



Your CRESTA CARD is valid for up to two years.

GROWING YOUR POINTS

You can start receiving points immediately by quoting your new 10 digit card number on your Cresta card with every stay at a Cresta Hotel/lodge of your choice. Just present your card to the guest relations team on duty as you check in and they will accord you the necessary service as our most valued guest. You will be credited with 100 points for every BWP1,000.00 you spend on accommodation at a Cresta hotel/lodge.

YOUR BENEFITS

The Cresta Cards offer great benefits that translate to valuable savings for you. Card holders become eligible for various privileges in all our hotels/lodges, as well as special offers from associate partners in the leisure and travel industry.

- ✓ **Discounts on Accommodation:** All accommodation is subject to availability.
 - 20% discount* on accommodation - only Monday-Thursday
 - 50% discount* on accommodation - only Friday, Saturday, Sunday and public holidays (except Cresta Mowana Safari Resort & Spa where a special rate for Cresta Cardholders is offered).

- ✓ **Designated check-in / check-out points:** Late check-in / check-out (*subject to availability*)
Priority waitlist for cardholders.

- ✓ **Discounts and redemption on Meals:**
 - Member + 1 guest receive a 10% discount.
 - Member + 2 or more guests receive a 15% discount
 - You can also redeem your points for meals where 500 points gives you one meal per person (*breakfast, lunch or dinner*),

VALIDITY OF LOYALTY POINTS

CARD VALIDITY, EXPIRY AND RENEWAL:

Subscription is valid for 24 months only with an option to renew at the applicable subscription rates as may be advised by Cresta Cards management from time to time.

POINTS LAPS FOR NONE RENEWAL:

Should the customer fail to renew his/her subscription within 30 days from the due date (*expiry*) as stated on the card, he/she shall be deemed to have willfully and knowingly opted out and consequently forfeited all his/her accumulated points value and benefits thereof whereby such points and benefits shall automatically reset to zero without further notice to him/her. The card holder hereby indemnifies from subsequent liability the Cresta Group of Hotels, its management and or the Cresta Cards customer loyalty program management, employees, subsidiaries, suppliers and service providers.

POINTS ACCUMULATION AND REDEMPTION:

Without prejudice, points shall only be credited on a valid card (*not expired*) at the time of spend at a Cresta Hotel across Zambia and or Botswana. Redemption of accumulated points for complimentary meal(s) and or accommodation shall only be applicable to valid Cresta cards at the time of such redemption(s).

POINTS AGING:

All points accumulated at any given time on a valid card must be redeemed within 12 months. Failure to redeem such points accumulated within the provided 12(*twelve*) months period for complementary meals or accommodation, shall be deemed as forfeiture shall automatically laps without further notice. The balance of valid points (*less than 12 months from collection date*) will be retained on the customers' profile and shall be available for redemption before the next 12th month threshold.