

CARAVELLE CLASSIQUE CLUB

LIST OF BENEFITS

Prepared for:



CARAVELLE

CLASSIQUE CLUB

Hotel Name:	Caravelle Saigon
Club Name:	Caravelle Classique Club
Tier 1:	VND 5,168,000
Tier 2:	VND 7,868,000

MEMBERSHIP BENEFITS

The Membership benefits listed in this section is to be honored for all *Caravelle Classique Club* Members during the Membership Term.

CARD BENEFITS

BENEFIT	CONDITIONS	T/NT																
<p>DINING BENEFITS – Complimentary Dining</p> <p>Presentation of a valid Caravelle Classique Club Membership Card will entitle Member to dine in all participating Restaurants at Caravelle Saigon on a complimentary basis provided he/she is dining with at least one other person.</p> <p>Dining 1 pax → (20%) on the total food bill Dining 2 pax → (50%) on the total food bill Dining 3 pax → (33%) on the total food bill Dining 4 pax → (25%) on the total food bill Dining 5 - 12 pax → (20%) on the total food bill Dining 13 – maximum of 20 pax → (15%) on the total food bill</p> <p>Standard Dining Discounts and Other Certificates are not applicable on the following black out dates;</p> <table style="margin-left: 40px; border: none;"> <tr> <td>TET holidays</td> <td>Liberation Day</td> </tr> <tr> <td>Labor Day</td> <td>National Day</td> </tr> <tr> <td>Christmas Eve</td> <td>Christmas Day</td> </tr> <tr> <td>New Year’s Eve</td> <td>New Year’s Day</td> </tr> </table> <p>A twenty percent (20%) off on promotional menus will be applied when standard dining benefits are not applicable. Dining privileges are not valid for mini bar, in room dining and Signature Lounge.</p> <p>ACCOMMODATION BENEFITS</p> <ul style="list-style-type: none"> • 25% discount on Best Available Rate, applicable for all room categories <p>ADDITIONAL BENEFITS</p> <ul style="list-style-type: none"> • 20% off Food only at Café de l’Opera • 20% off on A-la-carte Spa treatments • 15% off on meeting functions • 15% off on beverages at all Food & Beverage Outlets (excluding Happy Hour promotions) <p>(*) The discount at Saigon Saigon Bar is valid for the Member and a maximum of eleven (11) guests per membership card presented per occasion, per visit, per bill.</p> <p>Participating Outlets at Caravelle Saigon</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 33%;">1. Reflections Restaurant</td> <td style="width: 33%;">3. Saigon Saigon Bar</td> <td style="width: 33%;">5. Pool Bar</td> </tr> <tr> <td>2. Nineteen</td> <td>4. Café de l’Opera (*)</td> <td></td> </tr> </table> <p>(*) Dining privileges are not valid for Café de l’Opera</p>			TET holidays	Liberation Day	Labor Day	National Day	Christmas Eve	Christmas Day	New Year’s Eve	New Year’s Day	1. Reflections Restaurant	3. Saigon Saigon Bar	5. Pool Bar	2. Nineteen	4. Café de l’Opera (*)			
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2. Nineteen	4. Café de l’Opera (*)																	

SELECTABLE CERTIFICATES

Valid for Tier 2 membership only

Tier 2 Members have the choice to choose from Option A or Option B

CERTIFICATE	CONDITIONS	T/NT
<p>Option A One (1) Complimentary Night Stay in Deluxe Room certificate</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate is valid for one (1) night stay in a Deluxe room (room only) at Caravelle Saigon. 3. Room booking subject to advance reservation and room availability. 4. One (1) certificate per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 5. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 6. Certificate can only be used once. 7. Members cannot sell Certificates or membership. 8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 9. Certificate cannot be used during blackout dates. 	NT
OR		
<p>Option B Three (3) x VND 1,000,000 certificates - certificate is applicable for dining at all hotel bars and outlets.</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable 2. Certificate must be surrendered when availing of this benefit and a valid membership card must also be presented. 3. The VND1,000,000 certificates can be used one (1) at a time <i>OR</i> all together at one (1) time. 4. Certificate cannot be used in conjunction with standard Card Dining Privileges, any other certificates, hotel special offers, discounts or promotions. 5. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 6. Certificate can only be used once. 7. Members cannot sell Certificates or membership. 8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 9. Certificate cannot be used during blackout dates. 	NT

