

TERMS & CONDITIONS GLOBAL PARTNERSHIPS

Airline Partner (Frequent Flyer Programs FFP)

1. Participating Hotels

All Swissôtel Hotels & Resorts excluding:

- Swissôtel Le Concorde, Bangkok
- Swissôtel Göcek Marina & Resort
- Restaurant Hotel Parc des Eaux-Vives

2. Qualified Rate

A qualifying rate is any hotel's published rate with the exception of free night stays, internet wholesale rates, traditional wholesale rates, airline employee rates, travel agency employee rates, airline interrupted-trip vouchers, inter-company or employee discount rate and those applying to contract rooms (a room that has been reserved pursuant to a written and executed agreement between a hotel and a corporation, government agency or individual for a negotiated room rate in exchange for an agreed upon number of rooms to be rented for an extended period of time).

3. Qualified Stay

Shall mean a paid stay limited to one room per FFP member for one or more consecutive nights at the same hotel involving any qualifying room rate. If a member staying in the same participating hotel checks out and checks back in without an intervening night, this shall be considered to be one single qualifying stay regardless of the number of rooms member personally pays for during the stay or the length of the stay.

4. Crediting of Miles

Miles is a generic term that refers to all Travel Partner currency, including miles, credits, kilometers and airline points. Conversion rates for earnings vary by currency and are specified below. All FFP Partners award 500 base miles when choosing miles for a stay, except the following: Air China awards 800 Kilometers for a qualifying stay, Qantas Airways Frequent Flyer awards 1,000 Points for stays outside Australia and 3 Points per 1AUD qualifying spent at a hotel in Australia.

Guests may collect miles on only one airline loyalty program each stay.

A) Membership Identification

Members must show their FFP membership card at check-in. The name on the reservation must match the name on the program membership card exactly. The miles awarded to a member's travel program account for a qualified stay is defined as "base" miles.

The crediting of miles follow administrative actions on both Swissôtel Hotels & Resorts and the FFP partner. Please allow up to 30 days for the processing of miles.

B) Retroactive Crediting

If a member claims to have stayed at a participating hotel without having been credited the miles concerned, the member must submit details to Swissôtel:

- name of the member
- FFP membership number and program name
- name and location of the hotel
- date of arrival and departure
- invoice number of the hotel

5. General

Program violations, fraud or abuse is subject to appropriate administrative and/or legal action by appropriate governmental authorities and Swissôtel Hotels & Resorts and/or its partners including, without limitation, the penalty of the revocation of all award certificates.

Swissôtel Hotels & Resorts and its partners reserve the right to change the program rules, regulations, awards and special offers at any time without given notice.

Mileage and associated travel benefits may be subject to taxes; any required disclosure and tax liability is each guest's sole responsibility

Neither Swissôtel nor its hotels are responsible for transportation or other services its Airline Partners provide or fail to provide.

Credit Card Partner

1. Reservation has to be guaranteed with credit card indicated.
2. Hotel invoice has to be settled with credit card indicated.
3. If a specific credit card offer is not available when making a booking through this page and at the time of booking, other special rates may be offered instead. The applicable benefits shall depend on the specific offer that is finally booked.

Car Rental Partner

Neither Swissôtel nor its hotels are responsible for transportation or other services its Car Rental Partners provide or fail to provide.

General

These Terms & Conditions may only be modified in writing by an officer of Swissôtel Management Llc. Other than as set forth in the previous sentence, no employee, agent or other representative of Swissôtel Hotels & Resorts has the right or authority to modify any of these Terms & Conditions. All interpretations of these Terms & Conditions shall be at the sole discretion of Swissôtel Management Llc.

Partners may have terms and conditions of their own which need to be complied with. Please refer to their respective websites for details.