

# GRAND JERSEY PLATINUM CARD TERMS AND CONDITIONS

## TERMS AND CONDITIONS OF USE

- The Platinum Card benefits (except where otherwise stated) are fully transferable and are valid for use by any bearer.
- The card benefits are valid until the expiry date shown on the card.
- Cardholders must state their intention to use any part of their Platinum Card benefits at the time of making their reservation.
- The appropriate card or voucher must be presented at the time of card use or voucher redemption. Failure to do so will result in the full published rate being charged.
- All privileges are subject to availability, at the sole discretion of the hotel and following the stated terms and conditions of use.
- Preferential vouchers and / or rates are not valid on bookings made prior to purchasing the Platinum Card.

## ALL YEAR ROUND DISCOUNTS

### 1. DINING PRIVILEGES (Transferable)

Presentation of a valid Platinum Card for any meal in Victorias or Tassili will entitle the bearer to 25% discount off their total food bill. The discount excludes beverages. Only one card may be used per table or dining party. The card may only be presented once for breakfast, lunch and dinner on any given day. The discount is valid for all the members of the dining party, dining at the same table. The Platinum Card discount is restricted to tables of 8 or less. The discount is valid for Sunday lunch from 1<sup>st</sup> October to 31<sup>st</sup> March.

**Exceptions:** The Platinum Card is not valid when the restaurants are featuring special menus and/or events, or when attending group and/or function bookings. The Platinum Card is not valid in conjunction with any other offer or discount. The discount is valid on food only and excludes beverages.

**Tassili:** Tassili is currently open for dinner from Tuesday to Saturday inclusive, however, the hotel reserves the right to alter the opening times as deemed necessary. The discount is not valid on Gourmet Dinners, Wine Dinners or special menus and/or events in Tassili.

### 2. COMPLIMENTARY CHAMPAGNE WITH AFTERNOON TEA (Transferable)

Cardholders receive one complimentary glass of champagne with every Afternoon Tea ordered in The Champagne Lounge. Valid when ordering The Jersey Tea.

**Exceptions:** Valentines Day, Mothers Day, Battle of Britain and Battle of Flowers. Not valid when ordering Cream Tea. The Platinum Card is not valid when the hotel is featuring special menus and/or events, or when

attending group and/or function bookings. The Platinum Card is not valid in conjunction with any other offer or discount. The Platinum Card discount is restricted to tables of 8 or less.

### **3. CHAMPAGNE LOUNGE & TERRACE DISCOUNT (Transferable)**

Presentation of a valid Platinum Card in The Champagne Lounge or on The Terrace will entitle the bearer to 10% discount off food & beverage. Cardholders must state their intention to use the Platinum Card upon arrival. Only one card can be used per table. The card is valid for use by any bearer.

**Exceptions:** The Platinum Card is not valid when The Champagne Lounge or The Terrace are featuring special promotions and/or events, or when attending group and/or function bookings, Battle of Flowers and Battle of Britain. The Platinum Card is not valid in conjunction with any other offer or discount. The Platinum Card discount is restricted to tables of 8 or less.

**The Terrace:** Please note, dining on The Terrace is subject to availability and weather permitting.

### **4. PREFERENTIAL ADVANCE PURCHASE ROOM RATES (Transferable)**

Cardholders receive preferential room rates all year round of £99 (November to April) or £140 (May to October). Rates are quoted per room, per night, including full English breakfast, subject to availability. The rate is valid when booking accommodation for the cardholder or their guests to a maximum of nine rooms per night.

**Exceptions (Bed and Breakfast):** The offer is not valid for New Years Eve, Valentines Day, Battle of Britain week and Battle of Flowers week.

**Victorias Dinner, Bed & Breakfast Offer:** Cardholders are also entitled to the preferential rate of £120 (November to April) or £175 (May to October) for dinner, bed & breakfast. The rate is quoted per room, per night including dinner for two in Victorias.

**Tassili Dinner, Bed & Breakfast Offer:** Cardholders are also entitled to the preferential rate of £159 (November to April) or £199 (May to October) for dinner, bed & breakfast. The rate is quoted per room, per night including A la Carte dinner for two in Tassili. Please note that Tassili is currently open from Tuesday to Saturday night inclusive.

