

Travellers Rewards Rules and Regulations

Membership Rules and Regulations:

- Membership in the Travellers Rewards program is complimentary and is available to individuals residing in countries that legally permit participation in frequent stay programs.
- SilverBirch Hotels & Resorts reserves the right to add, modify or delete benefits and hotels at its sole discretion, with or without notice.
- Members are required to update the Travellers Rewards Program with any changes to personal information that could affect their membership. It is the Member's responsibility to update his or her profile and report a lost or stolen membership card.
- SilverBirch Hotels & Resorts reserves the right to request Members to present their membership card along with photo ID at any time during their stay.
- SilverBirch Hotels & Resorts has the right to restrict benefits and discontinue a Member's profile.
- SilverBirch Hotels & Resorts reserves the right to limit membership benefits and room night credits to airline crews and special negotiated rates.
- Stays made on an employee rate or any special rate category are not eligible to receive Travellers Rewards points for the stay.
- Points not issued on complimentary stays.
- Traveller's Rewards benefits are non-transferable and must be consumed by the member of the Traveller's Rewards program.

Benefits:

Reward Points

- For every paid night a member stays at a participating Travellers Rewards hotel, the member receives 100 points.
- Members are required to provide their Travellers Rewards Program number at time of reservation. At check-in, Members will be required to provide their Travellers Rewards Program card.
- To receive and redeem reward points, a Member must be a registered guest of the hotel.
- The ability to earn points begins on that stay in which a guest enrolls in the Travellers Rewards program.
- Reward points for Travellers Rewards program is for individual travel only and given only on the room of the member.
- Only one Travellers Rewards member will receive credit for a stay, regardless of the number of Members in the room. Requests to divide or consolidate folios after the stay will not be accepted.
- Extended stay is a stay longer than seven nights. Extended stay guests receive 100 points for every two nights stayed.

Appetizer Coupon

- With each stay, the member receives one appetizer coupon for each Travellers Rewards room.
- The coupon can be redeemed for an appetizer in the hotel restaurant or lounge or in-room dining (not available at Sandalwood or Cascadia).
- One coupon per restaurant or lounge visit.
- The coupon expires 1 year from date of stay.
- The coupon is not valid with other offers, has no cash value and is not transferable.

Upgrades

- Travellers Rewards members enjoy upgrades to the next room type at time of check-in.
- Members will receive an upgrade, to the next available room type, when available, for the length of a regular stay (a regular stay is seven days or less).
- For stays eight days and over, the room upgrade will be reviewed after seven days and based upon availability; another room upgrade may be given again.
- Room upgrades are confirmed at time of check-in on a "first-come, first-serve" basis and cannot be confirmed ahead of time.
- Travellers Rewards participating hotels reserves the right to exclude "specialty suites" from this benefit.

72 hour reservation guarantee

- Travellers Rewards members will receive guaranteed room availability, up until 72 hours prior to arrival, at any of the participating Traveller's Rewards hotels for paid room stays.
- Black out dates – upon discretion of the individual hotel, some dates may be blacked out. Ask the hotel for details.
- If a TR member is a “no show” three times on their reservation made using the 72 hour benefit, they forfeit the right to use this benefit at any TR hotel. This will be communicated in writing to the TR member.

Early check in/late check out

- Upon request, Travellers Rewards members receive an early check in or late check out.
- Travellers Rewards members may at the time of check-in request an early check-in, from 9:00am on day of arrival.
- Upon check-in, or any time prior to posted check out time, members may request a late check-out until 5:00pm day of departure.

Weekend family room at 50% off

- With each paid room Friday, Saturday or Sunday, Travellers Rewards members may book a second room at 50% off the best available rate, subject to availability.
- Number of occupants per room is limited to 4 persons.
- Points and appetizer coupons are not earned on the discounted room.

Reward redemption:

- When a Travellers Rewards member has earned a minimum of 1000 points, they may redeem their points for a free night stay or a \$100 Food & Beverage credit.

Free night stays:

- When redeeming points for a free night, the points covers the room charge only and is exclusive of taxes, gratuities and other incidental charges (in-room movies, parking, telephone, etc.).
- Free nights are subject to availability and cannot be made through 3rd party reservation systems
- Free nights are valid for up to 4 persons only, sharing the same room, subject to bedding configuration availability. Charges for extra bedding, if applicable, are the sole responsibility of the member.
- Free night credits may not be used for conventions, groups and/or banquet events.
- Free night credits are not valid for Specialty Suites.

