



ASCOTT STAR REWARDS TERMS AND CONDITIONS

The Ascott Star Rewards ("**Loyalty Programme**") is governed by the following terms and conditions ("**T&Cs**"). Ascott may amend these T&Cs from time to time in our sole discretion upon posting the amended version at the Brand Website. By your enrolment and continued participation in the Loyalty Programme, you agree to be bound by these T&Cs, as may be amended from time to time.

1. DEFINITIONS

1.1 In these T&Cs, the following words and expressions shall have the meanings respectively assigned to them hereunder unless the context requires otherwise:

"Account"	means the Member's account to which Ascott Points are credited;
"Ascott Points"	means the points earned by the Member under the Loyalty Programme pursuant to these T&Cs;
"Ascott", "we", "our" or "us"	means Ascott International Management (2001) Pte Ltd, the operator of the Loyalty Programme. Ascott International Management (2001) Pte Ltd is a company incorporated in Singapore and having its registered office at 168 Robinson Road, #30-01 Capital Tower, Singapore 068912;
"Brand Website"	means www.the-ascott.com , www.citadines.com , www.somerset.com , www.lyfbyascott.com or such other website(s) as may be specified by Ascott;
"Corporate Bookings"	means room bookings made using a corporate rate code or a negotiated corporate rate with Ascott, and which are determined by Ascott in its sole and absolute discretion to be Qualifying Bookings;
"Ineligible Booking"	means all room bookings other than Qualifying Bookings and shall include, without limitation, bookings made by Members on channels other than the Brand Website, such as online travel channels and other third party channels, as well as such other room bookings and room rates as we may notify you of from time to time;
"Member"	means the member of the Loyalty Programme;
"Membership Year"	means the period of 12 consecutive months during which the Member may enjoy benefits associated with his membership Tier;
"Participating Properties"	means the properties participating in the Loyalty Programme listed on the Brand Website, as may be amended and updated by Ascott from time to time at its sole and absolute discretion, and "Participating Property" shall mean any one of the Participating Properties;
"Personal Data"	means data, whether true or not, about an individual who can be identified from that data or from that data and other information to which we have or are likely to have access;
"Qualifying Amounts"	means cash or credit card payments made by a Member in accordance with the applicable room rates for a Qualifying Booking. "Qualifying Amounts" does not include payments made in respect of food and beverage, laundry, airport transfers or

	any other charges incurred by the Member during the Member's stay at the Participating Property;
"Qualifying Booking"	means a booking at a Participating Property by a Member via the following channels, as may be notified by Ascott from time to time: (a) on the Brand Website via his Account; (b) by walking in or by telephone or email; (c) Corporate Bookings, For the avoidance of doubt, "Qualifying Booking" does not include Ineligible Bookings;
"Qualifying Period"	means a continuous 12 month period, calculated from: (a) the date on which the Member checks out of a Participating Property in respect of a Qualifying Booking; or (b) one day after the expiration of the Member's Membership Year at the last Loyalty Programme Tier which the Member qualified for; whichever is later;
"Rewards"	means any complimentary service, product or benefit which may be obtained by Members while staying at Participating Properties as part of the Loyalty Programme, including airport transfers, room upgrades, breakfast, and such other services, products or benefits as Ascott may notify to Members from time to time;
"Sign-up Date"	means the date on which the Member signs up to the Loyalty Programme; and
"you" and "your"	means the Member.

1.2 The headings in these T&Cs are inserted for ease of references only and shall not affect the construction of these T&Cs.

2. THE LOYALTY PROGRAMME

2.1 The Loyalty Programme is a tier-based loyalty programme based on Qualifying Amounts spent by you on Qualifying Bookings at Participating Properties in accordance with the terms and conditions set out in this document.

2.2 To qualify for the Loyalty Programme, you must be aged 18 or above as at the Sign-up Date.

2.3 The minimum aggregate Qualifying Amount to be spent by a Member on Qualifying Bookings during each Qualifying Period will qualify the Member for the Loyalty Programme Tier as described below:

Tier	Aggregate minimum Qualifying Amount spent by the Member on Qualifying Bookings, calculated every Qualifying Period (SGD)
Classic	0
Silver	1,000
Gold	3,000
Platinum	10,000

Note: The Aggregate minimum Qualifying Amount to be spent by the Member may be varied by Ascott from time to time at its sole and absolute discretion.

