

TERMS AND CONDITIONS

These Terms and Conditions govern the contractual relationship between Sino Hotels and such other hotels participating in the iPrestige Rewards ("The Company") and its Members. As a member, you agree to be bound by these Terms and Conditions.

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A. GLOSSARY

"The Company" - Sino Hotels

"Member" - Any person who is a Member of iPrestige Rewards

"Participating Hotels" - The Royal Pacific Hotel & Towers, City Garden Hotel, Hong Kong Gold Coast Hotel, Island Pacific Hotel, The Olympian Hong Kong, The Pottinger Hong Kong, The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore.

"Participating Partners" - Such Participating Partners published on the iPrestige Rewards section under Sino Hotels website

"Stay" - A stay will be one night or consecutive nights at the same hotel regardless of frequency of check in or check out.

"The Company's Contact" - Loyalty Marketing and CRM Department - Sino Hotels, 9/F, The Royal Pacific Hotel & Towers, China Hong Kong City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong

"Hong Kong" - The Hong Kong Special Administrative Region of the People's Republic of China

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B. GENERAL TERMS AND CONDITIONS

1. iPrestige Rewards is a frequent guest programme managed and operated by The Company.
2. iPrestige Rewards is open to individuals aged 18 or above. The Company reserves the right to grant or refuse membership at its sole and absolute discretion. Membership will not be extended to corporations or other legal entities.
3. Membership is not available to employees of The Company and employees of the Participating Hotels.
4. New member enrollment was closed from 1 September 2018.
5. Membership and membership cards are non-transferable and may only be used by the Member. No physical membership card will be issued or re-issued after 1 November 2018. Misuse of membership cards or programme benefits may result in immediate termination or suspension of membership, or withdrawal of benefits.
6. The Company reserves the right to modify the programme structure, benefits and other features, including these Terms and Conditions, or to terminate iPrestige Rewards at any time. Although The Company will use reasonable effort to notify Members of material changes to iPrestige Rewards and / or to these Terms and Conditions, it is the responsibility of Members to keep themselves informed in respect of iPrestige Rewards and these Terms and Conditions. Any use of iPrestige Rewards by a Member will be deemed as acceptance of any amendment(s). The Company and / or Participating Partners will not be liable for loss or damage resulting from any amendment(s) to iPrestige Rewards or to these Terms and Conditions.
7. If this English version of the Terms and Conditions does not conform to other language versions, the English version shall prevail. In case of dispute, The Company reserves the right of final decision on the interpretation of these Terms and Conditions.

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C. MEMBERSHIP & TERMINATION

1. Members may use the membership number or the digital or physical form of the membership card to enjoy the member benefits.
2. With effect from 1 November 2018, Members are not able to earn Qualified Spending for any stay or dining in any Participating Sino Hotels for membership upgrade.
3. iPrestige Rewards membership and the benefits and privileges entitled with the membership are non-transferable. Joint accounts and multiple enrolments by a single person are not allowed.
4. A Member may hold only one membership account at any time. If a Member inadvertently creates a duplicate account, The Company reserves the right to merge and consolidate the details of the Member into the Member's earlier account. The Company is not responsible for any loss of member benefits and / or services due to duplicate membership.
5. Members who wish to discontinue their membership must provide written notice to The Company's Contact and, at the same time return their membership card, upon which all benefits and privileges of the Member shall cease immediately.
6. Any iPrestige Rewards Member who engages in fraud or misconduct, commits a criminal act, abuses iPrestige Rewards benefits, or fails to adhere to these Terms and Conditions, will have his / her membership terminated. All of his / her benefits and privileges shall cease forthwith immediately.
7. The Company reserves the right to terminate any membership at its sole and absolute discretion, at which point all unused benefits and privileges will be cancelled. Such termination shall be without prejudice to the accrued rights and remedies of The Company, Participating Hotels, Partners and the Member.
8. Membership cards must be returned to The Company upon the termination of membership of any Member.

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D. iPRESTIGE REWARDS MEMBERSHIP TIERS

I. iPrestige Rewards Membership Tiers — General Conditions

1. The iPrestige Rewards offers three membership tiers — Crystal, Amber and Emerald.
2. Membership status is automatically updated and maintained based on the Member's Qualified Spending as of 31 October 2018.
3. With effective from 1 November 2018, there is no upgrade, downgrade or renewal.
4. Members shall present their membership cards and pay by their credit cards upon bill settlement at our dining outlets of Participating Hotels to enjoy Best Dining Discount Guaranteed.
5. Qualified Spending is for the sole purpose of determining tier status and such criteria may be changed from time to time at the sole and absolute discretion of The Company.

