

Serena Prestige Club Member Benefits

Serena Prestige Club Member Benefits	Classic	Gold	Platinum
	Classic Plus	Gold Plus	Platinum Plus
Upgrade spend ¹	-	\$4,000	\$8,000
Member special rate	✓	✓	✓
Earn bonus or double points for periodic promotions	✓	✓	✓
Priority waitlist	✓	✓	✓
Late Check-out*	✗	✓	✓
Early Check-in*	✗	✓	✓
Access to Executive Lounge **	✗	✓	✓
Hippo Pool at the Mara Serena Safari Lodge**	✗	✓	✓
Lakeside Breakfast at the Lake Elementeita Camp**	✗	✓	✓
Tropical fruit basket	✗	✓	✓
Room upgrades to the higher room category ***	✗	✗	✓
Night Game drive at the Sweetwaters Tented Camp	✗	✗	✓
Beachside Breakfast with “bubbly”***	✗	✗	✓
Complimentary bottle of wine	✗	✗	✓
30-minute Swedish massage upon arrival	✗	✗	✓
Breakfast at the Jetty Viewing Deck – Goma Serena Hotel	✗	✗	✓
Fishing & Sandbank Barbeque at Mivumo River Lodge	✗	✗	✓
* Subject to Availability			
** Minimum 2-night stay			
*** Minimum 3-night stay			
*** Upto Junior Suite and Subject to availability			
*If a member is not able to meet the spending limit during the following year, the same tier benefits will continue for that year only.			

Serena Prestige Club Plus Member Benefits

Serena Prestige Club Plus Benefits	Discounts
Rooms Special Rate	Especially carved rates for members
Restaurants	
One Person	15%
Two Persons	50%
Three Persons	33%
Four Persons	25%
Five to Ten	20%
Eleven to Twenty	15%
Takeaway - (Bakery)	20%
Maisha SPA & Health Club	
Membership	15%
Day Use	15%
Treatments	15%
Laundry	15%

Join today and enjoy a world of recognition, rewards, and unforgettable experiences.

Download the Serena Prestige Club App



For more information:
Call: +254 737 595 905
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www.serenaprestigeclub.com

Your Loyalty. Your Privileges. Your Journey Starts Here.

Uganda | Tanzania | Tajikistan | Rwanda | Pakistan | Mozambique | Kenya | DR Congo

Prestige Club | earn
redeem
experience

Your Journey to
Recognition & Reward
Begins Here



Valid at Serena Hotels across Africa and Asia



SERENA HOTELS

Welcome to the Serena Prestige Club

Intended as the ultimate “*thank you*” to our most loyal customers, the Serena Prestige Club offers members the opportunity to earn and redeem points across all Serena Hotels for exclusive rewards.

The program has two modules:

Serena Prestige Club Global – Free to join, point-based.

Serena Prestige Club Plus – Discount-based, with premium benefits for an annual fee of \$95.

Membership is tiered into:

- Classic (entry-level)
- Gold (4,000 points in 12 a calendar year)
- Platinum (8,000 points in a calendar year)

How to Join

Getting started is simple and free!

Register for Classic Membership/ Classic Plus by downloading the app via QR code

You’ll instantly receive your digital membership card and begin earning points from your first stay.

Upgrade to Prestige Club Plus- USD 95 annually

Unlock unparalleled experiences in over 33 Serena destinations across 8 countries.



Earning Points

Points are earned from:

- Accommodation(rooms)
- Food & Beverage(restaurants)
- Maisha Spa
- Laundry services
- Cigar purchases

1 Point = \$1 spent (excluding taxes)

Points are credited within 48 hours of checkout, same day for walk-in guests

Book directly via the Prestige Club app, Serena Hotels website, or hotel to earn points

Redeeming Points

Redeem for Unforgettable Experiences on:

- Rooms
- Food & Beverage
- Maisha Spa
- Laundry
- Prestige Club Plus Membership

Redemption Value: 1 point = \$0.05 valid across Serena Hotels in Africa and Asia