



Prestige Loyalty Club

TERMS AND CONDITIONS

Introduction

The Prestige Loyalty Club is an elite rewards program that allows our loyal guests the opportunity to earn free nights at any Prestige Hotel & Resort and obtain other exclusive offers and privileges.

Who is able to apply

Membership is open to individuals 19 years of age and over.

The Prestige Loyalty Club welcomes any/all of Prestige Hotels & Resorts' guests (currently there are 9 Prestige locations throughout British Columbia's Okanagan and Kootenays).

How to participate in the Prestige Loyalty Club

There is no fee to join the Prestige Loyalty Club.

Membership card must be presented during each stay and must be validated by a hotel representative.

Members may be required to present personal identification at check-in to verify membership.

Members may accumulate nights at any Prestige Hotel or Resort.

Complimentary nights earned are valid at any Prestige Hotel or Resort.

Membership will be effective on the date of enrollment in the club. Retroactive credits will not be issued to stays prior to enrollment in the Prestige Loyalty Club.

Members are responsible for advising Prestige Hotels and Resorts of any address or email changes.

Redemption

Advance reservations are required and members must indicate that the reservation is for a Prestige Loyalty Club redemption.

Rooms available for Prestige Loyalty Club redemptions are limited and may not be available on the requested date. Members should plan and book their complimentary room night redemptions well in advance to ensure the greatest possibility of securing their preferred date.

Reservations for complimentary stays are subject to room type availability at the time of booking and are subject to black-out dates.

Upon redemption members are required to submit one (1) completed membership card indicating nine (9) paid nights in order to receive a complimentary one-night stay in a deluxe room.

Upon redemption members are required to submit two (2) completed membership cards indicating eighteen (18) paid nights in order to receive a complimentary one-night stay in a designer suite.

Complimentary stays have no cash value and cannot be used in conjunction with other promotional programs.

Members acknowledge that complimentary stays are subject to the rules and restrictions as noted below.

Benefits

Members will earn one (1) complimentary night after nine (9) paid nights. Only one credit per night may be earned. Members must reserve the room in the member's name and occupy the reserved room.

Members agree to receive exclusive offers and privileges from Prestige Hotels and Resorts. These offers and privileges will be emailed occasionally to the member's email address as listed on the application.

Details and Restrictions

Complimentary rooms have no cash value.

Complimentary nights are based on availability and subject to black-out dates.

Completed membership cards can be redeemed for a complimentary room and tax only. Incidentals are not included.

Completed membership cards cannot be used in conjunction with packages and promotions.

Prestige Hotels and Resorts is not responsible for any lost or stolen membership card.

Paid rooms credited on lost or stolen membership cards cannot be transferred to a replacement card.

Prestige Hotels and Resorts reserves the right to correct any pricing, typographical or description errors.

Prestige Hotels and Resorts reserves the right to audit membership cards for authenticity.



Details and Restrictions continued...

Prestige Hotels and Resorts reserves the right to discontinue membership to anyone who engages in conduct adversely affecting Prestige Hotels and Resorts or who as a guest, participates in any illegal activity. Discontinued membership may result in the cancellation of the exclusive offers and privileges.

Prestige Hotels and Resorts reserves the right to terminate the program, modify any offer or privilege or change any of the terms and conditions with or without notice.

Members will have three months after termination to redeem their completed membership cards for complimentary rooms.

Rooms obtained with promotional gift certificates, paid for with travel industry rates or discounted group rates will be excluded from the program. Some restrictions may apply to special negotiated rates.

Privacy

Members' personal information is for the sole use of Prestige Hotels and Resorts only and will be processed in accordance with our privacy policy in effect at the time of membership in the club.