**Exceptions (Dinner Bed and Breakfast):** The offer is not valid for New Years Eve, Valentines Day or weekend, Battle of Britain, Battle of Flowers and special events and/or menus.

**Reservations:** Reservations are required in advance. Platinum Card bookings can only be made from 9am to 6pm Monday to Friday. Cardholders must state their intention to use their Platinum Card preferential rate at the time of making the reservation. The reservation is payable in full at the time of booking and is non-refundable. Cardholders are advised that, on certain nights, although there may be availability in the hotel, there may be no allocation of rooms at the preferential Platinum Card room rates. To book, call 01534 722301 or e-mail [reservations@grandjersey.com](mailto:reservations@grandjersey.com).

**Room Upgrades:** The preferential rate is valid for a standard inland double room only, however, Platinum Card holders may upgrade to a Deluxe Park View Room at a cost of £20 per room, per night, a Deluxe Seaview Room at £40 per room, per night or a Sea Facing Suite from £100 per room, per night, subject to availability.

**Child Policy:** Children under 2 years of age sharing the parents' room receive complimentary bed & breakfast. Children over 2 years of age sharing the parents' room are charged at £20 per child bed & breakfast.

**Celebration Package:** Cardholders can book an exclusive celebration package in their room on arrival, including a bottle of champagne, strawberries and chocolates at a preferential rate of £50.

**Cancellation Policy:** Cancellation within 48 hours of the booking will result in cardholders being charged for one night at the prevailing Platinum Card rate.

## 5. DAY DELEGATE RATES (Transferable)

Cardholders receive 10% discount off day delegate rates when booking The Park Suites meeting rooms at Grand Jersey. The discount is valid on the day delegate packages only for a minimum of 10 delegates; all additional costs such as additional food & beverage, equipment hire etc. will be charged at published rates. The rate is valid on bookings in The Park Suites, The Cinema and The Grand Suite (minimum of 60 delegates).

**Reservations:** Reservations can be made a maximum of four weeks in advance and cardholders must state their intention to use the Platinum Card at the time of making the reservation. Platinum Card bookings can only be made from 9am to 5.30pm Monday to Friday. Cardholders will be advised that, on certain dates, although there may be availability in the hotel, there may be no room allocation for Platinum Cardholders. To book, call 01534 288460 or e-mail [events@grandjersey.com](mailto:events@grandjersey.com).

Reservations must be guaranteed by a credit card.

**Special Notice:** Please note that your Platinum Card dining discount is not valid for private dining (ie: for food & beverages served in your meeting room).

**Exceptions:** Bookings are non-commissionable.

**Cancellation Policy:** A cancellation policy will apply and cardholders will be advised at the time of booking.

## 6. SPA DISCOUNT (Transferable)

Cardholders receive a 15% discount off treatments and Spa packages in The Spa at Grand Jersey from Monday to Friday upon presentation of a valid Platinum Card.

**Reservations:** Reservations are required in advance and cardholders must state their intention to use their Platinum Card discount at the time of making the reservation. To book, call 01534 288450 or e-mail [spa@grandjersey.com](mailto:spa@grandjersey.com).

**Exceptions:** Excludes products.

## 7. MEMBERSHIP DISCOUNT (Transferable)

Platinum Card holders wishing to take up new membership to The Spa will have the joining fee waived upon presentation of a valid Platinum Card.

**Reservations:** Contact the Spa on 01534 288450 or e-mail [spa@grandjersey.com](mailto:spa@grandjersey.com)

**Exceptions:** Not valid in conjunction with any other offer or discount.

## **VOUCHER DISCOUNTS**

### **8. VICTORIAS SUNDAY NIGHT DINING VOUCHERS (Transferable)**

Cardholders receive two vouchers that will each entitle the bearer to 50% discount off dinner in Victorias on a Sunday night. The discount is valid for all members of the dining party, dining at the same table, to a maximum table of 12. The discount is valid on food only and excludes beverages.

**Exceptions:** The Platinum Card is not valid when Victorias is featuring special menus and/or events, or when attending group and/or function bookings. The Platinum Card is not valid in conjunction with any other offer or discount. The discount is valid on food only and excludes beverages.