II. Members' Benefits

1. Crystal, Amber and Emerald Members will, subject to availability, be offered the membership benefits corresponding to the type of membership (as described below) when staying at all Participating Hotels, subject to these Terms and Conditions.
2. Best-faith efforts will be made to deliver specified benefits and services to Members. However, not all benefits and services can be provided at all Participating Hotels. The Company and the Participating Hotels shall not be responsible for refunds or consequential damages resulting from failure to deliver such benefits and services.
3. Unless otherwise stated, all benefits available to Members through the programme are subject to availability.
4. The Company reserves the right to amend or withdraw any benefits and services at any time without prior notice.
5. The Participating Hotels reserve the right to request a Member's membership card before granting the benefits.
6. Members can enjoy "Best Dining Discount Guaranteed" at any dining outlet of the Participating Hotels. "Best Dining Discount Guaranteed" of each dining outlet may vary at different periods of time, exclude tactical or exclusive deals

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with banks or credit card company, and this benefit is only available at the outlets operated by Participating Hotels. Members must pay by credit card to enjoy the discount offer. Only one membership card can be used per table per visit. The offer cannot be used for over 12 persons dining service, banquet or private room party, on festive or blackout dates, or in conjunction with any other promotions at the Participating Hotels.

7. Discounts cannot be combined with other offers or special promotions.
8. Complimentary Internet Access: Member has to be a registered hotel guest at the hotel to enjoy complimentary internet access. Charge for internet consumed on a hotel owned device (e.g. in the lounge, business centre, etc.) is at the discretion of the hotel. Quality and specifications (e.g. Wi-Fi) of the internet connection is subject to availability in the individual hotel and hotel location. No claim shall be made by the Member for connection interruptions, lack of bandwidth and/or problems arising thereof.

III. Crystal Membership Benefits

1. Subject to availability, the required notification to the hotel front desk and the discretion of the Participating Hotels, Members may receive Late Check-out at 2 pm. The benefit is not available at Hong Kong Gold Coast Hotel.
2. Subject to availability, the required notification to the hotel at the time of making reservation and the discretion of the Participating Hotels, Members may receive Early Check-in at 1 pm.

IV. Amber Membership Benefits

1. Subject to availability and discretion of the Participating Hotels, Members will have a guaranteed room in Participating Hotels for their own personal use when paid reservation at the hotel is made at least 72 hours prior to arrival based on the local hotel time. All reservations are subject to hotel guarantee and cancellations policies. This guarantee is valid for one standard guest room and is subject to the hotel's Daily Rate and individual hotel reservation requirement. Benefit is applicable for one room booked under the Member's name. Black-out dates may apply.
2. Subject to availability, the required notification to the hotel front desk and the discretion of the Participating Hotels, Members may receive Late Check-out at 2 pm.

The Fullerton Hotel Singapore

The Fullerton Bay Hotel Singapore

The Royal Pacific Hotel & Towers

City Garden Hotel

Hong Kong Gold Coast Hotel

Island Pacific Hotel

The Pottinger Hong Kong

The Olympian Hong Kong

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3. Subject to availability, the required notification to the hotel at the time of making reservation and the discretion of the Participating Hotels, Members may receive Early Check-in at 1 pm.
4. Members can enjoy the Best Rate Guarantee which is the best publicly available hotel room rate when they book a room using any Sino Hotels reservation channel, including an official Sino Hotels website, the hotel reservation hotline or by contacting any of the Participating Hotels. The Best Rate Guarantee is not compatible at different periods of time.
5. Members may select property dining credit of US\$10 as the elected benefits per stay. Such benefit is only available at the outlets operated by Participating Hotels.
6. Members may select one complimentary drink as the elected benefits per stay and only non-alcoholic drinks are available for Amber Members.
7. Members may select one complimentary suit pressing as the elected benefits per stay.
8. The elected benefits cannot be changed once selected by Members.

V. Emerald Membership Benefits

1. Members may receive complimentary access to the hotels' executive or club lounge where available. Such access is complimentary to the Member staying at the hotel and a guest sharing the room and includes all benefits and services offered in the lounge to paying customers, at regular designated operating hours. Members cannot invite other Members or non-members not sharing the room or outside customers to the lounge. Members cannot access the lounge free of charge if they are not residing at the hotel at the time of visit. The hotel reserves the right to restrict access to the Executive Club Lounge in case the lounge is full or the lounge is booked for a private event, the Member's behaviour is deemed not appropriate or disturbing to other guests or the Member's attire does not comply to the lounge's dress code regulations. This benefit is not available for Members who are not club floor guests at The Fullerton Hotel Singapore. For Members who stay in The Royal Pacific Hotel & Towers, this benefit is only available when they stay at Towers Wing of the hotel at applicable room rates.
2. Subject to availability and the discretion of the Participating Hotels, Members will have a Guaranteed Room in Participating Hotels for their own personal

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use when paid reservation at the hotel is made at least 48 hours prior to arrival based on the local hotel time. All reservations are subject to hotel guarantee and cancellations policies. This guarantee is valid for one standard guest room and is subject to the hotel's Daily Rate and individual hotel reservation requirement. Benefit is applicable for one room booked under the Member's name. Black-out dates may apply.

