

**VIP PROGRAM**  
**The Advantages of Booking Directly with Us**  
*Always receive the Lowest Rates with No Hidden Fees.*

- Book without worry: Amendable check-in date up to 1pm on the day of arrival, even on a "Non-Refundable Rate"
- Cancellation policy: Cancel for free before 24 hours of arrival, instead of 48 hours on other websites.
- Priority status and 50% off on room upgrades
- Late Check-out time, 12pm, more time to relax.
- Access to exclusive discounts/packages
- Bonus, there are no intermediaries to deal with, and our team are available to talk to 24/7

**VIP Program Terms and Conditions**

These terms and conditions ("Terms") apply to the VIP Program offered by the Mandalay Hotel ("Hotel," "we," "us," or "our"). By participating in the VIP Program, you ("Guest," "you," or "your") agree to abide by these Terms. The VIP Program offers exclusive benefits to Guests who book reservations through the hotel website Mandalay.com, telephone, email, or the sales office and meet the eligibility criteria.

1. Eligibility:

- To be eligible for the VIP Program benefits, Guests must book reservations directly through the hotel website Mandalay.com, telephone, email, or the sales office. Reservations made through other channels are not eligible for these benefits.
- The VIP Program is available to individuals who are of legal age to make a hotel reservation.

2. Amendable Check-in Date

- Guests can modify their check-in date up to 13:00hrs on the day of arrival, even for reservations made under the "Non-Refundable Rate/ Advanced Purchase." category. Any changes to the reservation after this time will not be eligible.
- Reservation can only be moved once and must be used within the year of booking.
- Guest is to pay the difference if the rate is higher on another date; however, if the rate is lower, no refunds are given.

3. Cancellation Policy

- Guests can cancel their reservation for free up to 24 hours before the scheduled arrival time. This is an exclusive benefit that differs from the standard cancellation policy of 48 hours applied on other booking platforms and 3<sup>rd</sup> parties.

4. Group Bookings

- The VIP Program is only available for group booking of 5 rooms and under.

5. Priority Status and Room Upgrades

- VIP Program participants receive priority status when it comes to room upgrades, subject to availability. Guests may enjoy a 50% discount on applicable room upgrade charges.

#### 6. Late Check-Out

- VIP Program participants are entitled to a late check-out time of 12 pm, providing them with more relaxation time. Late check-out is subject to room availability and may not be available during peak periods.

#### 7. Exclusive Discounts/Packages

- VIP Program participants gain access to exclusive discounts and packages offered by the Hotel. These discounts and packages may vary and are subject to availability.

#### 8. Direct Communication and Support

- Guests booking through Mandolay.com, telephone, email, or the sales office have direct access to our 24/7 customer support team for any queries or assistance related to their reservation.

#### 8. Non-Transferable

- The VIP Program benefits are non-transferable and are applicable only to the Guest who made the reservation through Mandolay.com, telephone, email, or the sales office.

#### 9. Modification of Terms

- The Hotel reserves the right to modify or terminate the VIP Program or these Terms at any time, with or without notice. Changes will be effective upon posting on the Hotel's website.

#### 10. Liability

- The Hotel is not liable for any losses, damages, or expenses incurred due to changes, modifications, or termination of the VIP Program.

#### 11. Governing Law

- These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising from or related to the VIP Program shall be subject to the exclusive jurisdiction of the England, United Kingdom courts.

By participating in the VIP Program, you acknowledge that you have read, understood, and agreed to these Terms. If you do not agree to these Terms, you should refrain from participating in the VIP Program.