

# W CIRCLE – RAMADA RESORT KOCHI

## SUMMARY OF BENEFITS – 2nd Tier

Welcome to 'W Circle', the new lifestyle Membership of Hotel Ramada Resort Kochi. Membership of the 'W Circle' entitles the cardholder to the following benefits at any restaurant and bar of Ramada Resort Kochi & participating Hotels & Resorts in India.

### DINING REDUCTION

Below mentioned discounts are not applicable for Sunday brunch & the Membership Card is accepted on food promotions also, except Christmas, Christmas Eve, Easter day, Valentine's Day, "Onam" Day and New Year Eve celebrations at the hotel. No discounts will be valid on FMFL, i.e., Foreign Made Foreign Liquor and Imported Food Items.

1. 50% Reduction on the total food bill when 2 persons dine.
2. 33% Reduction on the total food bill when 3 persons dine.
3. 25% Reduction on the total food bill when 4 persons dine.
4. 20% Reduction on the total food bill when 5 - 15 persons dine, when the member dines alone or members availing room service.

### ADDITIONAL REDUCTION AND PRIVILEGES

1. 20% Reduction on all Beverages (Alcoholic or Non – alcoholic, Excluding Happy Hours, **No discounts will be valid on FMFL, i.e., Foreign Made Foreign Liquor**)
2. 20% Reduction on Confectionary Items
3. 20% Reduction on Beauty Parlour/Salon/Spa/"Ayurveda"
4. 20% Reduction on Published Tariff of Board Room
5. 25% Reduction on the Best Flexible Rate (BFR) throughout the week of any category of rooms throughout the year (Transferable benefit, blackout dates apply)
6. **MEMBER'S DAY SPECIAL – Wednesday:** 50% Reduction on the total food bill up to a table of maximum ten (10) guests at all restaurants.
7. **HAPPY HOURS – Monday to Sunday:** Buy Two any one brand of drink and get the same one complimentary at the bar of the Hotel for member and their guests between 11am to 7pm (Membership Card holder can either use the card discounts or the Happy Hours benefit on the beverage bill, **No discounts / No happy hours benefit will be valid on FMFL, i.e., Foreign Made Foreign Liquor**)
8. **MEMBER DELIGHT-** 10% Reduction on the alcoholic beverages and snacks on every Friday & Saturday at Club 1100 (**No discounts will be valid on FMFL, i.e., Foreign Made Foreign Liquor**)

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### GIFT CERTIFICATES

#### ACCOMMODATION

- One (1) certificate entitling the bearer to one complimentary room night stay in a cottage category room for two (2) guests including two (2) buffet breakfasts at the hotel's coffee shop at Ramada Resort Kochi (Transferable, Valid any day of the week, Taxes as applicable are to be paid extra, Subject to availability, club allocation & with prior reservations through the club office)
- Two (2) certificates entitling the bearer to a complimentary upgrade to the next higher category of room when the member pays at the rate, i.e., at 25% discount on published room tariff at Ramada Resort Kochi (Transferable, Valid any day of the week, Subject to availability & with prior reservation through the club office)
- One (1) certificate entitling the bearer to one complimentary room night stay when the first two (2) nights are paid at the Best Flexible Rates at Ramada Resort Kochi (Transferable, Valid for one (1) room, staying three (3) consecutive days only, Complimentary room shall be valid on the same category of the paid rooms, Valid any day of the week, Subject to availability & with prior reservation through the club office)
- One (1) certificate entitling the bearer to a Special Room Rate of INR 4500 (All Inclusive of taxes) for one (1) Superior category of room for two (2) guests including two (2) buffet breakfasts at the hotel's coffee shop at Ramada Resort Kochi (Transferable, Valid any day of the week, Subject to availability, club allocation & with prior reservations through the club office)

