



THE ORIENTAL SPA WELLNESS MEMBERSHIP

Thank you for your interest in The Oriental Spa Wellness Memberships. We are delighted to provide you with the latest information about Memberships offered at The Oriental Spa, which are designed to meet all your needs.

The Oriental Spa provides luxury facilities in a serene and contemporary setting right in the heart of Central. Our spectacular two level spa offers members a fully equipped fitness centre with the latest in training equipment, a dedicated Pilates studio with Gyrotonic pulley tower and a spectacular yoga studio. In addition all members are welcome to enjoy our 18 meter indoor swimming pool, the most centrally located pool in Hong Kong. Our devoted and highly qualified staff will cater to your specific needs through our extensive wellness programs.

As a member you can enjoy use of our extensive heat and water facilities in our spa to relax and unwind at any time, recommended following your workout or prior to your spa treatment. Facilities available for your enjoyment are our hamam, amethyst crystal steam room, vitality pool, laconium, tropical rain sauna, experience showers and ice fountains. Members can benefit from a monthly spa credit and unlimited group yoga classes each month as well as various other exclusive discounts within the hotel and free valet parking facilities.

Enclosed, please find all information for the memberships offered at The Oriental Spa and feel free to contact us on +852 2132 0011 or e-mail: Lmhkg-spa@mohg.com for any further inquiries.

Best wishes for the future with your wellness programme.

Kind regards,

Director of Spa & Wellness

THE
ORIENTAL SPA
HONG KONG

THE ORIENTAL SPA WELLNESS MEMBERSHIP RULES AND REGULATIONS

Name: The Oriental Spa
Address: The Landmark Mandarin Oriental
15 Queens Road Central Hong Kong
Phone: 21320011
Fax: 31728011
Website: www.mandarinoriental.com/landmark

1) HOURS OF OPERATION

Spa Treatments: Mon - Sun 9:30am - 10:30pm
Heat & Water Experience: Mon - Sun 8:00am - 11:00pm
Fitness Centre & Swimming Pool: Mon - Sun 6:00am - 10:00pm

2) SPA WELLNESS MEMBERSHIP

Admission

Memberships are processed by The Oriental Spa and are valid as of the joining date. Memberships are non-refundable and non-transferable. The applicant shall be admitted as a member of The Oriental Spa and entitled to its membership privileges, only after the membership application process is completed, full payment of all relevant fees is received or autopay payment of all relevant fees is arranged and Rules & Regulations / Benefits & Pricing have been agreed to, as acknowledged by the signature at the bottom of this document. The Oriental Spa reserves the right to refuse admission and may expel any member or guest whose conduct is in serious breach of The Oriental Spa's Rules and Regulations.

Couple Memberships

Couple memberships are valid exclusively for members who are married or residing at the same postal address. Payment is required by partner couple member should one person default or miss payment.

Member Minimum Age Requirement

The minimum age for any type of member at The Oriental Spa is 16 years of age.

Membership Cards

The Oriental Spa Membership Card must be presented each time at the Spa reception desk in order to gain entry to The Oriental Spa, and must be presented at the time of payment in any of the facilities within The Landmark Mandarin Oriental (Amber and MO Bar), to obtain applicable discount or city ledger privileges. Lost, stolen or damaged membership cards should be reported to The Oriental Spa immediately. A replacement card shall be issued at a respective fee of HKD 200.

Change of Information

In the event of change of address or any other change in information stated in the membership application form, the member is required to notify The Oriental Spa immediately within two weeks and fill out the "Change of Personal Information" form.

3) PAYMENTS

- a) Membership fees are on pro-rata basis.
- b) Payment of membership fees are due in full on the day of admission or in advance and are non-refundable. Membership can be transferred one time with the advanced permission of the Hotel. HKD 1,000 administration charge will occur for the transfer.
- c) Autopay option is available to members with an additional 7% administrative charge on each transaction after the first month is paid in full. Credit card guarantee for the full membership period is required.
- d) All Series and Packages have a validity of six months from the date of payment and the validity cannot be extended. All expired unused sessions will be forgone and will be the property of The Landmark Mandarin Oriental.
- e) All Series and Packages are non-transferable and non-refundable, Series and Packages cannot be used in conjunction with other promotions or discount offers.
- f) Should any dispute arise, The Landmark Mandarin Oriental, Hong Kong reserves the right to arbitrate the final decision.

