

TERMS & CONDITIONS - GLOBAL PARTNERSHIPS

AIRLINE PARTNER (Frequent Flyer Programmes = FFP)

1. PARTICIPATING HOTELS

All Swissôtel Hotels & Resorts excluding: Swissôtel Le Concorde, Bangkok

2. QUALIFIED RATE

A Qualifying Rate means any participating hotel published room rate, including but not limited to the participating hotel website rates or rates communicated on the website of the partner involved. Non Qualifying Rates include, but are not limited to:

- Travel agency employee rates
- Employee or employee family discount rates of participating hotels or of the applicable partner involved in the offer
- Any complimentary, free or barter night stay, or any stays in connection with gift certificates or other awards or vouchers
- Airline interrupted-trip vouchers
- Traditional wholesale rates
- Tour groups, incentives and conferences
- Discounted rates if not indicated otherwise
- At the discretion of each participating hotel some volume contracted room rates

3. QUALIFIED STAY

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

4. CREDITING OF MILES

Miles is a generic term that refers to all Travel Partner currency, including miles, credits, kilometres 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 PhoenixMiles and LANPASS award 800 kilometres for a qualifying stay,

Qantas Airways Frequent Flyer awards 1,000 Points for stays outside Australia and 3 Points per 1 AUD qualifying spent at hotels in Australia.

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

A. MEMBERSHIP IDENTIFICATION

- Members must show their FFP membership card upon check-in. The name on the reservation must exactly match the name on the programme membership card. The miles awarded to a member's airline loyalty programme account for a qualified stay is defined as "base" miles.
- The crediting of miles follows administrative actions on both ends, Swissôtel Hotels & Resorts and the FFP partner. The process of crediting miles might therefore take up to 30 work days.

B. RETROACTIVE CREDITING

- If a member claims to have stayed at a participating hotel without having been credited the miles earned, the member must submit the following details to Swissôtel Hotels & Resorts:
 - Name of the member
 - FFP membership number and programme name
 - Name and location of the hotel
 - Date of arrival and departure
 - Invoice number of the hotel

5. GENERAL REMARKS

- Programme 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 and all award certificates.
- Swissôtel Hotels & Resorts and its partners reserve the right to change the programme 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 Hotels & Resorts nor its individual hotels are responsible for transportation or other services Airline partners provide or fail to provide.

CREDIT CARD PARTNER

- A reservation has to be guaranteed with credit cards indicated.
- A hotel invoice has to be settled with credit cards indicated.
- 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 may depend on the specific offer that is finally booked.
- Invoices of offers available through Credit Card partners must be settled with a credit card of the applicable partner.
- Food and beverage purchases are valid for up to 10 guests only.
- Food and beverage discount redemptions can be only guaranteed if mentioned upon reservation and arrival.

CAR RENTAL PARTNER

Neither Swissôtel Hotels & Resorts nor its individual hotels are responsible for transportation or other services 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 remain at the sole discretion of Swissôtel Management LLC.
- Offers may not be combined with any other offer at the same time, unless mentioned differently.
- Privileges included in offers are only valid for over-night guests, unless mentioned differently.
- Partners may have Terms & Conditions of their own, which need to be complied with. Please refer to their respective websites for further details.