



## Terms & Conditions

1. Residences Elite benefits are for select room categories at the best available rates only and are subject to room availability. Blackout dates may apply.
2. Residences Elite cardholders may book up to 2 additional rooms with the same reservation dates and travel period. Advance booking is required.
3. Residences Elite benefits may not be used in conjunction with any other offer or promotion and are not valid for group bookings.
4. Hotel bookings may be made through [www.mandarinoriental.com/elite](http://www.mandarinoriental.com/elite) or your Residences Concierge. Residences Elite cardholders must travel and present Residences Elite card in order to receive benefits.
5. Residence Elite benefits are for personal use only. Residences Elite benefits are not transferable and may not be used by any person other than the Residences Elite cardholder.
6. Residences Elite benefits are only valid until 31 December 2016. Renewal terms and conditions are at the discretion of the Residences Elite program administrator.
7. Residences Elite benefits may at any time and without notice be revoked or amended by the Residences Elite program administrators in their sole discretion. Residences Elite benefits will be cancelled upon the sale of the cardholder's Mandarin Oriental residence.
8. The Residences Elite card is not a payment card nor is it proof of creditworthiness and attempts to use it as such could constitute fraud.
9. Lost, stolen or damaged Residences Elite cards are to be notified immediately to the Director of Residences for the cardholder's Mandarin Oriental residence.
10. Hotels offering Residences Elite benefits are owned and operated by third party organizations. The Residences Elite cardholder and accompanying guests must abide by the rules and policies of each participating hotel. The administrators of the Residences Elite program will use every endeavor to ensure the privileges are available as advertised, but no warranty or guarantee is given that the privileges will be available at the time of the Residences Elite member's visit. No liability is assumed by the card issuer or its affiliates for any loss to the Residences Elite cardholder, or any accompanying guests, arising from the provision or non-provision (whether in whole or in part) of any of the advertised privileges.
11. The card issuer and its affiliates shall not be held responsible for any disputes that may occur between the cardholder and/or any guests and a participating hotel.
12. The Residences Elite member agrees that s/he will defend and indemnify card issuer and its affiliates and their respective directors, officers, employees and agents (collectively 'the indemnified parties') against and hold each indemnified party harmless from all liabilities, damages, losses, claims, suits, judgments, costs and expenses (including reasonable attorney's fees) for injury to or death of any person or damage to or destruction of any property arising out of the use of any hotel by the cardholder or any guests or any person in the hotel at the behest of the cardholder, except that such indemnification shall not extend to acts of gross negligence or willful misconduct by the indemnified parties.