

# HSBC Entertainer - Hotel Rules of Use - 2015



These Hotel Rules of Use apply in addition to the general Rules of Use which you can find on your [Account page](#). In case of conflict, these specific Hotel Rules of Use shall apply.

## OFFER 1 - HSBC Entertainer Member Voucher Offer

### One Complimentary Night

This offer is valid for **ONE complimentary night when a night of equal or greater value is purchased at BEST AVAILABLE RATES.**

Based on consecutive nights stay. Applies to room only rate, excluding breakfast (unless otherwise specified). Excludes taxes & charges.

**To redeem the "One Complimentary Night" voucher offer:**

1. An advance booking must be made direct with Hotel Reservations prior to arrival. Offer is not valid for walk ins without prior reservation.
2. When making a booking, identify yourself as an HSBC Entertainer Member and request the Best Available Rate using your HSBC Entertainer Mobile App travel voucher offer.
3. Each hotel provides 3 complimentary night vouchers.
  - A maximum of one night will be complimentary per room booked
  - The lowest nightly rate quoted will qualify as the complimentary night
4. Offer is Subject to Availability of rooms allocated to this promotion at the time of booking.
5. Bookings must be made directly with the HOTEL RESERVATIONS and travel completed by the stated expiration date on the voucher. (Not valid for online bookings).
  - The HSBC Entertainer Travel Voucher displayed on your smartphone must be presented at hotel reception at time of arrival at check-in.
  - You must press "Redeem" and enter your four digit code at this time . The hotel will also need to enter the four digit hotel code to validate and apply the offer.
  - You must pay the final bill using an HSBC Credit or Debit Card.
  - Once redeemed the Offer will be de-activated from your account.
  - You may also receive 20% off the Best Available Rate including breakfast for 2, for additional nights of your hotel stay, after you have redeemed the One Complimentary Night voucher offer. See Rules of Use below.
  - Valid for travel to 30 December 2015.

## OFFER 2 - HSBC Entertainer Member 20% Offer

### 20% Off Best Available Rates

This offer is valid for **20% Off Best Available Rates including breakfast for 2 Adults daily.**

Offer applies to Room only rates or Room & Breakfast inclusive rates (as specified by the Hotel).

Valid for repeat use all year round (Excludes taxes & charges).

### **May also apply to additional nights of hotel stay when using Offer 1.**

To redeem the HSBC Entertainer Member 20% Offer:

1. An advance booking must be made direct with Hotel Reservations prior to arrival. Offer is not valid for walk ins without prior reservation.
2. When making a booking, identify yourself as an HSBC Entertainer Member and request the Best Available Rate using your HSBC Entertainer Member Mobile App 20% offer.
3. Each hotel provides three 20% off vouchers.
4. Limit of one Member Voucher per booking. A maximum of 4 rooms may be made per booking using the one card and booking name.
5. Offer is Subject to Availability of rooms allocated to this promotion at the time of booking.
6. Bookings must be made directly with the HOTEL RESERVATIONS and travel completed by the stated expiration date on the voucher. (Not valid for online bookings).
7. The HSBC Entertainer Travel Voucher displayed on your smartphone must be presented at hotel reception at time of arrival at check-in.
  - You must press “Redeem” and enter your four digit code at this time . The hotel will also need to enter the four digit hotel code to validate and apply the offer.
  - Once redeemed the Offer will be de-activated from your account.
  - Valid for travel to 30 December 2015.

## **TERMS & CONDITIONS**

**HSBC Entertainer Member hotel offers are based on a discount off Best Available Rates.**

- "Best Available Rate" is the non restricted, fully flexible room only rate of the day, quoted directly to the general public by the hotel reservations or listed on the hotel website.
- Not valid for online bookings.
- All rates and offers are Subject to Availability of rooms allocated to this promotion at the time of booking.
- An advance reservation is required prior to arrival. Offers not valid for walk-ins.
- Rates quoted are based on single, twin or double occupancy. Additional charges may apply for extra person/s.
- Rates are quoted in local currency or as specified by the hotel.
- Rates do not include air travel, hotel transfers or other inclusions unless otherwise specified.
- HSBC Entertainer Travel hotel rates and offers may not be available during public holiday periods and minimum night stays or seasonal restrictions may apply.
- HSBC Entertainer Member offers are based on “Best Available Rates” and may not be combined with the hotel’s other rates including “Advance Purchase Rates” or any other promotions including “Summer/ Ramadan” special rates. See Frequently Asked Questions.
- These discount offers do not apply to corporate, group or convention rates or travel agency bookings. These offers may not be combined with other discount offers or programs and rates on third party travel or daily deal websites.

- The 20% HSBC Entertainer Member offer may be used to book additional nights of your hotel stay when using Offer 1. This discount offer does not apply to the same nights booked using the One Complimentary Night voucher offer.
- This offer is only valid for bookings made direct with the hotel reservations.
- Valid for travel to 30 December 2015.
- HSBC shall not be liable for any loss or damages that may result to you or a third party in connection with the services provided during your stay at the hotel.

## FREQUENTLY ASKED QUESTIONS

### What is the "Best Available Rate"?

The HSBC Entertainer Travel hotel rates and offers are based on a discount off the Best Available Rate.

The Best Available Rate is the fully flexible "non restricted" room only rate of the day quoted directly by the hotel reservations to the general public and is generally published on the hotel website. It may also be referred to as Best Flexible Rate. The Best Available Rate varies from the hotels' other promotional rates including Weekend Package rates, Advance Purchase rates and Summer/Ramadan rates.

The HSBC Entertainer Travel offers are not valid in conjunction with any other hotel promotional rates and do not apply to corporate, group or convention rates or travel agency bookings. These offers may not be combined with other discount offers or programmes including rates on third party travel or daily deal websites.

### What is "Subject to Availability"?

The HSBC Entertainer Travel offers are "Subject to Availability" of rooms at the discounted rate allocated to this promotion at the time of booking at each hotel. When this allocation of rooms is filled, the offer may then no longer be available to Members, even if the hotel still has rooms available to be sold at full rate. Please check availability of this offer with hotel reservations at the time of booking.

### Public Holidays / Seasonal Restrictions

HSBC Entertainer Travel hotel rates and offers may not be available during public holiday periods including EID holidays in GCC destinations. Some hotels may also have a "minimum night stay" requirement for all bookings, or specific block-out dates during special event or peak seasonal periods. This requirement may also apply to HSBC Entertainer Members. Please check with the hotel prior to making a booking.

### Are both offers valid at the same time?

You may use the Complimentary Night Voucher offer for the first two nights of your booking. The 20% discount offer may apply to additional nights of your stay.

### Customer Service

For any enquiries, please contact HSBC on **800 74722**.