

DISCOVERY HOSPITALITY REWARDS

What is the Discovery Hospitality Rewards Program?

Discovery Hospitality Rewards is an appreciation and recognition to our repeats guest. You can enjoy the benefits from the collected points from your direct expenses at our hotel. The memberships allow you the following privileges:

- Priority "confirm" of your booking in high and peak season
- Super-block your favorite room
- VIP room amenities, includes tropical fruit and flower in your room upon arrival
- Weekly (Monday) invitation to the ManagementCocktail Party

How to collect reward points?

Every IDR 150.000 spent on a direct booking and room charge spent within the hotel's outlets will be rewarded with 1 (one) reward point.

How to spend your reward points?

- Show the membership card upon check in at the reception. Our staff will inform you of your current balance.
- Choose the product that you want to redeem at the restaurants, bars, spa and even room upgrade.
- Show the membership card to the staff at the outlets to redeem your points.

Rooms, exchangeable at IDR 2.000 per point

Food and Beverage, exchangeable at IDR 1.800 per point

Spa and Recreation, exchangeable at IDR 1.600 per point

Terms and Conditions

1. All identified returning guest are eligible to apply Discovery Hospitality Reward program membership after two stays of minimum of 3 nights.
2. Airlines crew may apply Discovery Hospitality Reward program as an identified individual returning guest member.
3. Employees of Discovery Kartika Plaza Hotel and their subsidiaries are ineligible to participate in Discovery Hospitality Reward program.
4. Only individuals are eligible for Discovery Hospitality Reward membership program, and each individual may maintain only one account. Corporations, groups or associated entities cannot enroll as members.
5. After applying to the Discovery Hospitality Reward program, a membership number will be assigned to each applicant. Upon receiving this number, an individual becomes eligible to earn Discovery Hospitality Reward points.

6. Discovery Kartika Plaza Hotel is reserved the right to approve and disapprove the membership application.
7. The card may only be used by the Member whose name is printed on the card.
8. Accrued points do not constitute property of the member. Points accrued by a Discovery Hospitality Reward program are for the member's benefit only and may not be transferred to anyone and not value for money. Points are not transferable to another person for any other reason.
9. Points will be automatically deducted based on the category of the rewards claimed.
10. All rewards are subject to availability and may change without prior notice.
11. An account will be closed automatically at Discovery's discretion if no points are accrued during a 48-month period. All points in the account will be forfeited at that time
12. Discovery Kartika Plaza Hotel has the right to terminate the Discovery Hospitality Reward program by providing written notice to its members three months in advance. In that termination event, the earned points and redeem for rewards may end three months after notification, no matter the extent of member participation in the program. We may terminate the program in whole or in part in any jurisdiction(s) if required to do so by applicable law.
13. Membership number is required when making reservations as proof of eligibility.
14. Point calculation is based on the total amount of eligible expenses paid excluding applicable taxes. The invoice must be paid by the Member whilst at the hotel or prior to the stay, and payment must be accepted and confirmed to qualify.
15. If the Member's Status changes between the time the reservation is made and check-out from the hotel, the rules for granting Discovery Hospitality Reward points are those that correspond to Status at the time of check-out. For stays comprised of several consecutive nights, the Member may only present his or her card one single time during check-out when settling the entire bill. No additional points shall be credited to Members for a stay with check-in and check-out both on the same day

Rules & Regulations

1. Applicant should be at least 18 years of age by the time applying membership program.
2. Hold a valid ID and Passport.
3. Completing the applicant forms and returns it at Reception Desk for approval.

4. Present his or her card when booking a room or at check-in time at the hotel.
5. The Member must not lend his or her card to any third-party.
6. Fraud or attempted fraud to obtain points is strictly forbidden.
7. If card is lost or stolen, the Member must inform Management of Discovery Kartika Plaza Hotel.
8. Any changes of Member's information shall be reported and update immediately to Discovery Kartika Plaza Hotel Bali.

Eligible expenses:

1. Hotel stay expenses for the Member and other room checked-in under the Member's name, and that the Member stays in one of said rooms, the points are always for the expenses paid by the member.
2. Extra services as part of a stay that is not paid directly on site at the hotel (Tour Desk) are not eligible for Discovery Hospitality Reward points.
3. All expenses that are directly included for services and products delivered to the members are eligible.

Sincerely,



Jacques Clarijs
General Manager