DINING CERTIFICATES

<p>One (1) Complimentary Set Dinner for 2pax at Reflections Restaurant</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. This certificate entitles the member to enjoy a complimentary three-course set dinner at Reflections Restaurant. 3. Advance reservation required. 4. One (1) certificate per table per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 5. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 6. Certificate can only be used once. 7. Members cannot sell Certificates or membership. 8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 9. Certificate cannot be used during blackout dates. 	<p>NT</p>
<p>One (1) Complimentary Buffet Brunch for 1pax at Buffet NINETEEN</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. This certificate entitles the member to enjoy a complimentary Buffet Brunch at NINETEEN Restaurant 3. Advance reservation required. 4. One (1) certificate per table per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 5. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 6. Certificate can only be used once. 7. Members cannot sell Certificates or membership. 8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 9. Certificate cannot be used during blackout dates. 	<p>NT</p>

<p>One (1) Complimentary bottle of Wine (for bill from 2 million VND)</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate entitles the member to a bottle of complimentary Hotel selected white or red wine with a minimum spend of 2millionVND before Card Dining Privilege has been applied at any participating outlet. 3. Advance reservation recommended. 4. One (1) certificate per table per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions except Celebration Cake Certificate and Group Dining Certificate 5. Valid for dine-in only and cannot be taken away. 6. Complimentary bottle of wine certificate may be redeemed in conjunction with Celebration Cake certificate at the same time with a minimum spend of 3 million VND before Card Dining Privilege has been applied. 7. Certificate cannot be exchanged for cash and is non-commissionable. 8. Certificate can only be used once. 9. Members cannot sell Certificates or membership. 10. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 11. Certificate cannot be used during blackout dates. 	<p>NT</p>
<p>One (1) Complimentary Celebration 22cm Cake (for bill from 1.5 million VND)</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate entitles the member to complimentary twenty-two-centimeter (22cm) cake with a minimum spend of 1.5millionVND before Card Dining Privilege has been applied in Reflections Restaurant, Nineteen Restaurant & Saigon Saigon Bar. 3. 48 hours advance reservation is required. 4. One (1) certificate per table per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions except Celebration Cake Certificate and Group Dining Certificate. 5. Valid for dine-in only and cannot be taken away. 	<p>NT</p>

	<ol style="list-style-type: none"> 6. Celebration Cake certificate may be redeemed in conjunction with Complimentary bottle of wine certificate at the same time with a minimum spend of 3 million VND before Card Dining Privilege has been applied. 7. Certificate cannot be exchanged for cash and is non-commissionable. 8. Certificate can only be used once. 9. Members cannot sell Certificates or membership. 10. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 11. Certificate cannot be used during blackout dates. 	
One (1) Complimentary 1 set Hi-tea for 2 at Café de l'Opera	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Advance reservation required. 3. One (1) certificate per table per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 4. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 5. Certificate can only be used once. 6. Members cannot sell Certificates or membership. 7. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 8. Certificate cannot be used during blackout dates. 	NT
Three (3) 30% off Group Dining (6-16pax) at Reflections	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate entitles the member a thirty percent (30%) discount when dining with six (6) to sixteen (16) people at Reflections Restaurant. 3. Advance reservation recommended. Intention to avail of this benefit must be stated at the time of initial enquiry reservation and presented at arrival at the restaurant. 4. One (1) certificate per table per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions, not apply for Celebration Cake Certificate & Complimentary Bottle of wine. 5. Certificate cannot be exchanged for cash, is 	NT

	<p>non-commissionable, and non-replaceable if lost or stolen.</p> <p>6. Certificate can only be used once.</p> <p>7. Members cannot sell Certificates or membership.</p> <p>8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice.</p> <p>9. Certificate cannot be used during blackout dates.</p>	
Three (3) 40% off Group Dining (6-16 pax) at Buffet NINETEEN	<p>1. Certificate is non-transferable.</p> <p>2. Certificate entitles the member a forty percent (40%) discount when dining with six (6) to sixteen (16) people at Buffet Nineteen restaurant.</p> <p>3. Advance reservation recommended. Intention to avail of this benefit must be stated at the time of initial enquiry reservation and presented at arrival at the restaurant.</p> <p>4. One (1) certificate per table per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions, not apply for Celebration Cake Certificate & Complimentary Bottle of wine.</p> <p>5. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen.</p> <p>6. Certificate can only be used once.</p> <p>7. Members cannot sell Certificates or membership.</p> <p>8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice.</p> <p>9. Certificate cannot be used during blackout dates.</p>	NT
Three (3) 30% for Beverage with group (6-16 pax) at Saigon Saigon Bar	<p>1. Certificate is non-transferable.</p> <p>2. Certificate entitles the member a thirty percent (30%) discount on beverage when dining with six (6) to sixteen (16) people at Saigon Saigon Bar.</p> <p>3. Advance reservation recommended. Intention to avail of this benefit must be stated at the time of initial enquiry reservation and presented at arrival at the restaurant.</p> <p>4. One (1) certificate per table per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions.</p>	NT