2.4 For the purposes of ascertaining the Member's membership Tier, Qualifying Amounts in currencies other than Singapore Dollars will be converted to Singapore Dollars at such rates as Ascott may from time to time apply, and will be final and binding on the Member.

3. QUALIFYING FOR NEW TIERS IN THE LOYALTY PROGRAMME

3.1 Upon the Member qualifying for a membership Tier, the Member will enjoy the benefits associated with that Tier for the duration of one Membership Year, commencing from the date of the qualification, as notified to you by us.

3.2 Membership Tier Adjustments

(a) You will be notified if you have qualified for a Loyalty Programme Tier or (if you are an existing Member) if you have qualified for an upgrade to the next Loyalty Programme Tier. Upon the expiry of the Membership Year, your membership Tier will be adjusted based on the aggregate Qualifying Amount spent by you within the immediately preceding Membership Year ("**Adjustment Period**"). If you do not qualify for an upgrade to the next Loyalty Programme Tier, you will remain at your current Loyalty Programme Tier until you have spent a Qualifying Amount sufficient to be upgraded to the next Loyalty Programme Tier. A Member who has not spent the Qualifying Amount during the Adjustment Period will be moved back to the previous Tier.

(b) For the purposes of assessing your qualification to a Loyalty Programme Tier or your upgrade to the next Loyalty Programme Tier, we will take into consideration the Qualifying Amounts spent by you in the 12 consecutive months in your most recent Membership Year. For the avoidance of doubt, we will not include any Qualifying Amounts which were spent by you in the time period prior to your most recent Membership Year.

(c) Without prejudice to the foregoing, if you are a Member in Silver, Gold or Platinum and you have not spent a Qualifying Amount sufficient to either remain in your current Tier or be upgraded to the next Tier, you may choose to renew your membership in that Tier for the next Membership Year by applying your Ascott Points in the manner described in the table below:

Tier Renewal	Ascott Points that may be applied to renew membership in Tier (subject to change from time to time)
Classic	Not applicable
Silver	10,000 Ascott Points
Gold	20,000 Ascott Points
Platinum	50,000 Ascott Points

If you do not have enough Ascott Points to renew your membership in your current Tier for the next Membership Year (and only in such instance), you may instead elect to pay us a top-up fee in Singapore dollars for the renewal of your membership in your current Tier. Unless otherwise specified by us, the amount of the top-up fee will be the difference between the minimum aggregate Qualifying Amount required to be spent by you on Qualifying Bookings for your current Tier less the actual amount spent by you on Qualifying Bookings. We will inform you of the top-up fee required to be paid for you to stay in your current Tier. For the avoidance of doubt, you may not use a combination of applying Ascott Points and paying top-up fees for the purpose of renewing your membership in your current Tier.

4. EARNING ASCOTT POINTS

4.1 Ascott Points will only be earned by you:

- (a) where you make a Qualifying Booking **and** check-in to the property in accordance with these T&Cs; or
- (b) where you book a Room Stay which is partially paid for with Ascott Points, in which case Clause 5.3 will apply.

4.2 Ascott Points earned will be credited to your Account:

- (a) where your stay at the property is thirty (30) days or less, within fourteen (14) days of checking out of the property; or
 - (b) where your stay at the property is more than thirty (30) days, within fourteen (14) days of your successful payment of rental to the property. Ascott Points will not be earned by you if you do not make a Qualifying Booking. If you sign up to the Loyalty Programme only after making a booking, Ascott Points will not be credited to your Account for that booking and you will only be credited Ascott Points from the next booking onwards, provided that the next booking is a Qualifying Booking.
- 4.3 Ascott Points will be awarded to a Member who either:
- (a) made the Qualifying Booking ("**Booking Member**"); or
 - (b) is staying at the Participating Property pursuant to the Qualifying Booking ("**Staying Member**").
- 4.4 If the Booking Member intends for the Staying Member to be credited with the Ascott Points for any Qualifying Booking, the Booking Member must provide us with the Staying Member's details when making the Qualifying Booking, failing which the Ascott Points will automatically be credited to the Booking Member.
- 4.5 Ascott Points are calculated in Singapore Dollars on the basis of the total invoice for the Qualifying Booking, excluding tax (unless otherwise decided by us). Where Qualifying Amounts are in currencies other than Singapore Dollars, these amounts will be converted to Singapore Dollars at such rates as Ascott may from time to time apply, before conversion of the Qualifying Amount to Ascott Points. The invoice must be fully settled, in other words the payment must have been accepted and confirmed by the Participating Property. Ascott Points will be credited to Account within fourteen (14) days after the completion of a stay at the Participating Property pursuant to a Qualifying Booking. In the event of full or partial default in the payment of an invoice, the Member will not receive any Ascott Points for that booking, or where the Ascott Points have already been credited to the Account, the Ascott Points will be deducted from the Account accordingly.
- 4.6 Each Tier has its own scale for the Ascott Points which can be earned by Members at each Tier, to be calculated as set out below:

Tier	Ascott Points earned by Members per SGD1 spent by Members in accordance with these T&Cs (subject to change from time to time)
Classic	10 Ascott Points
Silver	12 Ascott Points
Gold	14 Ascott Points
Platinum	16 Ascott Points

- 4.7 When crediting Ascott Points to a Member Account, fractions of an Ascott Point will be rounded down.
- 4.8 Ascott Points are personal to you and are non-transferable. Ascott Points do not constitute a means of payment and we shall not provide you with any compensation for lost or unused Ascott Points. Ascott Points have no monetary value and cannot be exchanged for cash or credit.
- 5. VALIDITY AND REDEMPTION OF ASCOTT POINTS**
- 5.1 Ascott Points are valid for twenty four (24) calendar months from the date of the crediting of the Ascott Points to the Account (each a "**Validity Period**"). If Ascott Points are not redeemed through our Brand Websites in accordance with these T&Cs by the end of their respective Validity Periods, they will be forfeited.
- 5.2 Ascott Points may be redeemed by you for stays at any Participating Properties in accordance with prevailing redemption rates for the relevant class of room at the Participating Property, as specified by Ascott from time to time ("**Room Stay**"). The redemption rate at Participating Properties is currently 1 Ascott Point to S\$0.0025 (subject to change from time to time).

- 5.3 Redemptions for Room Stays can be paid by you with Ascott Points either partially or in full (excluding applicable tax, unless otherwise decided by us). Where you have made partial payment for any Room Stay using your Ascott Points, you will still earn Ascott Points on the remaining unpaid amount for the Room Stay when you make payment via credit/debit card, cash or similar means.
- 5.4 The redemption of Ascott Points for Room Stays shall be subject to room availability for the duration of the intended stay. In addition, we may, at our sole discretion and without prior notice, declare that certain room rates and/or Participating Properties may not be redeemed using Ascott Points. Ascott Points may not be redeemed for stays at Participating Properties in conjunction with any other offers, discounts or special promotions.
- 5.5 Redemption of Ascott Points must be effected by the Member logging into the Account to book stays at the Participating Properties via the Brand Website or such other channels as Ascott may direct.

6. DEDUCTION OF ASCOTT POINTS

- 6.1 Upon successful redemption, Ascott Points will be deducted from the Account on receipt of successful confirmation of the booking by you from Ascott.
- 6.2 Redemption of Ascott Points must be made at least 48 hours prior to the stay. The successful redemption of Ascott Points and the types of rooms eventually booked for each stay will be dependent on the availability of the rooms at the Participating Properties at the time of booking. The availability of rooms and the eligibility of any rooms at any Participating Properties for the redemption of Ascott Points is not guaranteed. If the room which you have selected is not available or is not eligible for the redemption of Ascott Points under the Loyalty Programme for any reason whatsoever, that room stay will be subject to that Participating Property's prevailing room rates for such rooms as may be available at the time of booking. You acknowledge and agree that in the event that the availability of rooms affects or impacts your travel plans in any way whatsoever, neither you nor your travel companions shall be entitled to any refunds or compensation of any kind.
- 6.3 Variation to room bookings can be made by you contacting Ascott via the Brand Website using the contact form available at <https://www.the-ascott.com/en/contact-us.html>, or such other channels as Ascott may specify from time to time. Variations to room bookings are subject to availability and must be made in accordance with the booking conditions and cancellation policy of the Participating Property with which you have made the Qualifying Booking. Such policies may differ from property to property, and you are advised to read and check carefully the terms of the correct Participating Property.
- 6.4 Any incidental expenses incurred during the stay at the Participating Property, including but not limited to laundry and meals, have to be settled directly with that property by payment modes accepted by the property.