4) MEMBERSHIP BENEFITS

City Ledger

City Ledger is based on a full year access fee, indicated by the type of membership chosen. Members wishing to have city ledger privileges for charges in The Oriental Spa, Amber Restaurant and MO Bar will need to submit a separate credit card authorization form with a photocopy of a valid credit card (both front and back sides). Your approval of the City Ledger privileges will be determined by the Hotel. Members will receive a monthly statement on or after the 15th of every month.

Spa Allowance (Treatment and Personal Training Allowance)

- a) Spa allowance, if applicable, is on a monthly basis and for the membership account holder only. The Spa allowance is non-transferable and cannot be carried forward to the next month. For an incomplete month of a membership, the spa allowance is pro-rata based on the date of joining.
- b) Spa allowance is not applicable on Saturday and Public Holidays per Hong Kong Calendar.
- c) Spa allowance for couple membership can be shared by both parties or can be combined for one party only with advance permission of The Oriental Spa.
- d) Spa discounts will be applied after the deduction of the Spa allowance from the current brochure price of the treatment.
- e) Spa allowance is not applicable to service charges or gift cards and cannot be redeemed or exchanged for cash.
- f) Spa allowance cannot be used in conjunction with series, packages, gift cards, other promotions or discount offers.

Guest Signature _____

g) Treatment allowance is applicable to all treatments on the menu except below:

- All Bastien Gonzalez Treatments
- Spa Programms
- Suite Experience
- Rasul Treatment – 2-4 persons

Spa Discounts

- a) Discount is based on brochure price.
- b) Discount is not applicable to promotions, discounted items, consignment items, spa gift cards and service charge.
- c) Discount of treatment, wellness activities and workshop are only applicable to the membership account holder.

Group Class (Yoga and Mat Pilates) and Wellness Workshop

- a) For group class, prior booking is not necessary and all classes are on a first come first serve basis. Please arrive 10 minutes before the start of the scheduled group class time as late arrivals will not be accepted into the group classes due to the health & safety of other students.
- b) Maximum class capacity is 18 for group class.
- c) Payment in full for workshops is required upon registration and non-refundable for any circumstance.

Other Benefits

- a) Overnight stay in our L600 room with breakfast included, if applicable, is valid only during the period of membership and is subject to the terms & conditions of the Hotel, as well as availability during the membership period with advanced reservations.
- b) Any offer included with membership for a complimentary treatment / personal training / Pilates session at The Oriental Spa is only valid for the period of membership and can only be redeemed by the member with advanced reservation and subject to availability.
- c) Wi-Fi usage is active with a maximum of three devices upon registering with The Oriental Spa and is non transferable.
- d) Parking will be validated for up to 3 hours while using The Oriental Spa facilities.

Amber & MO Bar Privileges, Terms & Conditions

- a) Discount in MO Bar during all meal periods, except promotional menus, events and festive dates.
- b) Discount in Amber during all meal periods, except promotional menus, events and festive dates.
- c) Discount applicable for parties with a maximum of 8 persons.
- d) Offers are not applicable on public holidays, promotional events, festive days, Eve of festive dates and, in all cases, for banquet bookings.
- e) Offers cannot be used in conjunction with other promotional discount offers and/or together with other privileges.
- f) Prior reservations should be made and subject to availability.
- g) Member must be present during meal and present membership card upon arrival.
- h) The Landmark Mandarin Oriental, Hong Kong reserves the right to change the offers without prior notice.
- i) Should any dispute arise, The Landmark Mandarin Oriental, Hong Kong reserves the right to arbitrate the final decision.

5) LOCKERS

- a) Personal belongings are only to be kept in the locker when member is using the facilities
- b) Except for shoe lockers, lockers are for daily usage during the operating hours of The Oriental Spa only. Strictly no belongings are to be kept inside the lockers overnight. All lockers are opened at night and anything left in the locker shall be emptied and disposed of by The Landmark Mandarin Oriental.
- c) You acknowledge that the owner and the management of The Oriental Spa shall not be held responsible or liable for the theft of or damage to your personal property left in a locker or any areas within The Oriental Spa or the Hotel and you have been requested not to leave valuables in any locker or any areas within The Oriental Spa and the Hotel.

Shoe Lockers

- a) Only one shoe locker will be offered to each member on complimentary basis and members are entitled of renting an extra shoe locker with annual rental fee of HKD 2,800.
- b) At the end of the rental period or membership expiration date, you understand that the spa may empty the contents of the locker and dispose of its contents, within 3 days of the membership expiry or rental period expiry.
- c) Prepaid shoe rental locker payments are non-refundable and the locker is subject to availability.

