

PEPPERCLUB PREFERRED TERMS & CONDITIONS

“Pepperclub Preferred Loyalty Program” refers to the guest recognition program as offered by the Pepperclub Hotel, the Terms & Conditions of which are set forth herein:

- Only persons who are 18 years or older are eligible to sign up for the Pepperclub Preferred Loyalty Program.
- Membership shall not be granted to companies, associations or any other legal entities that are not natural persons.
- Identification will be required by the loyalty member on check-in by either producing a green barcoded South African ID, driver's license or Passport and when making use of the hotel benefits.
- Pepperclub Hotel reserves the right to amend the status of a member in the program or **with-draw** memberships at its sole discretion. In addition, Pepperclub Hotel reserves the right to suspend or terminate participation in the program where members are in breach of the terms and conditions of the program.
- Program participation and benefits are **not** transferable.
- Qualifying criteria for offers and benefits of the program shall commensurate with the activity status of the member.
- Pepperclub Hotel reserves the right to modify the Terms & Conditions of the Pepperclub Preferred Loyalty Program with or without notice. Pepperclub Hotel's right to modify the Terms & Conditions shall include the right to add, delete or change any of the rules, procedures, conditions, benefits, tier levels, tier requirements and other similar aspects of the program in its absolute discretion, even if such changes may affect the value of benefits already accumulated.
- The Member undertakes to ensure that no unauthorized person gets access to the **Member's** membership card/number.
- Members are required to notify Pepperclub Hotel of any changes in address or personal details, either in writing or in person at the Front Desk.
- Members acknowledges that they are aware of the conditions of use of the program. To ensure you receive your membership benefits please quote your Pepperclub Preferred membership number when making your reservation or upon check-in at the hotel.
- Members may wish not to be included in Pepperclub Hotel marketing communications by opting out at any time by notifying the hotel in writing.

TIER STATUS:

- Members will automatically be upgraded upon reaching the required status for an upgrade.
- New members will begin at the entry-level tier. An upgrade of membership level takes place when a member has accumulated the requisite number of qualifying stays required for the next tier level.
- No credit towards tier status will awarded for “no show” situations when a member has made a reservation guaranteed with a credit card but then does not check-in to the **Hotel**- irrespective of whether or not the member's credit card is charged for all or any portion of the reserved stay.

USE OF BENEFITS:

- Pepperclub Preferred members are eligible for accommodation discounts on a maximum of 5 rooms per stay. Rooms booked in excess of the 5 rooms will be subject to the applicable public rate at the time of booking.
- Member discounts are not given on negotiated rates, ongoing campaigns or specials and only calculated on the current BAR "Best Available Rate".
- Discounts for members are intended for the member when staying at the hotel and are not intended for on sell.
- A member making use of the Pepperclub Hotel's **Food & Beverage** outlets and **Spa** does not have to be staying at the hotel to receive the discount at the outlet.
- Members are required to present their membership details and positive identification on check-in for the **rates and benefits** to be honoured.
- No **Food & Beverage** discount is applicable on package inclusive rates, or any other current special or promotion in any of the **Food & Beverage** outlets.
- Discount is applicable to bills paid by the member and the member must be present.