3. Subject to availability, the required notification to the hotel front desk and the discretion of the Participating Hotels, Members may receive Late Check-out at 3 pm.
4. Members can enjoy the Best Rate Guarantee which is the best publicly available hotel room rate when they book a room using any Sino Hotels reservation channel, including an official Sino Hotels website, the hotel reservation hotline or by contacting any of the Participating Hotels. The Best Rate Guarantee is not compatible at different period of time.
5. Subject to availability, the required notification to the hotel at the time of making reservation and the discretion of the Participating Hotels, Members may receive Early Check-in at 11 am.
6. Members may join a Priority Waitlist upon advance request to the Participating Hotel to receive priority check-in and check-out service.
7. Members may receive room category upgrade subject to availability.
8. Members may receive suite category upgrade subject to availability. Such benefit is not available at the Fullerton Bay Hotel.
9. Members may select property dining credit of US\$15 as the elected benefits per stay. Such benefit is only available at the outlets operated by Participating Hotels.
10. Members may select two complimentary drinks as the elected benefits per stay.
11. Members may select two complimentary suit pressings as the elected benefits per stay.
12. The elected benefits cannot be changed once selected by Members.

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E. LEGAL & PRIVACY

I. Data Privacy and Miscellaneous

1. The Company requires Members to provide certain personal data in order to ensure the continued operation of iPrestige Rewards and related frequent guest programmes. This includes, but is not limited to, items such as a change of address. The Company is not responsible for any loss or failure to deliver iPrestige Rewards membership and associated benefits as a direct result of a Member's failure to provide The Company with up-to-date data. Personal data may also be used for ongoing research, programme development and to communicate news and information to Members. If you do not provide this information we may not be able to process your membership application or provide you with member benefits.
2. The Company's [Privacy Policy](#) is deemed to be incorporated into the contract between The Company and a Member. All information passed by a Member to The Company will be managed in accordance with the above said Privacy Policy. The Company may pass information to third party service providers and partner organisations to facilitate communication of news and information to Members. Members who do not wish to receive such communications may unsubscribe by e-mail to enquiry@iprestigerewards.com. A copy of the Privacy Policy can be found at the Sino Hotels website <https://www.sino-hotels.com/en/iprestige-rewards/>.
3. The Company will endeavour to keep information on the iPrestige Rewards page at <https://www.sino-hotels.com/en/iprestige-rewards/> current. The Company is not responsible for any information that has not been updated.
4. The Company retains its right to exercise or enforce any right contained in these Terms and Conditions, even in the case where The Company fails to take action, it shall not be deemed to have waived its right to take subsequent action in respect of that right or of any other right.
5. In the event of any provision of these Terms and Conditions being found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, the invalidity or unenforceability of such provision shall not affect the other provisions of these Terms and Conditions. All provisions not affected by such invalidity or unenforceability shall remain in full force and effect.

6. These Terms and Conditions represent a legally binding agreement between The Company and a Member. This document supersedes all other prior agreements between The Company and a Member, whether oral, written or in any other representations.
7. These Terms and Conditions and the relationship between The Company and each Member are governed by law of Hong Kong. Members agree to submit to the non-exclusive jurisdiction of the Hong Kong courts.

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II. Exclusion and Limitation of Liability

1. To the extent permitted by law The Company excludes all liability for, and the Member releases The Company, the Participating Hotels and the Participating Partners from liability for any direct or indirect loss, claims, costs, damages or expenses of any kind whatsoever arising out of or in connection with iPrestige Rewards, whether caused by negligence or otherwise, and whether The Company and/or Participating Partners who provide privileges and benefits to Members have any control over the circumstances giving rise to such loss, claims, costs, damages or expenses. This shall include the refusal to provide any benefits and awards, and the use of awards.
2. When a Member uses the services provided by Participating Partners providing third-party service for iPrestige Rewards, the Terms and Conditions of such other service provider partner shall apply. The Company shall not be liable for any loss arising from Participating Partners providing third party service for iPrestige Rewards failing to provide their stated products and services.

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