	<ol style="list-style-type: none"> 5. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 6. Certificate can only be used once. 7. Members cannot sell Certificates or membership. 8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 9. Certificate cannot be used during blackout dates. 	
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ROOM CERTIFICATES

<p>Five (5) Room rate at VND 2,900,000++ for Deluxe Room (Room Only).</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate entitles the member to a stay of up to four (4) consecutive nights at a special rate of VND 2,900,000++ per room per night not including breakfast for single or double occupancy in a Deluxe Room. 3. Valid Monday through Sunday. 4. Room booking subject to advance reservation and room availability 5. One (1) certificate per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 6. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 7. Certificate can only be used once. 8. Members cannot sell Certificates or membership. 9. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice 10. Certificate cannot be used during blackout dates. 	NT
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<p>Five (5) Complimentary next category room upgrade at Caravelle Saigon</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate entitles the member to upgrade to the next category of room type for one (1) up to three (3) consecutive nights stay. 3. Room upgrade is subject to room availability and advance reservation. 4. One (1) certificate per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 5. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 6. Certificate can only be used once. 7. Members cannot sell Certificates or membership. 8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 9. Certificate cannot be used during blackout dates. 	<p>NT</p>
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OTHER CERTIFICATES

<p>Four (4) 30% off for Spa A-la-carte Treatment</p>	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate entitles the bearer to thirty percent (30%) off for A-la-carte SPA treatment for one (1) person between 9.00am – 3.00pm at Kara Spa. 3. Valid Monday through Sunday. 4. Subject to advance reservation and availability. 5. One (1) certificate per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 6. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 7. Certificate can only be used once. 8. Members cannot sell Certificates or membership. 9. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 	<p>NT</p>
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One (1) Complimentary Gym & Pool Access	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate entitles the bearer to one day complimentary gym and pool access at Caravelle Saigon. 3. One (1) certificate per visit, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 4. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 5. Certificate can only be used once. 6. Members cannot sell Certificates or membership. 7. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 	NT
One (1) 25% off on all Health Club Fitness yearly membership	<ol style="list-style-type: none"> 1. Certificate is non-transferable. 2. Certificate entitles the bearer to a twenty five percent (25%) off on the Health Club Fitness membership fee for off-peak membership fees. 3. Certificate not valid for peak or corporate memberships. 4. One (1) certificate per using, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 5. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 6. Certificate can only be used once. 7. Members cannot sell Certificates or membership. 8. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of use, which are subject to change without prior notice. 	NT
One (1) 10% off on Weddings	<ol style="list-style-type: none"> 1. Certificate is transferable. 2. Certificate entitles the bearer to a ten percent (10%) off on the wedding event organized at Caravelle Saigon. 3. One (1) certificate per using, cannot be used in conjunction with any other certificates, hotel special offers, discounts or promotions. 4. Certificate cannot be exchanged for cash, is non-commissionable, and non-replaceable if lost or stolen. 5. Certificate can only be used once. 6. Members cannot sell Certificates or membership. 7. Caravelle Saigon reserves the right of final interpretation of all terms & conditions of 	T

	use, which are subject to change without prior notice.	
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MISC BENEFITS

Benefits	T/NT
Supplementary Card One (1) Supplementary Card for direct family member, above 18 years old. Supplementary card will not have any certificates issued with it	NT
One (1) Complimentary CLUBHOTEL membership card for main and supplementary card holder	NT

REFERRAL BENEFITS

Referral Reward Members receive: <ul style="list-style-type: none"> • One (1) successful full paid referral, member 10% off their renewal membership fee • Two (2) successful full paid referral, member 20% off their renewal membership fee • Three (3) successful full paid referral, member 30% off their renewal membership fee <p>**The maximum referrals a member can give would be 10 per member, this would give the member a complimentary renewal membership (when their current membership expires) Upon successful referrals, member notifies Caravelle Classique Club office to claim desired referral benefit.</p>	NT
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RENEWAL BENEFITS

Renewal Benefits:

In appreciation of their loyalty, members will receive an award according to the number of times they have renewed their membership:

1st renewal: Complimentary 60 minutes body treatment for one person – [Transferable].