Food and Beverage Credit:

- To redeem points for the Food & Beverage credit for dining/in room redemption option, the Member must charge the restaurant dining charge to their room. The Food & Beverage credit will be applied to the restaurant charge at the time of check out. The member is responsible to pay the remaining balance, if any.
- The credit is a one time credit, and if the entire \$100 credit is not used, it does get refunded or credited to the member.
- A maximum credit of \$100 per day or \$300 per stay may be redeemed.
- Food and Beverage credits may not be used for conventions, groups and/or banquet events.
- Not available at the Sandalwood Suites or Cascadia Hotel & Suites.

Program Rules & Regulations:

- The Travellers Rewards program membership and its benefits are offered at the sole discretion of SilverBirch Hotels & Resorts.
- The Travellers Rewards program has no predetermined termination date and may continue until such time as SilverBirch Hotels & Resorts decides to terminate the program at any time, with or without notice. Members will have 6 months from the date the Travellers Rewards program is terminated to redeem benefits.
- SilverBirch Hotels & Resorts reserves the right to add, modify, delete or otherwise change any of the terms, rules, procedures, conditions, benefits or participating hotels pertaining to The Travellers Rewards program at its sole discretion, with or without notice, even though changes may affect the value of benefits already issued. This means that SilverBirch Hotels & Resorts may make changes that affect, but are not limited to, rules and procedures for the use of benefits, continued availability of awards, blackout dates, room availability, benefit types and the features of special offers.

- SilverBirch Hotels & Resorts reserves the right to discontinue the Travellers Rewards Program membership for any Member who appears to be using the Travellers Rewards Program in a manner inconsistent with these Terms and Conditions or the intent of the Travellers Rewards Program or any one of the Travellers Rewards Program benefits offered. SilverBirch Hotels & Resorts also reserves the right to discontinue membership for any Member who acts in a manner inconsistent with local or federal laws, statutes or ordinances.
- SilverBirch Hotels & Resorts reserves the right to revoke or suspend Travellers Rewards Program memberships based on unsettled accounts, NSF cheques or a discrepancy with memberships until accounts have been settled or the issue has been resolved.
- Discontinued membership may result in the cancellation of benefits and privileges. In addition to discontinuance of the Travellers Rewards Program, SilverBirch Hotels & Resorts shall have the right to take appropriate administrative and/or legal action, including criminal prosecution, as it deems necessary in its sole discretion.
- Specific Travellers Rewards Program benefits and services have been established for all Members; however, benefits and services offered by participating hotels may vary.
- SilverBirch Hotels & Resorts is not responsible, and assumes no liability, for changes or discontinuation of services, which may affect the Travellers Rewards Program.
- SilverBirch Hotels & Resorts is not responsible for, and reserves the right to correct any pricing or typographical errors, errors of description, or errors regarding participating properties.
- It is the responsibility of the Member to report any lost or stolen membership cards to the Travellers Rewards Program immediately to avoid unauthorized use of the card.
- SilverBirch Hotels & Resorts is not responsible for any charges incurred as a result of misuse of a lost or stolen membership card, unless the loss has been reported.
- SilverBirch Hotels & Resorts provides the Travellers Rewards Program with these and other materials, and other services and products "as-is" and, to the fullest extent permitted by applicable law, expressly disclaims any warranties of any kind, express or implied, including, but not limited to, warranties of merchantability, fitness for a particular purpose, design, accuracy, capability, sufficiency, suitability, capacity, completeness or availability. The Member agrees that SilverBirch Hotels & Resorts does not represent, warrant or guarantee that the Travellers Rewards Program or any such other products and services will be uninterrupted, without omissions or error free, or that defects will be corrected or changes implemented. Under no circumstances, shall SilverBirch Hotels & Resorts be held liable for, including, but not limited to, incidental, special or consequential damages arising out of the Travellers Rewards Program or any such other products and services, even if SilverBirch Hotels & Resorts or a SilverBirch Hotels & Resorts representative has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; therefore such exclusions may not apply. In the event SilverBirch Hotels & Resorts is held liable for any damages related to such matters, the Member's sole and exclusive remedy will be limited to reimbursement for services or products paid by the Member to the entity held liable which were provided by such entity. The Member hereby waives any and all rights to bring any claim or action related to such matters in any forum beyond two years after the first occurrence of the kind of act, event, condition or omission upon which the claim or action is based.