PEERMONT CROWNKEY HOTEL REWARDS PROGRAMME

Crown Key Hotel Rewards Programme Terms and Conditions

Your participation in the Crown Key Hotel Rewards Programme is governed by the terms & conditions set out below. It is your responsibility as a member to read and understand them.

1. By making use of the Crown Key Hotel Rewards Programme, guests acknowledge that they are aware of the conditions of use.
2. To ensure you receive your membership benefits and rewards, please quote your Crown Key member number when booking and again at check-in.
3. All member queries should be directed to Peermont Central Reservations on 0860 777 900 (from SA) or +27 (0)11 928-1928, Monday to Friday 08h00 to 17h00 GMT-2; or email to the appropriate email address:
   3.1. reservations@crownkey.co.za for hotel reservations and redemptions
   3.2. queries@crownkey.co.za for point balances and queries, to update your details general queries
   3.3. info@crownkey.co.za for general queries and information about enrolment and benefits
4. If not redeemed, your Crown Key Points will expire 3 years after they were earned.
5. Crown Key Point Statements are available online at www.crownkey.co.za to registered members.
6. Unless otherwise stated, all Crown Key bookings and Crown Key Stay Benefits are subject to availability.
7. All bookings are subject to existing Peermont hotel terms and conditions prevailing at the time of the booking, including meal, children, late arrival, cancellation and no-show policies. These can be found on the legal corner page of www.peermont.com.
8. Membership is free to join for individuals using Qualified Rates at Peermont hotels.
9. Only Qualified Rates earn Crown Key points and Crown Key Stay Benefits. Qualified rates include any Best Available Rate (BAR) from Peermont Central Reservations on-line, call centre and other selected booking channels, as well as negotiated Corporate Contract rates and Government rates. Crown Key Points are also earned on Qualifying Room Charges such as Peermont hotel room service, laundry and telephone charges.
10. Crown Key Points and Stay Benefits are not earned on packages, tour operator rates, groups and convention rates and selected long stay rates.
11. In on-line Central Reservations, Qualifying Rates will be indicated with this symbol: .
12. Benefits are available once you are in receipt of a valid Crown Key Member Number. If you join at check-in, you will accrue Crown Key Points for your stay, but receive in-room benefits only on your second night.
13. Crown Key Points and Stay Benefits are not transferable, but guests travelling with you can enjoy the benefits.
14. Any member booking for up to five (5) rooms can accrue Crown Key Points and earn Crown Key Stay Benefits as long as the room rates are Qualified Rates and the member settles to the entire account.
15. Peermont cannot guarantee delivery of any Crown Key Stay Benefits for bookings made on the day of arrival.
16. Crown Key Points and Stay Benefits are not transferable from one member to another or to any third party and may be used only for the benefit of the member and the party travelling with the member, as long as the member settles the entire bill for the stay.
17. Misuse of member benefits can result in membership cancellation, forfeiture of accumulated Crown Key Points, and any other action considered appropriate at Peermont's sole discretion.
18. Crown Key Points earned will be accrued to your account three (3) days after check-out.

19. Crown Key Points may be redeemed to pay for the full amount on room rates only at participating Peermont hotels only. Crown Key Points can only be redeemed through Peermont Central Reservations Call Centre or online facilities.
20. If the member has a sufficient Crown Key Point balance to cover the price of a room, then Crown Key Points can be redeemed to make a room booking for any available room rate or package through the Peermont Central Reservations Call Centre or online at www.peermont.com or www.crownkey.co.za or any Peermont resort website. Partial payment with Crown Key Points is not an option at this time.
21. Crown Key Points cannot be exchanged for cash, and cannot be used as a deposit or to pay for room service, incidental charges, tips, gratuities, tax or tourism levies.
22. Crown Key Points will be earned and Crown Key Stay Benefits will be delivered on redemption stays as long as the room rooms booked have a Qualified Rate and the member settles the entire account.
23. Up to five (5) rooms per member can be booked using Crown Key Points as a payment method. These rooms will earn Crown Key Crown Key Points and Crown Key Stay Benefits as long as the room rates are Qualified Rates and the member settles to the entire account.
24. Travel agents cannot claim commission on any Crown Key Point redemption booking.
25. The accumulation and redemption of Crown Key Points and the entitlement to Crown Key Stay Benefits are subject to the standard terms and conditions and rights of admission of the Peermont hotel properties.
26. Hotel room upgrades are subject to availability of room(s) for the duration of your stay at the time of check in.
27. Uncapped internet access means usage up to 800mb per stay.
28. Peermont does not guarantee or warrant that any or all of the benefits or privileges of the program will be available at all times. Peermont reserves the right, to change, modify, limit or cancel any of the program benefits at any time. This includes increasing or decreasing any requirements for a reward, changing the value of rewards or limiting the availability of rewards, and changing Program partners. Members will be notified of any such changes.
29. Peermont and participating hotels and resorts are not liable for any omissions, acts, or defaults made by any of the programme partners.
30. Peermont reserves the right to cancel or withdraw a membership at any time, on reasonable notice to a member.
31. Peermont cannot be held responsible for correspondence sent to you, which is lost or delayed in the mail or blocked by email servers.
32. Peermont reserves the right to reverse any transaction that is subsequently found to be not in accordance with Peermont stated terms and conditions (as amended from time to time). Peermont also reserves the right to call for copies of hotel accounts as evidence of amounts paid and Crown Key Points credited, either before or after the Crown Key Points are credited or redemptions made, and these may be subject to audit.
33. Whilst the material set out in the brochure and website is prepared with the utmost care and accuracy, Peermont shall not be liable for any inaccuracies or any such material or any other information supplied by it, and the company shall not be liable for any damage arising from incorrect or inaccurate information, unless such damage is attributable to gross negligence or an intentional act of the company
34. Peermont reserves the right to alter the material set out herein and to change that of the premises listed and in addition, the company reserves the right, to add or delete premises to and from those listed herein such that the company shall not be liable with respect to any such changes, additions or deletions, unless such liability arises from the gross negligence or an intentional wrongful act of the company. The company and participating hotels and resort brands are not liable for any omissions, acts and defaults made by any of the programme partners.