



The Neville Hotels Loyalty Programme allows you to earn loyalty credit to enjoy at any of our four hotels.

For transactions which reach a minimum of €100.00, we award 5% of your total bill in credit, which can be redeemed at any Neville Hotel. Your monetary credit is added to your Loyalty Card.

Additionally, as a valued member in our programme, you will also receive exclusive offers and discounts.

- No purchase is required to join our Neville Hotels Loyalty Programme.
- Credit earned on a transaction may not be applied towards that transaction but may be applied towards any subsequent transaction.
- Credit can be earned and redeemed on accommodation and food and beverage in the Royal Marine Hotel, Kilkenny River Court Hotel and the Tower Hotel and Leisure Centre. Credit may not be earned or redeemed against sansanaSpa at the Royal Marine Hotel.
- Credit can be earned and redeemed on accommodation only at Druids Glen Hotel and Golf Resort and may not be earned or redeemed on December 24<sup>th</sup>, 25<sup>th</sup> and 31<sup>st</sup>.
- Your loyalty card is only eligible for the card holder and is not valid for payment or to earn credit at an event/wedding/ conference/golf/family or group booking.
- Credit may not be redeemed against negotiated corporate rates.
- Credit can be earned on your individual reservation only, additional items from other guests in your party are not valid.
- Credit or rewards may only be redeemed by the cardholder and are non-transferable.
- Accommodation which is booked through a 3rd party, as part of an allocation or paid by someone else will not be eligible to earn reward credit.
- Please note credit is not earned when a complimentary voucher is used as payment.
- The Neville Hotels Loyalty Programme credit and rewards may not be combined with other offers and discounts, unless otherwise stated at the time of redemption.



- Customers must book directly with the hotel, by phone, email or on the hotels own website to earn credit.
- To earn credit, you must present your Neville Hotels Loyalty Programme membership card at the time of check out at the hotel.
- Your membership offers and all transactions can be viewed online at [www.nevillehotels.ie](http://www.nevillehotels.ie).
- You may occasionally receive complimentary incentives. Incentive offers may be issued in recognition of various events, such as birthdays and anniversaries. You will be notified of offer eligibility via email and/or on your transaction receipt.
- Offer values, credit and pay-out schedules may vary by hotel.
- The Neville Hotels Loyalty Programme may at its sole discretion modify or substitute offer values and credit of comparable value without notice.
- The Neville Hotels Loyalty Programme reserves the right to discontinue this programme at any time without notice. In the event this programme is discontinued at the management's discretion, outstanding credit earned and incentive offers made may still be honoured.
- The Neville Hotels Loyalty Programme reserves the rights to discontinue membership privileges and void your account balance if any unauthorised credits are accrued or redeemed.
- The Neville Hotels Loyalty Programme reserves the right to discontinue membership privileges if the member's account remains inactive for 24 months.
- Each €1 earned is valid for 24 months from the date it was earned.