

Eastin Recognition Programme Terms & Conditions

General Terms

- All membership benefits are subject to availability and may vary by participating hotels. Please note that Eastin Grand Hotel Saigon is currently not participating in the programme.
- Benefits are non-transferable, have no cash value, and cannot be exchanged for other services or products.
- Benefits may not be combined with any other promotions or offers unless otherwise specified.
- The hotel reserves the right to amend, modify, or discontinue membership benefits and these Terms & Conditions at any time without prior notice.

Room Rate Discounts

- Members enjoy exclusive discounts on selected publicly available room rates, subject to availability.
- Member rates apply only to eligible room rates displayed at the time of booking.
- Member discounts cannot be combined with other promotions, vouchers, coupons, contracted rates, corporate rates, or third-party offers unless otherwise stated.
- Discounts apply to room rates only and do not include taxes, service charges, gratuities, or incidental expenses.

Food & Beverage Discounts

- Members enjoy discounts on food, non-alcoholic beverages, and alcoholic beverages (excluding room service).
- This benefit is available to members whether or not they are staying at the hotel.
- The discount is limited to one redemption per table, per day, with no restriction on the number of diners.
- Food & Beverage discounts cannot be combined with any other promotions, discounts, or special offers.

Welcome Fruits & Snacks

- Members staying at the hotel will receive a complimentary welcome fruit and snack set upon arrival.
- Benefits vary according to membership tier.
- One set is provided per stay for up to two registered guests.
- Available exclusively for direct bookings made through the hotel's official booking channels.

Birthday Cake

- Members celebrating their birthday month will receive one complimentary birthday cake during their stay.
- Valid for direct bookings only.
- Reservations must be made at least 3 days prior to arrival.
- Available once per eligible stay during the member's birthday month.

Complimentary Afternoon Snacks

- Members receive one complimentary afternoon snack set for two persons per stay.
- Valid for direct bookings only.
- Available for dine-in at the hotel's designated restaurant or pool bar.
- The hotel reserves the right to determine the serving venue.
- The complimentary offering includes a light snack selection (not Afternoon Tea), featuring at least one pastry or bakery item and one beverage per person.

Complimentary Signature Dish

- Members are entitled to one complimentary signature dish per stay.
- Available exclusively to in-house guests with direct bookings.
- The benefit is valid only when dining at the hotel's restaurant.
- A minimum purchase of one food item or one beverage is required to redeem the complimentary signature dish.
- The hotel reserves the right to designate the signature dish, which may not appear on the regular menu.

Birthday Complimentary Night

- Members are entitled to one complimentary night during their birthday month once per calendar year.
- A minimum stay of two consecutive nights is required.
- The first night must be booked at the hotel's published rack rate and is not eligible for discounts, promotional offers, or package rates.
- The second consecutive night will be complimentary.
- Reservations must be made at least 14 days in advance.
- Valid at participating Eastin Hotels.

Room Upgrade

- Complimentary room upgrades are subject to availability at the time of check-in.
- Upgrades cannot be guaranteed in advance.

Complimentary Night Benefit

- Members are entitled to one complimentary night per calendar year at participating Eastin Hotels worldwide.
- Eastin Grand Hotel Saigon will participate once its new Property Management System (PMS) has been implemented.
- A minimum stay of two consecutive nights is required.
- The first night must be booked at the published rack rate and is not eligible for discounts, promotional offers, or package rates.
- The second consecutive night will be complimentary.
- Reservations must be made at least 14 days prior to arrival.