

## Residential Rewards Program – Terms & Conditions

- The Residential Rewards Program (Program) is offered by Accor.
- The Program is only open to individuals who are residential tenants in the Accor letting pool (Member). Every Member who participates in the Program is bound by these terms and conditions.
- Only one card will automatically be issued per apartment/unit on commencement of the tenancy agreement.
- Before using the card, Members must complete and return the membership form and sign the signature panel on the back of the card.
- The Member should not disclose their unique number which is emailed directly to anyone else.
- The Program card is strictly personal. It cannot be sold or lent, is not transferable and is not redeemable for cash or in conjunction with any other offer or program.

### Program entitlements

- The Program card entitles any Member to up to 25% discount off packages and rates (excluding already discounted rates) at participating Art Series®, Peppers®, Mantra® and BreakFree® Retreats, Resorts and Hotels in Australia, New Zealand, Indonesia and Hawaii (Participating Properties).
- Members must present their card along with photo identification at check in to verify their Member status, in order to receive the relevant discount.
- If, at time of check-in, proof of tenancy cannot be established then standard sell rates at time of check-in will apply to the booking.
- A full list of Participating Properties may be viewed on our website at [ALL.accor.com](http://ALL.accor.com) (Accor Website).
- The members are the only people who can participate in the program, however it is acknowledged that people outside the program may have access to the same benefits or discounts through other means.

### Bookings

- Participating Property bookings made under the Program should be made via the Accor Website.
- When making a reservation via the Accor Website, Members must enter their unique promo code number in the promotional code field to be eligible for any discount. The discount will appear at the 'book now' stage after the promotional code has been entered.
- If Members are unable to book via the Accor Website, reservations can also be made by phoning 1300 987 603 and quoting their unique promo code number.
- All bookings are subject to availability.
- Accor's normal booking terms and conditions apply to each Participating Property and these can be viewed via the Accor's Website at [accor.com/booking/terms-and-conditions](http://accor.com/booking/terms-and-conditions)
- Some conditions and exclusions may apply from time to time and minimum stays may apply at certain times. Conditions, exclusions, blackout periods and minimum stays may vary for each Participating Property.

### General terms

- Membership to this Program is provided for the duration of your tenancy agreement and membership will cease on expiration of your tenancy.
- A Member's unique promo code may change at any time. New codes will be advised in writing when a change occurs. Members may cancel their card and participation in the Program at any time by providing Accor with written notice.
- Once a card holder is no longer a member of the program they are no longer entitled to use the rewards card. The card should then be destroyed by the member.
- Accor reserves the right to vary these terms and conditions from time to time without notice to Members. Current terms and conditions will be published on the Accor Website.

- Accor gives no warranty as to the continuing availability of the Program. Any all discounts and other benefits associated with the Program may be varied or withdrawn by Accor at any time upon 30 days written notice to Members.
- Any misuse of the card or this Program in contradiction with the then current terms and conditions may result in the immediate cancellation or suspension of the card and any discounts or benefits attaching to the card, subject to any rights that cannot be excluded by applicable law.
- To the extent permitted by law, Accor and any of their officers, team members or agents are not liable for any loss or claim of any kind (including, without limitation, consequential or economic loss or loss of profits), arising under or in connection with these terms and conditions or the Program, including, without limitation, any changes to these terms and conditions.
- It is a condition of these terms that a Member consents and authorises Accor to collect, use and disclose personal information of the Member for the purposes of that Member's participation in this Program. For further information about Accor's Privacy Policy, please view [accor.com/privacy-policy](https://accor.com/privacy-policy)