6) SAFETY AND HYGIENE

- a) The use of any drugs, including alcohol and tobacco, is strictly prohibited on The Oriental Spa premises.
- b) Please advise us at the time of your reservation or registration if you have any health conditions, allergies, or injuries which could influence your treatment and wellness activities. Please consult your doctor before using the Heat & Water facilities or exercise equipment if you are under medical supervision or taking any medication. The Oriental Spa shall not be liable for any accident or injury suffered by any member or guest.
- c) Members with diabetes, heart problems, high / low blood pressure, on medication, or having any type of medical condition, should consult their doctor before entering the pool or exercising.
- d) Food, beverages or glassware are not permitted in the Spa other than those provided by The Oriental Spa.
- e) Use of foul language and indecent behavior is not permitted within the facilities.

Guest Signature _____

7) SPA ETIQUETTE

- a) Present membership card upon arrival and register at the reception desk at the 5th floor of The Oriental Spa.
- b) Proper attire must be worn during exercise. Sports shoes are required in the fitness centre. Socks or proper shoes are required in the Pilates studio.
- c) Return all towels and headphones at the point of collection. Towels and headphones remain the property of The Oriental Spa and must not be removed from the premises.
- d) Use of mobile phones / cameras / other digital equipments are not allowed in The Oriental Spa except 5/F reception area, 6/F reception area and Spa Café area to respect the privacy of all guests.

8) PROPERTY

No person shall remove any property of The Oriental Spa from the premises. Members are solely responsible for their own personal loss or harm within The Oriental Spa facilities.

9) RESERVATIONS & CANCELLATION POLICY

We highly recommend booking your service in advance to ensure that your preferred time and service are available. Please note the Oriental Spa has a 24 hours cancellation policy for all services, including treatments and wellness activities. Cancellation within 24 hours will incur 50% charge, cancellation within 12 hours or a no show will incur a 100% charge. All workshop classes must be registered in advance and paid at the time of registration. The charge of all workshops and classes are non-refundable.

10) LIABILITY

While all reasonable care is taken by The Oriental Spa to ensure a safe environment, the owner and management of The Oriental Spa shall not be held responsible or liable for any loss or damage to property whatsoever or any bodily injury, accident, or death howsoever caused, sustained or incurred arising out of or in any way connected with the use, whether proper or otherwise of any of the equipment and / or facilities, whether defective or not, of The Oriental Spa. Members are advised to undergo a medical examination prior to using the facilities of The Oriental Spa.

Release of Liability

By utilizing the services and facilities at The Oriental Spa you hereby acknowledge and agree on behalf of yourself, your successors and assigns, to the following:

- a) You will indemnify and hold harmless the owner and operator of The Oriental Spa, respectively HKL (Landmark Hotel) Limited, Hong Kong Land, and Mandarin Oriental Hotel Group Limited and their respective affiliated companies, together with officers, directors, shareholders, employees, agents and representatives of the aforesaid companies and all successors and / or assigns from and against any and all actions, cost, claims, losses, expenses for your own property damage and / or bodily injury in any manner resulting from your use of the services and facilities of The Oriental Spa and the Hotel.
- b) You acknowledge that the owner and the management of the Spa shall not be held responsible or liable for the theft of or damage to your personal property left in a locker or any areas within the Spa or the Hotel and you have been requested not to leave valuables in any locker or any areas within the Spa and the Hotel.
- c) You understand that exercises as well as the use of various Fitness and Wellness equipments, Health & Wellness Services, Heat & Water Facilities and Swimming Pools have varying effects on individuals based upon their size, age, physical condition and / or state of health and may require personal knowledge in their proper use. You further understand it is your sole responsibility to determine your physical fitness and condition for any exercise or use of The Oriental Spa equipment, facilities and services based on your physical condition.
- d) Please inform a member of our team if you are pregnant, suffer from High or Low Blood Pressure or any other Health conditions.
- e) In consideration for accepting your reservation and providing you with Spa, Health Club, Swimming Pool, Fitness and Wellness facilities, Health & Wellness services and / or Hotel facilities and services, you hereby agree that any dispute or claim, that arises out of or is related to such facilities and / or services shall be subject to the law of Hong Kong SAR and the exclusive jurisdiction of the courts of Hong Kong SAR.
- f) You declare that you are physically capable of utilizing the services and facilities of The Oriental Spa.