### **9. TASSILI DINING VOUCHERS (Transferable)**

Cardholders receive two vouchers that will each entitle the bearer to 50% discount off dinner in Tassili from Tuesday to Thursday inclusive. The discount is valid for all members of the dining party, dining at the same table, to a maximum table of 8. The discount is valid on food only and excludes beverages.

**Exceptions:** The Platinum Card is not valid when Tassili is featuring special menus and/or events, or when attending group and/or function bookings. The Platinum Card is not valid in conjunction with any other offer or discount. The discount is valid on food only and excludes beverages.

**Special Notice:** Tassili is currently only open for dinner from Tuesday to Saturday inclusive, however, the hotel reserves the right to alter the opening times as deemed necessary. The discount is not valid on Gourmet Dinners, Wine Dinners or special menus and/or events in Tassili.

### **10. ACCOMMODATION VOUCHER (Transferable)**

Cardholders receive a voucher that will entitle the bearer to one complimentary night's stay at Grand Jersey, subject to availability. The voucher is valid for one overnight's stay in a Classic inland room, including full English breakfast from 12<sup>th</sup> September to 15<sup>th</sup> May. Choice of room assignment and particular room are at the hotel's sole discretion. The voucher must be presented on arrival to be valid.

**Reservations:** Reservations can be made a maximum of eight weeks in advance. Platinum Card bookings can only be made from 9am to 6pm Monday to Friday. Cardholders must state their intention to use the Platinum Card voucher at the time of making the reservation. A credit card number is required to guarantee the booking. Cardholders are advised that, on certain nights, although there may be availability in the hotel, there may be no allocation for Platinum Card holders as there are only a limited number of accommodation voucher bookings available on any given night. To book, call 01534 722301 or e-mail [reservations@grandjersey.com](mailto:reservations@grandjersey.com)

**Room Upgrades:** The voucher is valid for a Classic Inland double room only, however, Platinum Card holders may upgrade to a Deluxe Park View Room at a cost of £20 per room, per night, a Deluxe Seaview Room at £40 per room, per night or a Sea Facing Suite from £100 per room, per night, subject to availability.

**Child Policy:** Children under 2 years of age sharing the parents' room receive complimentary bed & breakfast. Children over 2 years of age sharing the parents' room are charged at £20 per child bed & breakfast.

**Celebration Package:** Cardholders can book an exclusive celebration package in their room on arrival, including a bottle of champagne, strawberries and chocolates at a preferential rate of £50.

**Exceptions:** New Years Eve.

**Cancellation Policy:** Cancellation within 48 hours of the booking will result in cardholders being charged for one night at the prevailing Platinum Card rate or forfeiting their voucher.

### **11. WINTER ROOM RATE VOUCHER (Transferable)**

Cardholders receive a voucher that will entitle the bearer to one overnight's stay at the preferential rate of £89 per room, per night including full English breakfast. The voucher is valid from November to April only, subject to availability. Choice of room assignment and particular room are at the hotel's sole discretion. The voucher must be presented on arrival to be valid.

**Reservations:** Reservations are required in advance. Platinum Card bookings can only be made from 9am to 6pm Monday to Friday. Cardholders must state their intention to use the Platinum Card voucher at the time of making the reservation. A £50 non-refundable deposit is required to guarantee the booking. Cardholders are advised that, on certain nights, although there may be availability in the hotel, there may be no allocation for Platinum Cardholders as there are only a limited number of accommodation voucher bookings available on any given night. To book, call 01534 722301 or e-mail [reservations@grandjersey.com](mailto:reservations@grandjersey.com).

**Room Upgrades:** The voucher is valid for a Classic Inland double room only, however, Platinum Card holders may upgrade to a Deluxe Park View Room at a cost of £20 per room, per night, a Deluxe Sea view Room at £40 per room, per night or a Sea Facing Suite from £100 per room, per night, subject to availability.

**Child Policy:** Children under 2 years of age sharing the parents' room receive complimentary bed & breakfast. Children over 2 years of age sharing the parents' room are charged at £20 per child bed & breakfast.

**Celebration Package:** Cardholders can book an exclusive celebration package in their room on arrival, including a bottle of champagne, strawberries and chocolates at a preferential rate of £50.

**Exceptions:** The voucher is not valid from May to October inclusive. New Years Eve and Valentines weekend.

**Cancellation Policy:** Cancellation within 48 hours of the booking will result in cardholders being charged for one night at the prevailing Platinum Card rate.

