



## NEVILLE HOTELS

EARNING POINTS, it's easy to earn points with Neville Hotels The total amount of your bill is applied towards your account. Once you reach a minimum spend of €100 you will receive money back on your loyalty card to be used in any of our hotels. For every euro you spend thereafter you'll earn money back. It's that simple. Additionally, as a valued member in our exclusive program, you will receive numerous gifts and discounts throughout the year. Personalized recognition, excellent service and exceptional quality are only a few of the benefits you will receive. Your satisfaction is our top priority.

1. No purchase is necessary to receive a Neville Loyalty Club membership card.
2. Money earned on a transaction may not be applied towards that transaction but may be applied towards any subsequent transaction.
3. You can use your card on your second visit once you have built up rewards.
4. Rewards can be earned and redeemed on accommodation and food and beverage in the Royal Marine Hotel Dublin Tower Hotel Waterford and Kilkenny River Court. Rewards may not be redeemed against Sansana Spa at the Royal Marine Hotel.
5. Rewards can be earned and redeemed on accommodation only at Druids Glen Hotel & Golf Resort and are unable to be earned or redeemed on December 24<sup>th</sup>, 25<sup>th</sup> and 31<sup>st</sup>.
6. Your Loyalty Card is only eligible for the card holder and is not valid for payment or to claim rewards at an event/wedding/ conference/golf/family or group booking.
7. Rewards may not be redeemed against negotiated corporate rates.
8. Rewards can be earned on your total stay only, not additional items from other guests in your party.
9. Offer values and rewards may only be redeemed by the cardholder and are non-transferable.
10. Accommodation which is booked through a 3rd party, as part of an allocation or paid by someone else will not be eligible to earn reward points.
11. Please note money back rewards are not issued when a complimentary voucher is used as payment.
12. The Neville Loyalty Club values and rewards may not be combined with other offers and discounts, unless otherwise stated at the time of redemption.
13. Customers must book directly with the hotels, over the phone or on the hotels website to receive rewards.
14. To earn rewards, you must present your Neville Loyalty Club membership card at the time of check out at the hotel.

15. Your rewards account offers and all transactions can be viewed online at [www.nevillehotels.ie](http://www.nevillehotels.ie).
16. You may occasionally receive complimentary offer incentives. Incentive offers may be issued in recognition of various events, such as birthdays and anniversaries. You will be notified of offer eligibility via email and/or on your transaction receipt.
17. Offer values, rewards and reward pay-out schedules may vary by hotel.
18. The Loyalty Club may at its sole discretion modify or substitute offer values and rewards of comparable value without notice.
19. The Loyalty Club reserves the right to discontinue this program at any time without notice. In the event this program is discontinued, at the management's discretion, outstanding points earned, and incentive offers made may still be honoured.
20. The Loyalty Club reserves the rights to discontinue membership privileges and void your account balance if any unauthorised rewards are accrued or redeemed.
21. The Loyalty Club reserves the right to discontinue membership privileges if the member's account remains inactive for 24 months.
22. Each €1 earned has a life span of 24 months from the date it was earned.