



THE CHESTER GROSVENOR

THE PRIVILEGE CLUB TERMS AND CONDITIONS

1st August 2024 – IMPORTANT UPDATE

From the 31st August 2024 members will no longer be able to collect points for the Privilege Club.

Any points / vouchers that have been earned will need to be redeemed by the 30th November 2024, following this date The Privilege Club will no longer be in operation and vouchers are unable to be redeemed.

The Guest (the person to whom registers on the loyalty programme) hereby agrees to be bound by these terms and conditions in relation to his/her participation in Bespoke Hotels Chester Ltd (The Chester Grosvenor) Guest Loyalty Rewards Programme (Privilege Club).

1. Following downloading and registering on The Chester Grosvenor Privilege Club app, The Chester Grosvenor will open an account with which they can obtain and collect Privilege points.
2. Privilege points are earned and credited to the Guest's Privilege Club Account on production of the Privilege Club App on The Guest's smart phone when purchasing spa products or treatments from The Spa at The Chester.
3. Reward vouchers may only be redeemed against these products/services (spa products must be priced £50 or over when redeeming a reward voucher). Exclusions may apply.
4. Reward details are as follows: You will earn 1 point for every £1 you spend. For every 200 points you earn, you will be rewarded with a £10 voucher. You may redeem this voucher or continue collecting points. Each time you collect an additional 200 points, £10 will be added to your voucher value, up to a maximum of £30 (600 points) for a single voucher. If you reach this threshold, you will be automatically issued with your reward voucher to use within 3 months. Any remaining points will rollover for you to begin collecting again.
5. Privilege points cannot be earned or redeemed in any area of The Chester Grosvenor other than The Spa at The Chester Grosvenor.
6. Privilege points cannot be earned when purchasing gift vouchers, nor can they be redeemed when using a gift voucher for full payment. If using a gift voucher for part payment, the additional amount spent can be used to collect points.
7. Privilege points will not be awarded on transactions where a reward voucher has been used for full payment. If using a reward voucher for part payment, the additional amount spent can be used to collect points.
8. Privilege points are personal to the holder of the Guest Privilege Club Account to which they are credited and cannot be transferred or used again once redeemed.
9. Privilege points shall be lost if the Guest Privilege Club Account is closed or The Chester Grosvenor ceases to operate the Guest Privilege Club Programme, which may be done without prior notice from either party.
10. Reward vouchers are valid from the day after issue and will be valid for 90 days
11. Reward vouchers issued are valid until the expiry date shown.
12. The monetary value of the reward voucher must be redeemed in one transaction. Any remaining cash value is non-transferable and may not be exchanged for cash.

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“bespoke”
HOTELS

Registered Office: Bespoke Hotels (Chester) Ltd, 210 Cygnet Court, Centre Park, Warrington, Cheshire, WA1 1PP. Registered in England: Registration No. 09427295



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13. You may use more than one reward voucher per transaction, within their 90 day validity period.
14. Reward vouchers are non-redeemable in conjunction with any existing special offers or discounts, or against spa days/spa packages.
15. To opt out of email marketing please click the unsubscribe button at the bottom of the email or contact The Chester Grosvenor directly.
16. The Chester Grosvenor may close a Guest Loyalty Rewards Account where the Guest has misused the account in any way, or the account is one to which no points have been credited for a preceding period of 12 months. If a Guest Privilege Club Account is so closed, all points credited shall be lost.
17. When intending to use a reward voucher to pay for/use towards a transaction, this must be highlighted at the time of booking
18. Privilege points have no alternative cash value and are non-transferable.
19. Points from previous transactions may be added to your Privilege Club Account if you request this within 7 days of purchase. After 7 days points will not be added. You will be required to present your receipt at the time of request, and this will be retained by the operator
20. If a Privilege Club Account is presented at transaction stage and the user does not match the stored identification, we may close a Guest Loyalty Rewards Account.
21. By ticking the box below, the Guest gives permission for The Chester Grosvenor and Loyalty Pro Ltd, who operate and manage the Privilege Club Programme, to record, store and use data and information provided by the Guest to The Chester Grosvenor or derived from the Guest's participation in the Privilege Club Programme. This data will be used for marketing purposes and to share membership benefits and news. You have the right to withdraw your consent at any time by clicking the 'unsubscribe' button on email communications or in writing to Marketing Department, The Chester Grosvenor, Eastgate, Chester CH1 1LT. The data and information provided will not be shared with any third parties.