Tips to Improve Your Chances:

- Join the hotel's loyalty program, even if you're not elite.
- If you receive a pre-arrival email from the hotel, take a moment to reply. It's a great opportunity to share if you're celebrating a special occasion or traveling with young children—hotels often do their best to accommodate families and make your stay more comfortable.
- Stay flexible. If an upgrade isn't available at check-in, let the hotel know you'd be happy to switch rooms later during your stay if one becomes available.
- If a complimentary upgrade isn't offered at check-in, consider politely asking about a paid upgrade—sometimes the cost is surprisingly reasonable.



Types of Upgrades to Expect:

- **View Upgrades:** Higher floors, ocean view, city view, or courtyard view
- **Room Category Upgrades:** From standard to deluxe, suite, or a specialty room
- **Size/Layout Upgrades:** Corner rooms, junior suites, or connecting rooms for families

Common Complimentary Amenities:

- Welcome drinks or snacks
- Local treats or souvenirs
- Loyalty member gifts (fruit platters, bottled water, or chocolates)
- Complimentary champagne



Kid-Friendly Options:

- Hotels may offer coloring kits, plush toys, or kid-sized robes/slippers
- Some upscale properties provide in-room tents for young children



Sample Letter Requesting a Room Upgrade or Amenity

Subject Line: Special Stay Request – [Name & Confirmation Number]

Dear [Hotel Name] Team,

[My family and I] are very much looking forward to our upcoming stay at your beautiful hotel from [dates] (confirmation #). We've heard wonderful things about your property and chose it specifically for its [location/amenities/reputation].

We are especially excited as we will be celebrating a [birthday/anniversary/special family vacation] during this visit—a milestone we are thrilled to mark in such a special place. I wanted to kindly ask if there's any possibility for a room upgrade or any additional check-in amenities to help make this experience even more memorable.

I am a [loyalty program name and member number]. We can't wait to experience the hospitality of [hotel name], and anything you can do to make our stay extra special would be much appreciated. Thank you in advance for your time and consideration.

Warm regards,

[Your Name]

[Loyalty Program Status, if any]

[Confirmation Number]

Example of a Letter I Recently Sent

Special Stay Request – June 11–16 at Hyatt Regency London The Churchill (Confirmation # [REDACTED])

Dear Hyatt Regency London The Churchill Team,

My husband, our two-year-old daughter, and I are very much looking forward to our upcoming stay at your beautiful hotel from June 11 to June 16, 2025 (Confirmation # [REDACTED]).

We are especially excited as we will be celebrating my 40th birthday during this visit—a milestone I'm thrilled to mark in such a special place.

We are booked in a Regency Suite King, but if availability allows, we would be truly grateful for an upgrade to a premium suite to make our stay even more memorable.

I am a World of Hyatt Globalist member [REDACTED]. We can't wait to experience the elegance and hospitality of Hyatt Regency London the Churchill, and anything you can do to make our stay extra special would be much appreciated. Thank you in advance for your time and consideration.

Warm regards,

Melissa Yu

Dear Ms. Yu,

Thank you for choosing us for this special trip.

We have noted all the information in your booking, and our Guest Relations team will ensure everything is taken care of.

Regarding the upgrade, kindly note that, as per your membership status, premium suites are not included. However, we are pleased to offer a special rate for an upgrade to our Regency Executive Suite at £300 per night.

Please note that this offer is subject to availability and is valid for 72 hours.

We remain at your disposal should you require any further assistance.

Sometimes, the hotel will offer you a paid upgrade prior to arrival. If the upgrade is important to you, and the extra cost is worth it to ensure you're guaranteed the room, it may be beneficial to lock in the upgrade.

You can also roll the dice and wait to see if you are automatically upgraded at check-in.

Example of a Pre-arrival Email the Hotel May Send

Personalizing Your Family Stay at Hyatt Regency London – The Churchill

Dear Mrs. Yu,

Warm Greetings from Hyatt Regency – The Churchill.

We are excited to welcome you and your family to our hotel and want to ensure your stay is as comfortable and enjoyable as possible, especially for your little one(s). To help us create a personalized and memorable experience for your child/children, we kindly request some details that will allow us to tailor our kid's amenities to their preferences and needs. We understand that every child is unique and want to ensure they have a delightful stay with us.

Please take a moment to provide us with the following information for each child traveling with you:

Name:

Age:

Gender:

Bedding Preferences (e.g., crib, extra bed):

Allergies or Dietary Restrictions:

Special Requirements or Requests:

Additionally, we would like to ask you to share if possible your estimated arrival time at the hotel for us to be able to anticipate better the preparation of your room.

Dear Mrs. Yu,

Thank you very much for your prompt response.

Your arrival time has been duly noted. We will certainly organize something special for Avery and will make sure her stuffy gets a new friend from London!

In the meantime, I remain at your disposal in case of any further questions and arrangements ahead of your arrival.



When hotels send you a pre-arrival email, it's typically sent 2–7 days before check-in and serves as a soft touchpoint to confirm details, offer upsells, and enhance your stay. Since the hotel mentioned "Special Requirements or Requests," I took this opportunity to ask for a specific item I knew my daughter would enjoy.

FAMILY POINTS PASSPORT

This upgrade template has worked wonders for me, and I hope it brings you just as much success!

Don't forget to send me photos of your upgrade and any special amenities—or tag me in your posts so I can celebrate with you!

Safe Travels!

Melissa Yu