11) NOTICE

The Rules and Regulations are subject to amendments at any time as required by The Oriental Spa or The Landmark Mandarin Oriental Hotel. The Hotel and The Oriental Spa reserves the right to hold private events in the Spa without advanced notice.

12) DISPUTES

Should any dispute arise, The Landmark Mandarin Oriental, Hong Kong reserves the right to arbitrate the final decision.

Guest Signature _____

THE ORIENTAL SPA WELLNESS MEMBERSHIP APPLICATION FORM

New Member Renewal

Membership Type: Platinum (Single/Couple)
 Gold (Single/Couple)
 Silver (Single/Couple)

Title (Mr/Mrs/Ms/Dr/Other) _____

Family Name _____

First Name _____

Nationality _____

Date of Birth _____

HKID Number _____

Passport Number _____

Marital Status _____

Single Married Divorced Widowed

Company Name _____

Contact Telephone Number _____

Position Held _____

Contact Email _____

Alternate Email _____

Home Address _____

Business Address _____

Home Telephone Number _____

Business Telephone Number _____

At least one address will be required to be provided.

Emergency Contact Details

Name _____

Telephone _____

Payment

Amount paid / on a pro-rata basis

Auto Pay Option (after first month immediate payment)
*additional 7% administrative charge per transaction with
credit card guarantee*

Membership Effective Date _____

Membership Expiry Date _____

Types of Payment:

Credit Card Type: Visa Diners Amex Master

Credit Card

Card Number _____

Cash

Expiry Date _____

Cheque

Name on Credit Card _____

Credit Card Authorization:

I hereby authorize The Landmark Mandarin Oriental Hong Kong to debit my credit card the charges incurred in my membership with The Oriental Spa at The Landmark Mandarin Oriental Hong Kong. I have enclosed a copy of my credit card.

Please tick here if you do not wish to receive further news or promotional offers from the Mandarin Oriental Hotel Group

THE ORIENTAL SPA WELLNESS MEMBERSHIP BENEFITS & PRICING YEAR 2016

Membership Type	Platinum	Gold	Silver
	\$99,500 (Single) \$190,500 (Couple)	\$93,500 (Single) \$169,500 (Couple)	\$90,500 (Single) \$160,500 (Couple)
Benefits			
One complimentary stay for two nights for two in an L600 room with breakfast. Subject to Rules and Regulations details	√	--	--
Use of 6/F Heat and Water experience and changing room	√	√	√
Use of fitness centre	√	√	√
Use of swimming pool	√	√	√
Unlimited yoga class	√	√	√
Unlimited mat pilates class	√	√	√
One complimentary 90 minutes massage or facial	√	√	√
One complimentary fitness assessment and personal training session	√	√	√
One complimentary Private Pilates Session	√	--	--
Treatment allowance (Not applicable on Saturday and Public Holidays)	\$12,000 (Single) \$24,000 (Couple) *\$1,000 per month per person	\$12,000 (Single) \$24,000 (Couple) *\$1,000 per month per person	--
Personal training allowance	\$6,000 (Single) \$12,000 (Couple) *\$500 per month per person	--	--
One complimentary shoe locker	√	√	√
Complimentary Wi-Fi service	√	√	√
Complimentary three hours valet parking	√	√	√

Discounts			
Discount for treatment (Monday - Thursday)	20%	15%	10%
Discount for treatment (Friday - Sunday)	15%	10%	5%
Discount for Spa retail products	20%	15%	10%
Discount for wellness activities	10%	10%	10%
Discount for gym wear laundry	20%	20%	20%
Discount in MO Bar and Amber	10%	10%	10%
Discount in Spa's F & B	15%	15%	15%
Discount for Wellness Workshops	Comp	20%	10%

I acknowledge that I have read the attached "The Oriental Spa Wellness Membership Rules and Regulations" carefully and understand its meaning, and I agree to be bound by all the rules and regulations and "Release of Liability". I agree to abide by The Oriental Spa Wellness Membership Rules & Regulations, The Oriental Spa Wellness Membership - Benefits & Pricing, which may be altered or added to by the Management, without prior notice. Autopay arrangement requires first month of the membership payment with a valid credit card or cash and bank autopay form to be completed for autopay process approval and credit card guarantee.

Guest Signature _____ Date _____

Office Use Only

Handled by _____ Locker No _____ Receipt No _____