

## A guide to our guest-recognition programmes

Each of our Fairmont, Raffles and Swissôtel hotel brands offers its own distinct guest-recognition and loyalty programme, with exclusive benefits and services. This document is a quick guide to the benefits, shared benefits and enrolment process for our programmes.

For complete terms and conditions, please visit each programme's website:

- Fairmont President's Club ([www.fairmont.com/fpc](http://www.fairmont.com/fpc))
- Raffles Ambassadors ([www.rafflesambassadors.com](http://www.rafflesambassadors.com))
- Swissôtel Circle ([www.swissotelcircle.com](http://www.swissotelcircle.com))

Note: All benefits are subject to change.



2011 BENEFITS	AMBASSADORS*	PREMIER*
Master concierge and reservations number	•	•
Guaranteed room availability (with 48-hour notice)	•	
Flexible, 24-hour check-in	•	
Room upgrade to next available category (upon availability)	•	
Complimentary breakfast	•	
Complimentary pressing	•	•
Complimentary in-room high-speed Internet access	•	•
Complimentary non-alcoholic drinks from the Resident's bar during stay	•	•
Priority reservations at all restaurants (guaranteed table with 24-hour notice)	•	
Complimentary local calls and no service charge on toll-free calls	•	•
Complimentary health-club access (excludes spas)	•	•
15% discount at Raffles Stores	•	•
10% off Raffles Amrita Spa treatments	•	•
Exclusive invitations to once-in-a-lifetime Raffles events	•	

[www.rafflesambassadors.com](http://www.rafflesambassadors.com)

\* Raffles Ambassadors and Raffles Premier memberships are by invitation only.

### QUALIFICATION AND ENROLMENT

#### Raffles Ambassadors and Raffles Premier membership levels/qualification

*Raffles Ambassadors membership is by invitation only, through:*

- Partner initiatives, GMs, corporate office
- Spend criteria within 24-month rolling calendar (8 stays/20 nights/US\$10,000, subject to GM approval)
- Company owners
- Residence owners

*Raffles Premier membership is by invitation only, through:*

- Partner initiatives, GMs, corporate office
- Spend criteria within 24-month rolling calendar (4 stays/10 nights/US\$5,000, subject to GM approval)

#### Raffles Ambassadors and Raffles Premier qualification process

Re-qualification will be based on a 24-month period after membership has been granted.

#### Raffles Ambassadors and Raffles Premier enrolment process

Membership is by invitation only.

### CROSS-BENEFITS

#### Benefits at Raffles Hotels & Resorts awarded to Fairmont President's Club Premier and Platinum members and Swissôtel Circle Elevà and Zenit members

- Room-night credit towards membership-status renewal (Elevà members only)
- Personalized room preferences honoured
- Complimentary local calls and no service charge on toll-free calls
- Complimentary health-club access (excludes spas)
- 15% discount at Raffles Stores
- Complimentary room delivery of daily national newspaper
- 10% off Raffles Amrita Spa treatments

# swissôtel circle

2011 BENEFITS	ZENIT	ELEVÀ	INIZIA
Personalized room preferences	•	•	•
Pre-registration and dedicated check-in counter	•	•	•
Priority wait-list status	•	•	•
Complimentary access to Spa & Sport facilities <sup>1</sup>	•	•	•
20% discount on treatments at selected Spa & Sport facilities <sup>1</sup>	•	•	•
Exclusive member offers and partner promotions	•	•	•
Complimentary daily newspaper	•	•	•
Welcome amenities	•	•	•
Complimentary Internet access during your stay	•	•	
Complimentary local phone calls	•	•	
Guaranteed room availability (with 48-hour notice) <sup>2</sup>	•	•	
Early check-in/late checkout <sup>3</sup>	•	•	
Complimentary daily breakfast	•	•	
Access to Swiss Executive Club <sup>1</sup>	•	•	
Receive stay credits and benefits at Raffles Hotels & Resorts and Fairmont Hotels & Resorts	•	•	
Complimentary upgrades <sup>3</sup>	•		
Access to dedicated VIP member service	•		
Invitations to exclusive Swissôtel Circle events	•		
Advantage Awards <sup>4</sup>		•	•
Premier Awards <sup>5</sup>	•	•	
Zenit Awards <sup>6</sup>	•		
Partner card	•		

[www.swissotelcircle.com](http://www.swissotelcircle.com)

<sup>1</sup> Applicable at select hotels.