### **12. MEETING ROOM VOUCHER (Transferable)**

Cardholders receive a voucher that will entitle the bearer to a 50% discount off the room hire of a meeting room at Grand Jersey (or 25% discount when booking the Grand Suite). The discount is valid on the room hire only; all additional costs such as food & beverage, equipment hire etc. will be charged at published rates.

**Reservations:** Reservations can be made a maximum of four weeks in advance and cardholders must state their intention to use the Platinum Card voucher at the time of making the reservation. Platinum Card bookings can only be made from 9am to 5.30pm Monday to Friday. Cardholders will be advised that, on certain dates, although there may be availability in the hotel, there may be no room allocation for Platinum Cardholders. To book, call 01534 288460 or e-mail [events@grandjersey.com](mailto:events@grandjersey.com). Reservations must be guaranteed by a credit card.

**Special Notice:** Please note that your Platinum Card dining discount is not valid for private dining (ie: for food & beverages served in your meeting room). However, should you wish to dine in Victorias or Tassili your card is valid for a maximum party of 8 people. Not valid in conjunction with any other offer.

**Exceptions:** Bookings are non-commissionable.

**Cancellation Policy:** A cancellation policy will apply and cardholders will be advised at the time of booking.

### **13. PRIVATE DINING VOUCHER (Transferable)**

Cardholders receive a voucher that will entitle the bearer to complimentary room hire and a sparkling wine drinks reception when booking a private dining room for either lunch or dinner for a minimum of 8 people. The voucher is valid for room hire and drinks reception of a glass of sparkling wine per person only; all additional costs of food & beverage etc. are chargeable.

**Reservations:** Reservations can be made up to 72 hours in advance and cardholders must state their intention to use the Platinum Card voucher at the time of making the reservation. Platinum Card bookings can only be made from 9am to 5.30pm Monday to Friday. Cardholders will be advised that, on certain dates, although there may be availability in the hotel, there may be no room allocation for Platinum Cardholders. To book, call 01534 288460 or e-mail [events@grandjersey.com](mailto:events@grandjersey.com). Reservations must be guaranteed by a credit card.

**Exceptions:** Bookings are non-commissionable. Not valid for special events and/or menus.

**Cancellation Policy:** Grand Jersey's standard event terms and conditions agreed at the time of booking will apply.

### **14. COMPLIMENTARY ONE DAY SPA VISIT VOUCHER x 4 (Transferable)**

Cardholders receive four vouchers that will each entitle them to a one-day visit to The Spa at Grand Jersey for two adults (minimum 18 years old).

**Reservations:** Reservations are required a minimum of one day in advance. Treatments may be booked at the preferential Platinum Card rates, subject to availability.

To book, call 01534 288450 or e-mail [spa@grandjersey.com](mailto:spa@grandjersey.com).

**Guests:** The voucher is valid for two adults only.

**Special Notice:** Please note that when resident in the hotel, cardholders receive complimentary access to The Spa and, therefore, do not need to redeem this voucher.

### **15. INTRODUCTORY SPA TREATMENTS VOUCHER (Transferable)**

Cardholders receive a voucher for 10% discount off the Taste of Tranquillity Spa Day for up to four people.

**Reservations:** Reservations are required in advance and cardholders must state their intention to use their Platinum Card voucher at the time of making the reservation. Cardholders will be advised that, on certain days, although there may be availability for Spa treatments, there may be no allocation for treatments using the introductory Platinum Card voucher.

To book, call 01534 288450 or e-mail [spa@grandjersey.com](mailto:spa@grandjersey.com).

**Exceptions:** Not valid in conjunction with any other offer.

## **16. PREFERENTIAL RATE DAY SPA VOUCHER (Transferable)**

Cardholders receive a voucher that will entitle them to a one day pass for two people at The Spa at Grand Jersey at the preferential rate of £10 per person, subject to availability (minimum 18 years old).

**Reservations:** Reservations are required a minimum of one day in advance and cardholders must state their intention to use their Platinum Card preferential rate voucher at the time of making the reservation. Treatments may be booked at the Platinum Card preferential rates, subject to availability. To book call 01534 288450 or e-mail [spa@grandjersey.com](mailto:spa@grandjersey.com).

