

## **Cresta Cards**

### **Terms & Conditions**

#### **Preamble;**

The Cresta Cards loyalty program offers great benefits that translate into valuable savings. Card holders become eligible for various privileges in all our hotels/lodges, as well as special offers from associate partners in the leisure and travel industry. We are proud of our comprehensive portfolio of hotels and resorts. We invite you to realise the benefits of being a Cresta Card member.

The Cresta Cards Loyalty program is an electronic Points based system. The points system is currently available in Botswana and Zambia only whilst in Zimbabwe, the Customer hereinafter referred to as Guest shall receive one value stamp on their Cresta value stamp booklet per night spent on accommodation at a Cresta Hotel, Lodge or Resort of their preference, in the interim. The Guests can obtain a Cresta value stamp booklet on request during the check-in process.

The Cresta Cards Points program hereinafter referred to as the program is offered on a subscription basis, with rewards to Guests for their use of the Cresta Hotels and Lodges hospitality services as per the terms and conditions hereinafter. The following terms and conditions apply in connection with the Cresta Hotels Points based Customer Loyalty Program.

Cresta Marakanelo Hotels, hereinafter referred to as the Company, reserves the right to revise these terms and conditions as well as the prescribed rates hereinafter without consultation and or further notice to the subscriber(s) hereinafter referred to as Guest(s).

## **1. REGISTRATION**

- a)** Subscription to the program is open to all guests from 18 years and above, across the globe.
- b)** The program is also open to parastatal and government employees whereas points accrued on billed invoices shall be allotted to the individual guest stated on the GPO at the applicable billing rates.
- c)** The Company reserves the right of admission and may block, suspend, dismiss, and or terminate a Guest's subscription without the option for refund, transfer, reimburse the subscription fees and or any other accrued points and or benefits, should the Guest be convicted of crime or other general public misconduct within the Cresta Hotels, Lodge or Resort premises.
- d)** Guests who wish to participate in the program should register by filling an application form directly at a Cresta Hotel, Lodge or Resort or by downloading the form from the following Cresta Hotels website link; <http://bit.ly/1T9Dx1P> and then submit the completed form to form to the nearest Cresta Hotel, Lodge, Resort or Head Office for processing.  
Only Guests registered for the program in such manner are qualified to earn and redeem points.
- e)** Once registration is completed and verified following the payment of the applicable subscription fee (*currently BWP400.00*), a personalized Program Card shall be dispatched to the applicant also referred to as the Guest. The Company shall not be liable for delay in delivery of the Cresta Card to the Guest traceable to courier or postal operations.
- f)** The Guest relations officer and or the check-in officers at the Cresta Hotel, Lodge or Resort reserve the right to ask the guest to confirm their registration for the program from time to time by producing their personalized Cresta Card alongside their applicable identification

document (*Omang/ Passport/ drivers' license*) during check-in and or check-out and or when earning and or redeeming points. Failure to do so may result in losing the benefit of having points credited and or redeemed on their program profile.

## 2. VALIDITY

- a) A CRESTA CARD is valid for up to two (2) years from the registration date with an option to renew at applicable subscription rates as may be advised by the Company from time to time (*currently BWP300.00*)
- b) The Guest shall renew their Cresta Card subscription at any Cresta Hotel or Lodge or Resort or directly at the Company's Head Office address as provided on paragraph 7(f).

## 3. POINTS ACCUMULATION AND REDEMPTION

- a) Without prejudice, points shall only be credited on a valid (*not expired*) Cresta Card at the time of spend at a Cresta Hotel, Lodge or Resort.
- b) The Guest may start collecting points on their profile immediately by quoting the 16 digit number on the Cresta card with every stay at a Cresta Hotel or Lodge or Resort of their choice. This may also be done by presenting their Cresta Card to the guest relations officer on duty during check in.
- c) The guest will be credited with **100 points** for every **BWP1,000.00** spent at a Cresta Hotel or Lodge or Resort.
- d) Points claim on a government billed invoice shall only be credited upon proof of settlement of the particular invoice. Unclaimed or Unredeemed points shall be deemed forfeited with no further obligation or liability to the Company.
- e) Upon reaching the redemption threshold of **500** points, the Guest may start redeeming points at a Cresta Hotel or Lodge or Resort of their choice. **500** and **1000** points shall be applied for redemption of one meal and one night accommodation respectively, with exception for Cresta Mowana Safari Resort & Spar where **3,000** points shall be required per night. The meal may either be breakfast, lunch or dinner.

### **MORE OPTIONS ON CRESTA CARDS POINTS BENEFITS;**

**3,000** points offers 1(*one*) complimentary night accommodation in a double room at **Cresta Mowana Safari Resort & Spar** in Botswana.