<sup>2</sup> Some restricted dates apply. For more information, visit [www.swissotelcircle.com/benefits](http://www.swissotelcircle.com/benefits)

<sup>3</sup> Subject to availability.

<sup>4</sup> Each Advantage Award entitles the Inizia Lifetime or Elevà member to one of the following:

- A complimentary room upgrade for two consecutive nights during one stay
- Two complimentary breakfasts per stay (either one breakfast for two people or two breakfasts for one person)
- One 24-hour period of complimentary Internet access (non-cumulative)

<sup>5</sup> Each Premier Award entitles the Elevà or Zenit member to one of the following:

- A complimentary room at any Swissôtel worldwide
- A three-course dinner for two people, with a bottle of house wine, in any participating Swissôtel restaurant (or through in-room dining options)

<sup>6</sup> Each Zenit Award entitles the Zenit member to a complimentary weekend stay in a suite at any Swissôtel worldwide.

## QUALIFICATION AND ENROLMENT

### Swissôtel Circle membership levels/qualification

- Inizia Online membership: No stays required; entry is complimentary (guests are given online number only; no card); membership valid for 12 months
- Inizia Lifetime membership: Guest must book minimum of 5 nights within 12-month period to receive a card; membership valid for life
- Elevà membership: Pending qualification; guest must book minimum of 20 nights within 12-month period
- Zenit membership: Pending qualification; guest must book minimum of 60 nights at two or more hotels within 12-month period

### Swissôtel Circle qualification process

- Inizia: No re-qualification required
- Elevà: Membership valid for 24 months; re-qualification based on meeting tier criteria in 12-month period (within 24 months, must book 20 nights in 12-month period)
- Zenit: Membership valid for 24 months; re-qualification based on meeting tier criteria in 12-month period (within 24 months, must book 60 nights at two or more hotels in 12-month period)

### Swissôtel Circle enrolment process

- Online at [www.swissotelcircle.com](http://www.swissotelcircle.com)
- At any Swissôtel hotel or resort
- By calling the FRHI Global Reservation Centre

## CROSS-BENEFITS

### Benefits at Swissôtel Hotels & Resorts awarded to Fairmont President's Club Premier and Platinum members and Raffles Ambassadors

- Room-night credit towards membership-status renewal (Fairmont President's Club members only)
- Personalized room preferences honoured
- Complimentary local calls and no service charge on toll-free calls
- Complimentary health-club access (excludes spas)
- Complimentary room delivery of daily national newspaper
- VIP welcome amenity

2011 BENEFITS <sup>1</sup>	PLATINUM	PREMIER	CLUB
Private reception desk, offering express check-in and checkout	•	•	•
Personalized room-preferences profile	•	•	•
Exclusive member services (includes dedicated reservation line and online personal profile)	•	•	•
Complimentary in-room high-speed Internet access	•	•	•
Complimentary local calls and no service charge on toll-free calls	•	•	•
Complimentary health-club access (excludes spas)	•	•	•
Complimentary shoeshine (city-centre hotels)	•	•	•
Daily room delivery of local or national newspaper	•	•	•
Airline miles <sup>2</sup> per stay on qualifying rates	1,000	750	500
Complimentary use of TaylorMade golf clubs at select hotels	•	•	•
Savings on Willow Stream Spa treatments and products	10%	10%	10%
Savings at Fairmont Stores <sup>3</sup>	15%	15%	15%
Savings at The Fairmont Music Store <sup>4</sup>	15%	15%	15%
Fairmont Fit (in-room delivery of adidas® shoes and apparel, yoga mats, stretch bands and MP3 player) <sup>5</sup>	•	•	•
Travel amenity kit (nominal fee)	•	•	•
Fairmont Moments (exclusive vacation experiences)	•	•	•