2nd renewal: Complimentary set lunch at Reflections for two persons with a glass of house wine or draft beer (or soft drink) for each person – **Certificate cannot be used during blackout dates.** [Non-Transferable]

3rd renewal: Complimentary 60 minutes body treatment for two persons – [Transferable]

4th renewal: Complimentary weekend night stay in a Signature room (room only). [Non – Transferable]

5th renewal onwards: Complimentary weekend night stay in an Executive Suite including breakfast for two persons. [Non-Transferable]

6th renewal onwards: Complimentary weekend night stay in an Executive Suite including breakfast for two persons. [Non-Transferable]

TIERED REWARDS

	Member for a Moment	Silver	Gold	Platinum	Diamond
Eligibility	Trial membership (no certificates) - OTAs only Managed by Hotel	Paid Membership	10 nights or USD 1,500 spending on F&B, Rooms & Spa (after discount)	30 nights or USD 4,000 spending on F&B, Rooms & Spa (after discount)	Invited by Hotel Only
Membership Term	1 Month	12 Months	12 Months	12 Months	12 Months
Tier Status Maintained Upon Renewal			√	√	TBA
Rooms Benefits					
Room Dedicated Offers	√	√	√	√	√
Late Check-Out			√	√	
Early Check-In & Late Check-Out					√
Upgrade to Next Room Category			√	√	√
Upgrade to Signature Room				√	√
Signature Lounge Access (when staying)				√	√
Complimentary Welcome Drink and Amenities			√	√	√
Free soft drinks in Minibar					√
F&B Benefits					
F&B Discount	20% Dining Discount	Standard Dining Discount	Standard Dining Discount	Standard Dining Discount	Standard Dining Discount
Exclusive Benefits					
Invitation to Private Signature Events			√	√	√
Discount for Renewal Card			10%	15%	

TERMS & CONDITIONS

Validation

All privileges associated with the Caravelle Classique membership are for Caravelle Classique Club member's own personal use, are non-transferable (unless indicated otherwise) and are valid for *one* entire membership year from the date noted on the card.

Block Out Dates:

Standard Dining Discounts and All Certificates are not applicable and cannot be used during blackout dates; a twenty percent (20%) off on promotional menus will be applied when standard dining benefits are not applicable.

TET holidays	Liberation Day
Labor Day	National Day
Christmas Eve	Christmas Day
New Year's Eve	New Year's Day

Lost or Stolen Card Membership

Loss of the membership should be reported to Caravelle Classique Club office for replacement.

Procedures

Benefits are valid for participating outlets only and during normal hours of operation.

All requests are subject to availability. Benefits are not valid in conjunction with other offers, promotions or discounts (unless indicated otherwise by the Caravelle Classique Club management team).

Membership benefits are valid until the expiration date stated. Dining privileges are not valid for mini bar and room service.

Valid membership card and/or certificate need to be presented at time of arrival at hotel check in and/or restaurant in advance of using services in order to calculate member's discount and entitlement. Membership card benefits are limited to only one card per table, party or bill.

All room discounts and benefits are subject to availability, allocation and advance booking is required. Unless otherwise stated, room rate is subject to service charge & VAT.

Termination

Caravelle Saigon reserves the right to cancel the membership upon breach of terms and conditions including any abusive behavior or fraudulent use of the card can result in termination of the CCC membership without prior notice or compensation.

Notice

Caravelle Saigon also reserves the right to amend benefits at any time when necessary to reflect changing market conditions. Terms & Conditions are subject to change without prior notice.

Declaration

Caravelle Classique Club members have read understood and have been explained in detail the above terms and conditions of Caravelle Classique Club program and members are accepting the same. Caravelle Classique Club members agree to abide by the terms and conditions and enrolment to Caravelle Classique Club membership constitutes automatic acceptance of the above terms.