7. ACCOUNT MANAGEMENT

- 7.1 Each Member will have one Account. You shall be responsible for the security and access of that Account.
- 7.2 If you choose or are provided with, a username, password or any other piece of information as part of our security procedures, you must treat such information as confidential and must not disclose it to any third party. You acknowledge and agree that you will be the only authorised user of the Account and shall not provide or make known the username and password to any other person for any purpose. Notwithstanding the foregoing, you remain responsible for all actions carried out or purported to be carried out via the Account. Ascott cannot be held liable for the consequences of any unauthorised disclosure of the username or password by you or unauthorised use of the username or password, including unauthorised redemption of Ascott Points.
- 7.3 We have the right to disable any username or password whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of these T&Cs.
- 7.4 You shall promptly update Ascott of any changes to your Personal Data by accessing and updating the Account via the Brand Website.
- 7.5 If you notice that Ascott Points have not been properly credited to your Account in accordance with these T&Cs, you may request, within one (1) month of your stay at the Participating Property pursuant to a Qualifying Booking, that the Account balance be reviewed, via www.the-ascott.com/en/contact-us.html.
- 7.6 You acknowledge and agree that Ascott shall have the sole and absolute discretion to decide whether or not to adjust your Account balance, and that Ascott's decision in respect of your Account balance shall be final, and in any event, the adjustment of your Account balance by Ascott shall be

your sole remedy. Ascott shall have no other liability for any delay, error or failure in the crediting of Ascott Points to your Account.

8. REWARDS

8.1 As part of the Loyalty Programme, Members may be entitled to receive Rewards during their stays at Participating Properties.

8.2 Rewards will be given to Members at the sole and absolute discretion of Ascott. Where Members stay at Participating Properties without having made a Qualifying Booking, Ascott has the right, at its sole and absolute discretion, not to provide Members with any Rewards.

9. PARTICIPATING PROPERTIES

9.1 The list of Participating Properties is subject to change from time to time. Ascott has the right to remove or to add on to the list of Participating Properties at our sole and absolute discretion. We will publish the updated list of Participating Properties on the Brand Website. You acknowledge and agree that neither you nor your travel companions shall be entitled to any refunds or compensation if the changes to the list of Participating Properties impacts or affects your travel plans in any way whatsoever.

9.2 If a property participating in the Loyalty Programme is no longer a Participating Property after you make a booking but before your actual stay at the property:

- (a) no Ascott Points will be earned from the booking;
- (b) you will not be able to redeem any Ascott Points for any Rewards while staying at that property; and
- (c) if applicable, you will have Ascott Points re-credited to you for all or part of the booking and will be required to pay the amount corresponding to the number of Ascott Points used for the booking at the property.

10. CANCELLATIONS AND NO-SHOWS

10.1 Once the Ascott Points have been successfully redeemed:

- (a) Cancellations of room stays can only be made without penalty and the Ascott Points which you have applied to the room stay will be credited back to your Account if the cancellation is made by you in accordance with the booking conditions and cancellation policy of the Participating Property with which you have made the Qualifying Booking and is a cancellation for which Ascott Points may be refunded.

In the case of all other cancellations by the Member or in the case of no-shows, at our discretion either:

- (i) the Participating Property will charge the applicable cancellation fee (or no-show fee, as the case may be) to the credit card provided by the Member at the time the reservation was made and the Ascott Points that were redeemed will be credited back to the Member's Account; or
- (ii) the Member incur a penalty deduction of Ascott Points equivalent to the number of nights' stay at the Participating Property stated in the applicable booking conditions and cancellation policy (or equivalent applicable policy, such as the guarantee and cancellation policy), links to which are set out below and which may be updated from time to time by us:

(1) Europe (including the European Union, United Kingdom and Georgia):
<https://www.citadines.com/en/general-rental-conditions.html>

(2) The rest of the world:
<https://www.the-ascott.com/en/guarantee-and-cancellation-policy.html>

- (b) After a deduction of Ascott Points has been made, whether following cancellation or a no-show:

- (i) Ascott Points which you have applied to the room stay which are in excess of the deduction amount will be credited back to your Account.