## **17. ESPA INTENSIVE FACIAL DISCOUNT VOUCHER (Transferable)**

Cardholders receive a voucher valid for a 50% discount off an ESPA Intensive Facial in The Spa at Grand Jersey.

**Reservations:** Reservations are required in advance and cardholders must state their intention to use their Platinum Card voucher at the time of making the reservation. Cardholders will be advised that, on certain days, although there may be availability for Spa treatments, there may be no allocation for treatments using the introductory Platinum Card voucher.

To book call 01534 288450 or e-mail [spa@grandjersey.com](mailto:spa@grandjersey.com).

**Exceptions:** Not valid in conjunction with any other offer.

## **18. SALT AND OIL SCRUB TREATMENT DISCOUNT VOUCHER (Transferable)**

Cardholders receive a voucher valid for a 50% discount off a Salt and Oil Scrub treatment in The Spa at Grand Jersey.

**Reservations:** Reservations are required in advance and cardholders must state their intention to use their Platinum Card voucher at the time of making the reservation. Cardholders will be advised that, on certain days, although there may be availability for Spa treatments, there may be no allocation for treatments using the introductory Platinum Card voucher.

To book, call 01534 288450 or e-mail [spa@grandjersey.com](mailto:spa@grandjersey.com).

**Exceptions:** Not valid in conjunction with any other offer.

## **19. ESPA PRODUCT DISCOUNT VOUCHER X 3 (Transferable)**

Cardholders receive three vouchers valid for 10% discount off any ESPA product over the value of £25.

**Exceptions:** Not valid in conjunction with any other offer or discount.

## **20. AFTERNOON TEA VOUCHER X 2 (Transferable)**

Cardholders will receive two vouchers for 25 % off the Jersey Tea in our Champagne Lounge.

**Reservations:** Contact reception on 01534 722301 or e-mail [reservations@grandjersey.com](mailto:reservations@grandjersey.com)

**Exceptions:** Valentines Day, Mothers Day, Battle of Britain and Battle of Flowers. Not valid when ordering Cream Tea. Not valid when the hotel is featuring special menus and/or events, or when attending group and/or function bookings. Not valid in conjunction with any other offer or discount. The discount is restricted to tables of 8 or less. Excludes Jersey Tea with Champagne package.

## 21. CINEMA VOUCHER (Transferable)

Cardholders will receive a voucher for 25% off our cinema package which includes a Grand Jersey burger and fries and one bottle of beer or glass of house wine for £25.00 per person. Valid for a minimum of 10 people up to a maximum of 36 people.

**Reservations:** Reservations can be made up to 72 hours in advance and cardholders must state their intention to use the Platinum Card voucher at the time of making the reservation. Platinum Card bookings can only be made from 9am to 5.30pm Monday to Friday. Cardholders will be advised that, on certain dates, although there may be availability in the hotel, there may be no room allocation for Platinum Cardholders. To book, call 01534 288460 or e-mail [events@grandjersey.com](mailto:events@grandjersey.com). Reservations must be guaranteed by a credit card. Not valid in conjunction with any other offer or discount.

**Exceptions:** Bookings are non-commissionable. Not valid for special events and/or menus.

## 22. RECOMMEND A FRIEND OFFER (Transferable)

Cardholders will receive the following reward for each friend or associate who purchases new membership to the Platinum Card as a result of their recommendation. Fax to: 01534 873182.

- 1 Cardholder: Voucher for a complimentary bottle of Champagne when dining in Victorias
- 2 Cardholders: Afternoon tea for two in The Champagne Lounge (valid for The Jersey Tea).
- 3 Cardholders: Dinner for two in Tassili from the A la Carte menu from Tuesday to Thursday, food only, excluding beverages.
- 4 Cardholders: Complimentary Winter overnight stay, including full English breakfast, November to March, bookable a maximum of 8 weeks in advance.
- 5 Cardholders: Complimentary overnight stay, including full English breakfast, bookable a maximum of 8 weeks in advance.
- 8 Cardholders: Complimentary overnight stay in a Sea Facing Suite, including full English, dinner for two in Tassili from the A la Carte menu, breakfast and a bottle of champagne in your room on arrival, bookable a maximum of 8 weeks in advance.