#### FOOD AND BEVERAGES

- One (1) certificate entitling the bearer to a complimentary buffet/ fixed meal for two (2) persons at any restaurant of Ramada Resort Kochi (Transferable, Cannot be clubbed with any other certificate, Valid for a table of up to two (2) guests only, Not Exceeding Rs 2500, Advance Table Reservation required, Not valid on Sunday Brunch)
- Two (2) certificates entitling the bearer to a complimentary celebration cake (max. 1pound) while dining at any restaurant of Ramada Resort Kochi (Transferable, No chocolate & ornamental cakes, This certificate is valid only while dining at any restaurant of the hotel & not for take away, Advance Table Reservation required)
- Two (2) certificates entitling the bearer to a complimentary dessert on every main course ordered, while dining at any restaurant of Ramada Resort Kochi, Except Members day (Transferable, Can be clubbed with the membership card discounts)
- One (1) certificate entitling the bearer to a complimentary bottle of Indian House Wine, while dining at any restaurant of Ramada Resort Kochi (Transferable, Can be clubbed with card discounts & is not valid for take away)
- Two (2) certificates entitling the bearer to a 50% discount on the total food bill during lunch & dinner & 20% reduction on beverages at any restaurant of Ramada Resort Kochi (Transferable, Valid for a table of up to ten (10) guests, Advance Table Reservation required, No discounts will be valid on FMFL, i.e., Foreign Made Foreign Liquor and Imported Food Items)
- Three (3) certificates entitling the bearer for complimentary single Mexican starter while dining at the 'The Mexicana' restaurant only at Ramada Resort Kochi, Except Members day (Transferable, All complimentary single Mexican starter certificates can be clubbed together)
- One (1) certificate entitling the bearer to avail meal credit only of INR 2000/- while dining at the 'The Mexicana' & Pearl's Pot restaurant only at Ramada Resort Kochi (Transferable, Advance Table Reservation required).

## **OTHERS**

- Two (2) Certificates entitling the bearer to a Complimentary use of the Swimming pool and Gymnasium at Ramada Resort Kochi (Transferable, Valid for two persons each, Advance Reservation required)
- One (1) certificate entitling the bearer to a Complimentary head massage of 30 minutes at “Ayurveda” at Ramada Resort Kochi (Transferable, Valid for two persons, Advance Reservation required)
- One (1) certificate entitling the bearer to a Complimentary 30 minutes foot massage at the Spa at Ramada Resort Kochi (Transferable, Valid for two persons, Advance Reservation required)

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## **BENEFITS AT OTHER PARTICIPATING HOTELS & RESORTS IN INDIA \***

**@ Ramada Ahmedabad, Ramada Chennai Egmore, Ramada Jamshedpur Bistupur, Ramada Resort & Spa Udaipur, Howard Johnson Bengaluru , Ramada Alleppey, Ramada Gurgaon Central, Days Hotel Jalandhar, Ramada Plaza Agra.**

**CARD BENEFITS – PARTICIPATING HOTELS & RESORTS -** *\*TERMS: The membership card is imperative to use the above benefits. These shall be valid only in participating hotel restaurants in India. Not valid for special promotions, events e.g. Food Festivals, Christmas Day, New Year eve etc & not valid on FMFL bill, Sunday Brunch & Midnight Buffet.*

- 20% Discount on the total food bill up to 10 persons dining.
- 15% Discount on the total food bill when 11- 15 persons dine.
- 20% Discount on the total food bill when the member dines alone.
- 20% Discount on rack rate of any category of rooms throughout the year.
- 15% Discount on laundry services while staying at the hotel.

## **GIFT CERTIFICATES – PARTICIPATING HOTELS & RESORTS**

### **COMPLIMENTARY UPGRADE**

Two (2) certificates entitling the bearer to a complimentary upgrade to the next higher category of room when the member pays at the club rate, i.e., at 20% discount on published room tariff at any participating hotels and resorts in India (Transferable, Valid any day of the week, Subject to availability, Prior reservation through the club office, Valid only at participating hotels in India & refer to participating hotel list)

### **SPECIAL ROOM CERTIFICATE**

One (1) certificates entitling the bearer to a 15% discount on best available rate of a any category of room at any participating hotels and resorts in India (Transferable, Valid any day of the week, Subject to availability, Prior reservation through the club office, Valid only at participating hotels and resorts in India & refer to participating hotel list)

### **CELEBRATE AN OCCASION**

One (1) certificate entitling the bearer to a complimentary celebration cake (max. ½ kg) while dining at any restaurant of participating hotels and resorts in India (Transferable, Valid any day of the week, Advance (24 hours) Table reservation required, Cannot be taken away, No ornamental cakes, Can be clubbed with the membership card discounts, Valid only at participating hotels in India & refer to participating hotel list)