- (ii) If the number of Ascott Points which were redeemed by you is insufficient to meet the cancellation fee (or no-show fee, as the case may be), we will charge the remaining outstanding sum which is payable to us to the credit card provided by you at the time the reservation was made.

11. PERSONAL DATA

- 11.1 By participating in the Loyalty Programme, you consent to the collection, use, disclosure and/or processing of your Personal Data by us, our subsidiaries, affiliates, business partners, authorised service providers and such other relevant third parties for the purposes of administering your participation in the Loyalty Programme, including sending you updates and information on the Loyalty Programme, such as programme entitlements, benefits, changes to the programme, updates to policies and terms and conditions, information on your membership (such as your Ascott Points balances) and such other purposes as may be reasonably related thereto, including, where applicable, those purposes set out in the Ascott Personal Data Protection Policy, available at: <https://www.the-ascott.com/en/privacy-policy.html>. In addition, and subject to the applicable requirements of applicable data protection laws, we may from time to time also send you information about the other products, services and special offers and promotions of Ascott as well as our subsidiaries.
- 11.2 In addition, where the Personal Data of third parties is submitted to us, you represent and warrant to us that you have obtained the consent of such third parties for the collection, use, disclosure and/or processing of their Personal Data by us, our subsidiaries, affiliates, business partners, authorised service providers and such other relevant third parties for the purposes of administering the Loyalty Programme and such other purposes as may be reasonably related thereto, including, where applicable, those purposes set out in the Ascott Personal Data Protection Policy, available at: <https://www.the-ascott.com/en/privacy-policy.html>.
- 11.3 Where the collection, use, disclosure, transfer or processing of Personal Data is regulated by the EU General Data Protection Regulation, without prejudice to the foregoing, you acknowledge and agree that the processing of such Personal Data is necessary for the provision and administration of the Loyalty Programme (including to send you updates and information on the Loyalty Programme, such as programme entitlements, benefits, changes to the programme, updates to policies and terms and conditions, and information on your membership such as your Ascott Points balances), in order to fulfil our contractual obligations to you in connection with the Loyalty Programme and for the legitimate interests of Ascott, our subsidiaries, affiliates, business partners, authorised service providers and such other relevant third parties, in connection with the administration of the Loyalty Programme. Subject always to the requirements of applicable data protection laws, we may from time to time also send you information about the other products, services and special offers and promotions of Ascott as well as our subsidiaries. For further information on your rights in relation to your Personal Data and other information regarding Personal Data, please refer to the Ascott Personal Data Protection Policy, available at: <https://www.the-ascott.com/en/privacy-policy.html>.
- 11.4 Your Personal Data may be stored in external servers located in countries other than your own. We may also transfer your Personal Data for the purposes stated in these T&Cs and the Ascott Personal Data Protection Policy to parties located in other countries and territories outside the UK or outside the European Economic Area ("EEA"). Where your Personal Data is transferred to locations outside the UK and the EEA, we have entered into a special type of contract (called Model Clauses) with the recipients of your Personal Data to ensure that they will provide adequate levels of protection for your Personal Data. If you wish, you may request more information about the transfer of your Personal Data and/or a copy of the Model Clauses by contacting our Data Protection Officer (whose contact may be found in the Ascott Personal Data Protection Policy) who can provide the relevant information.
- 11.5 For the purposes of Clauses 11.3 and 11.4, "Personal Data" shall mean "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person."

12. LIMITATION OF LIABILITY

Without prejudice to any of the other terms or conditions in these T&Cs and to the maximum extent permitted under applicable law, Ascott shall not be liable to you for any loss, damage, inconvenience, moral distress, cost and expense of any nature (including, without limitation for any act, omission, neglect or wilful default on the part of our agents, contractors, correspondents and/or their respective officers and employees) which in any way may be suffered or incurred by you or by any other person in respect of or in connection with the Loyalty Programme, including without limitation, the Account, Ascott Points, and/or in connection with the collection, use, disclosure and/or processing of any Personal Data in accordance with these T&Cs. Each of the Members will release

and discharge Ascott from all claims in relation to the aforesaid loss, damage, inconvenience, embarrassment, cost and/or expense.

