



## NGH LOYALTY CLUB TERMS & CONDITIONS

These terms and conditions apply to membership of the **NGH Loyalty Club** (hereinafter referred to as 'the scheme') and it is further subject to the terms and conditions of the Management. The scheme enables 'Guest' to earn **NGH Reward Points** whenever a room is booked or bar and kitchen purchases are made and payment effected duly.

The scheme is promoted by Neighbourhood Guest Houses Limited and is available to all persons (individual and corporate), who shall agree to the terms and conditions, upon completion of the membership application.

1. Membership of the Scheme is entirely at the discretion of the Management, therefore, the Management reserves the right to refuse or accept any applications.
2. NGH reward points will be allocated to the various rooms at the following rates:
  - a. **Gold Room Special – 100points**
  - b. **Silver Room Special – 90points**
  - c. **Gold Room – 80points**
  - d. **Silver Room – 60points**
  - e. **Bronze Room – 40points**
  - f. **Bronze Room Mini – 35points**
3. NGH reward points for the **bar and kitchen purchases** will be **valued at N20.00 to 1point plus extra 10points.**
4. NGH reward points shall be excluded on discounted rates/prices and delayed Payment. **Note: *Delayed payment is when payment is made for a service after the due period for such payment. Discounted rates/prices are reduced charges for the services, which is only at the discretion of the Management, no criteria for such status.***
5. Reward Points may be used to claim a room, bar and kitchen discount at a maximum accumulated point, plus a fixed monetary charge as indicated in the rack rate and price menu.
6. Reward points from the room can only be used to claim room discounts, while points from the bar and kitchen can be used to claim discounts from either the bar or kitchen.
7. Reward Points accumulated from room, bar and kitchen purchases, count towards your membership grade.
8. Membership grades will be based on accumulated points gained from the start of membership. The membership grades are as follows:
  - a. **Regular Membership– 0 points – 1999 points**
  - b. **Bronze Membership– 2000points – 3999 points**

- c. **Silver Membership– 4000points – 6999 points**
  - d. **Gold Membership– 7000points – 9999points**
  - e. **Platinum Membership- 10000points and above**
9. NGH Reward Points is limited to room, bar and kitchen purchase only, other services are excluded from the scheme at the moment. Interested members will be duly informed at the commencement of other services.
  10. The Management may, from time to time, offer NGH Bonus Points or Reward Vouchers, for specific promotions, subject to availability. Such offers shall be announced accordingly.
  11. NGH Points and Reward Vouchers or Bonus Points are non-transferrable, except on special circumstances, as may be agreed upon by the Management.
  12. NGH Points shall not be exchanged, swapped or converted for vouchers or cash/gift.
  13. Members are required to show their membership identity cards to claim reward points, bonus points and reward vouchers as the case maybe (In event of default, the Management reserves exclusive right to award or revoke bonus points and vouchers).
  14. In event of any refund for room, bar and kitchen purchase, points earned in the initial transaction shall be deducted.
  15. In event of death, the Scheme Membership shall be cancelled and any available Points balance forfeited.
  16. Any breach of these terms and conditions shall amount to automatic disqualification of the subscriber from earning or redeeming of NGH points. Where the Management believes that there has been a breach of these terms and conditions, the management, at her discretion, may withdraw NGH points already allocated and/or remove the subscriber from the Scheme.
  17. The Management reserves the exclusive right to refuse or cancel Membership and revoke any/all unredeemed points collected by any Member for reasons including, but not limited to fraud and/or breach of these Terms and Conditions.
  18. Neither the scheme nor any benefit offered by the scheme creates, constitutes or gives rise to any legal or contractual rights by members against Neighbourhood Guest Houses Limited.
  19. We reserve the right to vary the NGH points available, and the rate at which points will be allocated, from time to time or to cease to offer NGH points. Any change will be notified by the display of notices at the reception, advised to you by email or text messages.
  20. By participating, you agree to these Terms and Conditions.