



## DISCOVERY HOSPITALITY REWARDS

- **What is Discovery Hospitality Rewards :**

DHR is an appreciation and recognition to our repeat guests. The guests can enjoy the benefit from the collected points from their direct expenses at our hotel.

- **What benefits the guests can get from Discovery Hospitality Rewards ?**

- Priority "confirm" of the booking in high and peak season.
- Super block of their favorite room.
- VIP room amenities, include tropical fruit and flower in room upon arrival.
- Weekly (Monday) invitation to the Management Cocktail Party.

- **When is Discovery Hospitality Rewards Program will be re-launching ?**

1 December 2015.

We will send guests the introduction letter and the information about how they will get the points, the spent and redemption value and process.

- **Why we are re-launching the Discovery Hospitality Rewards ?**

Instead of giving free dinner , free massage, etc like we did before, now the guests can use their points from DHR card to choose what they want.

- **How to collect Reward Points ?**

For every Rp. 150.000,- spent on a direct booking and room charge spent within the hotel's outlet will be rewarded with 1 (one) reward point.

- **Which payment allow to get points ?**

Room Charge Payment Only.

- **What if the guests pay by cash or by credit card ?**

They will not get points.

- **How to spend redeem points :**

- Show the membership card upon check in at the reception . Our staff will inform the guests of their current balance.
- The guests can choose the product that they want to redeem at the restaurants, bars, spa and recreation, even room upgrade .
- Guests have to show membership card for the staff at the outlets, spa, recreation to redeem their points.

Room :	exchangeable at Rp. 2.000,- per point.
F&B :	exchangeable at Rp. 1.800,- per point.
Spa & Recreation :	exchangeable at Rp. 1.600,- per point.

**Example :**

1. Ms. Angela wants to upgrade her room from Deluxe to Ocean Facing. The price for upgrade is US\$ 20. The \$ 20x Rp. 13.500,- (currency) = Rp. 270.000,-  
Rp. 270.000,- : 2.000 ( Room ) = 135 points.
2. Mr. Joe wants to use his point for a bintang beer. The net price of bintang beer is Rp. 50.000,- . So Rp. 50.000,-: 1.800 = 28 points
3. Ms. Nadine wants to have Kartika Signature Massage . The Price is Rp. 350.000.  
Rp. 350.000 : 1.600 = 219 points

- **Based on what price is the redeem points ?**

Nett Price

- **Can a guest combine the payment using point and payment with money ?**

Yes they can.

**Example:**

Ms. Angela wants to upgrade her room from Deluxe to Ocean Facing. The price for upgrade is US\$ 20. The \$ 20x Rp. 13.500,- (currency) = Rp. 270.000,- .

Rp. 270.000,- : 2.000 ( Room ) = 135 points.

Ms. Angela has only 100 points. Then she can use the 100 points and pay for the rest 35 points. 35 points x 2.000 = Rp. 70.000.

So to upgrade her room she will have to pay Rp. 70.000,-

- **How the guests can get their points from room ?**

They will get room points only from direct booking.

- **How many points the guests get if they book the room directly to us?**

300Points for minimum of 7 nights stay .

- **What if the guests stay less than 7 nights ?**

If the guests stay for example 5 nights, but they consume at our outlets, spa, recreation then we can give them the points on the certain amount based on the guests lengths stay, or times of stay, etc. In this case IbuFidelia will discuss with GM.

- **What if the guests book through travel agents ?**

They will not get points from the room. They will only get points from the F&B, spa and recreation spent at our hotel during their stay.

- **How we define a guest can be a DHR member ?**  
2 times of stay with minimum 3 nights. Mostly it will be international guests, but if we have Indonesian potential guests then they are entitle to be the member. No matter if they booked from travel agents.
- **Can guests using their points to pay even when our staff already print the bill ?**  
Yes, the guests can pay using their points.
- **What if the guests lost their card ?**  
For the 2<sup>nd</sup> card it is free.  
For the 3<sup>rd</sup> card we have to deduct **10 points** from the DHR Card.
- **Is the card transferable ?**  
No. the card is not transferable. Only the card holder can use it and the points go to the card holder.
- **What should be prepared by Front Desk staff upon the DHR member arrival ?**  
Front Desk staff have to print and explain their current point system and introduction letter including how to get and redeem points and put in one envelope to give to the guests.
- **Can members give their points as gift for others ?**  
No. Unless the card holder come with the person and book at the outlets, spa, recreation.

***Example :***

Mr. Adam wants to give a massage treatment to Ms. Anna as a gift. He have to come to spa together with Ms. Anna and he booked and give the card to our staff for the points deduction.

He cannot give his card to Ms. Anna and she comes to the spa.

- **What if the member booked 2 rooms under his name. But on arrival at the hotel the guests pay their each room?**  
If on arrival the guest pays each room then the points will goes into each card. Not on based the booking anymore.
- **If the room booking is under the husband name, but on arrival only the wife or children come, Can wife or children use the card ?**  
Yes they can. But when they check in, they have to bring the card, show it upon check in and when they consume at the outlets, spa, recreation. The points go to Husband Card.

- **Can guests have their name written as one name or as spouse name ?**

Yes the guest can put it as one name. Example Mr. John Stuart

Or we can put as per their request : Mr./Mrs. Stuart