13. SUSPENSION AND TERMINATION OF ACCOUNT; CHANGES AND UPDATES TO THE LOYALTY PROGRAMME

13.1 The Loyalty Programme and its benefits are offered to you at the sole and absolute discretion of Ascott. Without prejudice to the other terms of these T&Cs, we are entitled at any time in our absolute discretion and without liability to you, without notice and without giving any reason, to:

- (a) suspend or terminate the Account entirely whether or not you are in breach of these T&Cs;
- (b) refuse to allow you to participate in the Loyalty Programme; and/or
- (c) introduce, amend, vary, restrict, suspend or terminate the Loyalty Programme or all or any of the benefits, services, facilities and privileges in respect of or in connection with the Loyalty Programme, including without limitation, the Aggregate minimum Qualifying Amount to be spent by each Member, the Singapore dollar value of the Ascott Points and the redemption rate of Ascott Points.

14. TERMINATION AND TRANSFERABILITY OF THE LOYALTY PROGRAMME

14.1 The Loyalty Programme and Ascott Points are non-transferable and are personal to you.

14.2 Ascott has the right, in its sole and absolute discretion, to terminate the Loyalty Programme with immediate effect at any time in the event of the occurrence of any of the following:

- (a) if you act fraudulently or use the Loyalty Programme in a way that does not comply with (i) these T&Cs, (ii) any notices or guidelines which Ascott or the Participating Properties may issue from time to time, and/or (iii) any applicable laws or regulations; or
- (b) if you fail to pay any bills to any Participating Property when they fall due.

14.3 In the event of the termination of the Loyalty Programme for any reason:

- (a) the Ascott Points which remain unused as at the date of termination shall be forfeited;
- (b) subject to Clause 14.3(a) above, any accrued right or liability of the Member or Ascott shall not be prejudiced; and
- (c) Ascott has the right to take appropriate administrative and/or legal action against the Members, including criminal prosecution if necessary.

14.4 The rights of termination set forth in this Clause 14 shall be without prejudice to Ascott's rights or remedies at law.

15. CANCELLATION OF MEMBERSHIP

15.1 You may cancel your membership of the Loyalty Programme at any time by sending written notice of cancellation via email to Ascott at enquiry.member@the-ascott.com or by deactivating your Account via settings on the Member's page. All unredeemed Ascott Points will be forfeited immediately as of the date of the notice of cancellation and may not be reinstated.

16. MISCELLANEOUS

16.1 Ascott may amend these T&Cs from time to time in our sole and absolute discretion without notice to you.

16.2 Each of the terms in these T&Cs is severable and distinct from one another and if at any time, any one or more of these T&Cs or any part thereof is or becomes invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions will not thereby be affected or impaired in any way.

16.3 Unless otherwise provided by these T&Cs, nothing in these T&Cs will affect the validity and enforceability of our rights or remedies under any other terms and conditions which will continue to apply.

16.4 The rights and remedies provided in these T&Cs are cumulative and not exclusive of any other right or remedies (whether provided by law or otherwise).

- 16.5 No failure on our part to exercise and no delay on our part in exercising any right or remedy under these T&Cs will operate as a waiver of such right or remedy, nor will any single or partial exercise of any right or remedy preclude any other or further exercise of such right or remedy or the exercise of any other right of remedy. Any waiver by us of our rights or remedies in respect of any terms under these T&Cs or of any of your breaches of these T&Cs must be in writing and may be given subject to such terms and conditions as we may deem fit and is effective only in the instance and for the purpose for which it is given.
- 16.6 These T&Cs are governed by and shall be construed in accordance with the laws of the Republic of Singapore. You hereby irrevocably submit to the jurisdiction of the courts of the Republic of Singapore.
- 16.7 Any translation of these T&Cs shall not be an official translation of the English version of these T&Cs. In cases where there are any differences between the English version and any translated version of the T&Cs, the English version will prevail.

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