### **CHECK-IN PRIVILEGE**

One (1) certificate entitling the bearer to a early check in any participating hotel when paid at the club rate i.e. 20% discount on rack room rate of a any category of room at any participating hotels and resorts in India (Transferable, Valid any day of the week, Subject to availability, Prior reservation through the club office, Valid only at participating hotels in India & refer to participating hotel list)

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## **‘W CIRCLE – RAMADA RESORT KOCHI’ – DETAILED TERMS AND CONDITIONS**

### **GENERAL CONDITIONS**

- Membership fee for ‘W Circle – Ramada Resort Kochi’ is **INR 14,160 inclusive of Goods and Services Tax @ 18% (Rupees Fourteen Thousand One Hundred and Sixty Only).**
- The membership term (validity period) shall be for a period of 12 calendar months from the date of issue of the membership.
- The membership card is valid for use only by the member himself/herself and after signing on the reverse of the card.
- Membership card is non-transferable and members must be 18 years of age or above to join.
- Membership once purchased cannot be cancelled or refunded.
- Lost card can be re - issued via a written communication to the Club manager & will be replaced at a fee of INR 590 only. The membership card can be replaced only once during the entire year.
- Presentation of The Programme Membership Card/ Certificate is imperative for availing the Discount/ Redemption under the programme.
- Nature of the service will be at the sole discretion of the hotel.
- Without prejudice to any other mode of proof, through payment for the Club, a member accepts these terms and conditions, as amended from time to time, and agree to be bound by them.
- Participating hotels and resorts in India may not offer the membership benefits under the programme and list of hotels and resorts in India will be updated time to time.
- The member will not be entitled to any consideration/privileges/replacement whatsoever in the case if he/she complaints or writes to the authorities of non receiving of their membership packages (card & vouchers) after three months of the enrollment. In case the member does not receive his package he/she is entitled to a replacement only within three months of the enrollment after a written complaint from him/her. The member needs to as a mandate intimate us before the completion of three months to process. Any query post three months shall not be entertained. No refunds will be processed in this case.

### **ACCOMMODATION CONDITIONS**

- Room bookings must be made through the **W Circle Member’s Help Desk**. Any reservation given on the reception directly will not be entertained. Any bookings made through travel agents or corporations are not eligible for any Discount.
- Rooms are subject to **W Circle** allocation, availability and prior reservations through the club office and taxes if applicable shall be extra.
- All Certificates including Complimentary room night stay enclosed in the membership pack is valid for use at the specified hotel and is for one time use only and has to be utilized in full. Taxes if applicable shall be extra. All taxes shall be borne by the members. Members must settle their bills at the time of departure.

- Complimentary room night stay certificate enclosed in the membership pack is valid for use at the specified hotel and is for one time use only and has to be utilized in full. Taxes as applicable shall be extra.

#### **DINING CONDITIONS**

- All certificates can be used only at any restaurants or outlets of **Ramada Resort Kochi**.
- Certificates accompanying the Membership are valid strictly as indicated, and cannot be extended or re-validated.
- Only One Food/ Beverage certificate can be used **per visit and per table**.

#### **CERTIFICATE CONDITIONS**

- In the event that the certificates are lost, they cannot be replaced. Money will not be refunded in such a case.
- The certificates cannot be exchanged for cash or any other services.
- The benefits as given in the gift certificate are accompanied by the terms and conditions given on the face or on the reverse of the certificate.

- **Ramada Kochi Resort** reserves the right to not offer the certificate/ card benefits during any special promotion, event or Food festival, **Christmas, Christmas Eve, Valentine's Day, "Onam" Day, Easter Day and New Year Eve celebrations at the hotel.**

- Outside eatables and drinks not allowed while dining at the Hotel.
- The discount can only be redeemed on the total food & beverage bill as mentioned and only **one card can be presented per table/party**.
- The Hotel's management has the right to increase Buffet/ À la carte pricing at their own discretion.

- No two certificates can be used together of the same service and card benefits will not apply while using a certificate (Except when redeeming the 'COMPLIMENTARY DESSERT'/ 'WINE & DINE'/ 'CELEBRATE AN OCCASION'/ 'BUY ONE GET ONE').
- The 'WELCOME MEAL' certificate can be clubbed together and cannot be clubbed with membership card discount.

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#### **Privacy Statement**

For your information, the Club is committed to respecting your privacy. Personal information that the Club program collects is used to stay in touch and manage the program. With the acceptance of the Club membership a member agrees that he can be contacted by the club office to receive occasional information about the program, benefits and special offers.

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