2011 BENEFITS	PLATINUM	PREMIER	CLUB
Great Rates—Great Dates (exclusive savings on Fairmont getaways)	•	•	•
Complimentary access to BMW bikes at Canadian hotels and resorts <sup>6</sup>	•	•	•
Complimentary room upgrades <sup>7</sup>	2	1	
Complimentary suite upgrades <sup>7</sup>	2	1	
Fairmont dining certificates (lunch and dinner) or Willow Stream Spa certificates <sup>7</sup>	US\$100	US\$50	
Two-for-one rounds of golf at select Fairmont golf resorts	•	•	
Personalized membership kit, with card and luggage tags	•	•	
Exclusive concierge reservation service	•	•	
Receive stay credits and benefits at Raffles Hotels & Resorts and Swissôtel Hotels & Resorts	•	•	
Complimentary night <sup>7</sup>	1		
Complimentary third night on a three-night stay <sup>7</sup>		1	
Priority wait-list status		•	
Guaranteed room access <sup>8</sup>	•		
Stay More Nights. Earn More Complimentary Nights <sup>9</sup>	•		
Guaranteed early arrival/late checkout	•		
Personalized welcome amenity	•		
Turndown service	•		

[www.fairmont.com/fpc](http://www.fairmont.com/fpc)

<sup>1</sup> The membership qualifying period is calendar year January 1, 2011–December 31, 2011.

<sup>2</sup> Visit [www.fairmont.com/fpc/memberbenefits](http://www.fairmont.com/fpc/memberbenefits) for participating airlines.

<sup>3</sup> A maximum discount of US\$1,000, not valid at [www.fairmontstore.com](http://www.fairmontstore.com).

<sup>4</sup> Visit [www.fairmontmusicstore.com](http://www.fairmontmusicstore.com) to download the latest songs from EMI artists. Available only in North America.

<sup>5</sup> \$10 service fee per stay for use of adidas® shoes and apparel, yoga mats, stretch bands and MP3 player for Club members.

<sup>6</sup> Complimentary for Premier and Platinum members.

<sup>7</sup> Based on availability and may not be reserved in advance of arrival at the hotel.

<sup>8</sup> Certificates only available if tier status is achieved within previous calendar year (January 1–December 31, 2010).

<sup>9</sup> Guaranteed room access (last-minute reservation requests with 72-hour notice even on sold-out dates—city-centre hotels only).

<sup>9</sup> Receive a complimentary night for every 10th additional night stayed beyond Platinum room-night tier criteria (30 nights).



#### QUALIFICATION AND ENROLMENT

##### **Fairmont President's Club membership levels/qualification**

- Club membership: No stay requirement; entry is complimentary
- Premier membership: Guest must have at least 5 stays or 10 nights in calendar year
- Platinum membership: Guest must have at least 10 stays or 30 nights in calendar year

##### **Fairmont President's Club qualification process**

Based on a calendar year. At the start of the programme year (March 1), members are advised of their benefit entitlement, based on stays/room nights achieved during the previous calendar year. For example, if a member had 10 stays during the 2011 calendar year, his/her status in 2012 would be Platinum.

##### **Fairmont President's Club enrolment process**

- Online at [www.fairmont.com](http://www.fairmont.com)
- By visiting the Fairmont President's Club desk at any hotel or resort
- By calling the FRHI Global Reservation Centre

#### CROSS-BENEFITS

##### **Benefits at Fairmont Hotels & Resorts awarded to Raffles Ambassadors and Swissôtel Circle Elevà and Zenit members**

- Room-night credit towards membership-status renewal (Swissôtel Circle Elevà members only)
- Personalized room preferences honoured
- Complimentary local calls and no service charge on toll-free calls
- Complimentary health-club access (excludes spas)
- 15% discount at Fairmont Stores
- Complimentary room delivery of daily national newspaper
- 10% off Willow Stream Spa treatments
- Complimentary use of TaylorMade golf clubs at select city hotels
- VIP welcome amenity