



## Customer Connect Loyalty Club Terms & Conditions

1. The total value of your accommodation booking is credited to your account. For every €1.00 spent on accommodation you will receive 1 point. To earn these points during each stay, you must present your loyalty club membership card at our reception desk upon check out.
2. To earn loyalty club points at Camden Court Hotel, the total value of your accommodation booking is credited to your account. For every €1.00 spent on accommodation you will receive 1 point. To earn these points on your stay with us, you must present your loyalty club membership card at our reception desk upon check out. For every 1500 loyalty points, members will receive 1 free night's stay including breakfast, this is subject to availability. Additionally, as a valued member in our exclusive program, you may also 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.
3. Camden Court Hotel loyalty club offers, values and rewards may not be combined with any other offers and discounts, unless otherwise stated at the time of redemption.
4. The loyalty club membership card and any associated offers are valid at Camden Court Hotel only.
5. No purchase is necessary to receive a loyalty club membership card from the Camden Court Hotel - simply apply online or sign up during your stay at our reception desk.
6. Points earned on a transaction may not be applied towards that transaction but may be applied towards any subsequent transaction.
7. Should you forget to claim points upon check out, members have a grace period of 7 working days to recover these points by contacting the hotel directly. Points cannot be back dated after this period.
8. Members of the corporate loyalty club at Camden Court Hotel can view all transactions, offers and reward points online at [www.camdencourthotel.com/en/loyalty-club](http://www.camdencourthotel.com/en/loyalty-club)
9. You may occasionally receive complimentary offer and 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.
10. Points cannot be redeemed on complimentary reward or offer value.
11. To redeem an offer or reward, you must request to redeem an eligible offer at the time

of booking your stay with us via phone on +353 1 4759666 or by emailing your details to: [reservations@camdencourthotel.ie](mailto:reservations@camdencourthotel.ie) Our staff will be able to check your eligible rewards under your profile details and therefore redeem your requested reward should you wish to proceed with the booking. Please note you will be asked for your loyalty card number for security purposes.

12. Reward redemption points are deducted from your account balance at the time of check-in.
13. If a member cancels a reward booking, points can be reinstated to their account upon their request.
14. Redemption of incentive offers are limited to 2 consecutive night's free accommodation on a Bed & Breakfast basis. This is subject to availability at the time of booking and not valid for key demand dates.
15. Offer values and rewards may only be redeemed by the cardholder and are non-transferable.
16. Camden Court Hotel may at its sole discretion modify or substitute offer values and rewards of comparable value without notice.
17. Camden Court Hotel reserves the right to discontinue this program at any time without notice.
18. Camden Court Hotel the rights to discontinue membership privileges and void your point balance if any unauthorised points are accrued or redeemed.
19. Camden Court Hotel reserves the right to discontinue membership privileges if a member's account remains inactive for 6 months. Camden Court Hotel reserves the right to void a member's account balance if the account remains inactive for 12 months.
20. Camden Court Hotel reserves the right to vary or amend these terms and conditions or withdraw the scheme in whole or in part at any time, for any deemed valid commercial, technical or operational reason.
21. Additional restrictions of use may apply - contact Camden Court Hotel for further details.