**OR** 3 nights in Cresta Hotel or Lodge

**OR** 2 nights in a Cresta Hotel or Lodge and 2 meals

**OR** 1 night in a Cresta Hotel or Lodge and 4 meals

**OR** 6 Meals in a Cresta Hotel or Lodge

- f) Redemption of accumulated points for complimentary meal(s) or accommodation shall be applicable to valid Cresta Cards at the time of such transaction(s).
- g) The requirements for redemption shall be according to the published applicable value at all material time pursuant to these terms and conditions related to the Program.
- h) All redemptions for meals and or accommodation shall be subject to availability. Guest shall only redeem meals available at the particular Cresta Hotel or Lodge or Resort as provided on the day's buffet or *À La Carte* or on the stock thereof. In the event that a particular redemption option requested by the Guest is temporarily or otherwise indefinitely unavailable, the Company holds sole discretion on the decision, which shall be advised to the guest and deemed final.

#### 4. POINTS LAPSE DUE TO NON-RENEWAL:

Should the Guest fail to renew their subscription within 30 days from the due date (*expiry date*) as stated on the card, he/she shall be deemed to have willfully and knowingly opted out of the program and consequently forfeited all his/her accumulated points and benefits thereof. All his/her accumulated points shall automatically be reset to Zero without consultation and or further notice to the Guest. The Guest hereby indemnifies the Company and or the Cresta Cards customer loyalty program management, employees, subsidiaries, suppliers and service providers from subsequent liability resultant to such lapse and or forfeiture.

#### 5. POINTS AGING:

- a) All points credited at any given time on a valid Cresta Loyalty card must be redeemed within 12(*twelve*) months from date of such transaction. Failure to do so within the provided period, the Guest shall be deemed to have knowingly and willingly forfeited such accrued points and hence indemnifies the Company from all subsequent liabilities.
- b) Should the period to the expiry date of Guest's Cresta Card be less than the 12 (*twelve*) months stated in paragraph 5(a) above and he or she fails to renew his or her subscription pursuant to these terms and conditions herein, then such points and or all other accrued benefits shall be deemed forfeited in accordance to paragraph 4 above of these terms and conditions.

#### 6. AVAILABLE BENEFITS

- a) Discounts on Accommodation: All accommodation is subject to availability.
  - i. 20% discount on accommodation - only Monday to Thursday
  - ii. 50% discount on accommodation - Only Friday, Saturday, Sunday and public holidays (*except Cresta Mowana Safari Resort & Spar where special rates for Cresta Cardholders is offered*).
- b) Designated check-in/ check-out points,
- c) Late check-in/check-out (*subject to availability*),
- d) Priority wait-list for cardholders
- e) Discounts and redemption on meals:
  - i. Member+1 guest receive a 10% discount,
  - ii. Member+2 or more guests receive 15% discount,
- f) Fitness and wellness (*20% Discount at any Jack's Gym*)

#### 7. IMPORTANT;

- a) Redeeming points for complimentary accommodation is subject to availability. To avoid inconveniences, Guests are hereby reminded to make prior arrangement with Cresta Hotel or Lodge or Resort of their choice in order to make their reservation. This also applies to redemption of points for meals.
- b) When making reservation telephonically or by mail to redeem points for meals or accommodation, the Guest is hereby advised to quote their card number to the reservation officer for verification of his/her points balance. When approved, the Guest shall be required to present their Cresta card as well as their identification document (*Omang or*

Passport or Driver's license) to the guest relations officer on duty upon arrival to complete the redemption and the check-in process.

- c) Where the system may be temporarily un-available, the guest is advised to make a follow-up at a later date either by mail or telephone call to the particular Cresta Hotel, Lodge or Resort and provide their details as may be directed by the guest relations officer assisting him/her. Once the transaction has been completed and updated, a notification email and SMS shall be sent to the Guest with the updated point balance status.
- d) The Company reserves the right at all material time pursuant to the Cresta Cards subscription and the terms and conditions herein to;
  - i. Suspend, cancel and or terminate a Guest's subscription without exception for breach of these terms and conditions and or other published rules at any of the Company's properties, Hotels, Lodges or Resorts, without consultation and or further notice to the Guest.
  - ii. Modify, suspend and or terminate the Loyalty Program, in which event a notice shall be served via a public media advertisement and or SMS and or email to the Guests. Following a notice served in such manner and or expiry of the period stated therein, the effect shall thence be immediate.
- e) These terms and conditions shall operate in addition to and without derogation to the general terms and conditions applicable to all Cresta Guests.
- f) For any enquiries regarding the Loyalty Program, Guests may contact the company on the following *domicilium citandi et executandi*:  
 2nd Floor, Marula House Prime Plaza Plot 74538, New CBD Gaborone  
 Tel: +2673912222 | fax 2673974321 | E-mail; [saleshq@cresta.co.bw](mailto:saleshq@cresta.co.bw),
- g) The Company may by discretion relocate the registered Head offices whereas such move shall be notified to the Guests and the general public via all available and or suitable media including and not bound to SMS, public media advertisement or email.

ENDORSED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 2015 AT \_\_\_\_\_ BOTSWANA

BY (Names): \_\_\_\_\_  
 (On behalf of Cresta Group of Hotels)

DESIGNATION: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_