

Kharkiv Palace Club loyalty program privileges

1.1 Privileges by Kharkiv Palace Club loyalty program:

Privileges	SILVER	GOLD	PLATINUM
Discount on accommodation	10%	15%	20%
Discount on meals and drinks in the restaurants and room service	10%	15%	20%
Complimentary upgrade (upon availability; from Classic to Premium room only)		+	+
Free early check-in and late check-out (upon availability) (from 9 AM to 6 PM)		+	+
Laundry/ironing 2 units per day		+	+
2-hour meeting room rental (upon availability, during the stay at the hotel)			+
Complimentary upper back massage, 35 min (one session, during the stay at the hotel)			+
Discount on massage in the hotel SPA center	10%	15%	20%

2. Kharkiv Palace Club loyalty program rules

2.1 Kharkiv Palace Club loyalty program does not have a specific end date and can continue until the hotel decides to terminate the Program at any time with or without notification.

2.2 Loyalty program cards are individual property, the discount is applicable only upon presentation by the cardholder at the hotel restaurants or during check-in at the reception.

2.3 The Hotel holds a right to add, modify, delete or otherwise change any conditions and rules, procedures, privileges or fees associated with the Program, at its sole discretion, with or without notice.

2.4 Cards are issued according to the total number of the guest's hotel stays:

- 10% (SILVER) – from 20 room nights during 1 calendar year ;
- 15% (GOLD) – from 50 room nights during 1 calendar year ;
- 20% (PLATINUM) – from 70 room nights during 1 calendar year.

2.5 Booking a room with a discounted rate is possible when booking via hotel website or making direct reservations by other means. It is necessary to provide a card at the check-in desk.

2.6 When booking through intermediaries, tour operators or third-party online travel agencies (for example, Booking.com, Expedia.com, etc.), loyalty program discount is not applicable

2.7. Discounts do not apply to special offers, corporate rates and cannot be added to other discounts.

2.8 The cardholder can book no more than 3 rooms with a personal discount.

2.9 Only the cardholder is entitled to receive privileges compliant with the level of the card.

2.10 “Free Upgrade” privilege is available only from the Classic room category to Premium.

2.11 “Early check-in”, “Late check-out”, “Free Upgrade” privileges strictly depend on room availability. The hotel has the right to refuse a guest in the absence of the ability to carry out these requests.

2.12 Early check-in is implying from 9 AM to the standard check-in time – 2 PM.

2.13 Late check-out is implying until 6 PM, from the standard check-out time – 12 AM.

2.14 Privilege “Washing/ironing 2 units per day”. Upon delivery by the guest of more than 2 units for washing/ironing, the hotel reserves the right to independently decide on the free positions of this check, choosing the positions with the lowest cost.

2.15 Discounts on restaurants do not apply to the banquet menu, taxes, tips, tobacco products, hookahs, and third-party services. To claim a discount cardholder must provide the card at the time of payment or earlier to hotel personnel (otherwise the hotel employee has the right to refuse to provide a discount).

2.16 Use of the privilege “Free back and neck massage, 35 min”, “2-hour rental of the meeting room”, is possible only when the cardholder stays at the hotel (available once per stay at the hotel and with prior reservation).

2.17 During periods of high demand the hotel holds the right to suspend privileges and discounts on accommodation, restaurants, and massages in the SPA center.

2.18 The coordinator of the loyalty program is the guest manager of the Kharkiv Palace Hotel.

2.19 In case of the card loss or theft, the Participant must notify the coordinator of the loyalty program and order a new card.