



Island Hotels Group
CORAL CLUB
Rarotonga - Cook Islands



stay@edgewater.co.ck
www.edgewater.co.ck



holiday@clubraro.co.ck
www.clubraro.co.ck

THE ISLAND HOTELS GROUP HOSPITALITY BENEFITS

The Edgewater Resort & Spa and Club Raro Resort (Island Hotels Group) are special destinations that have been extending a warm Polynesian welcome for more than 40 years and have been at the forefront of true Cook Islands hospitality.

ABOUT THE CORAL CLUB

The Coral Club is our way of saying thank you for the loyalty you have shown to both resorts and brings you exclusive benefits and recognition, ensuring your next stay with us is especially comfortable and uniquely memorable.

THE CORAL CLUB MEMBERSHIP TIERS

Membership with the Coral Club is for individual guests on a complimentary basis. As your stays with us increase, so will your Coral Club privileges.

There are 3 distinct membership tiers: Hibiscus, Tipani and Gardenia. The privileges vary according to these tiers and cover a wide range of conveniences, all designed to enhance your stay and reflect the prestige of your association with The Coral Club.

Eligibility for the different reward programs is easy. You need to register with our Front Office team to qualify as a Coral Club Member.

HIBISCUS

Upon your 2nd visit, you will receive your membership benefits and privileges.

TIPANI

You automatically qualify to become a Tipani member, if you have stayed with us at least 4 times since 2015.

GARDENIA

If you have stayed 8 times or more since 2015, you qualify as a Gardenia member, enjoying an extensive array of benefits.

MEMBERSHIP BENEFITS AT A GLANCE

| Membership | Hibiscus | Tipani | Gardenia |
|---|----------|--------|----------|
| 10% discount off food & beverage at The Edgewater Resort & Spa and Club Raro Resort | | ✓ | ✓ |
| Upgrade to next room category* | | ✓ | ✓ |
| Early Check In* | ✓ | ✓ | ✓ |
| Late Check Out until 6pm* | | ✓ | ✓ |
| Coral Club Luggage tag | ✓ | ✓ | ✓ |
| Fruit & Bottled water upon arrival | ✓ | ✓ | ✓ |
| Complimentary WIFI Internet Access up to-during your stay | | 2GB | 5GB |
| Bottle of bubbly & Welcome Gift | | ✓ | ✓ |
| \$100 resort credit per stay | | | ✓ |
| VIP express check-in & check-out | ✓ | ✓ | ✓ |

***Subject to availability at time of check-in. Valid for accommodation only.**

THE CORAL CLUB BENEFITS

As a Coral Club member, you can enjoy a variety of personalized services and amenities, as well as a wealth of benefits and special offers. To indicate or update your preferences, simply contact our Coral Club Team at stay@edgewater.co.ck or holiday@clubraro.co.ck. Please quote your membership number when making your reservation. It is important that we have this information beforehand to better accommodate your needs.

Your Coral Club luggage tag distinguishes you as a special guest of The Edgewater Resort & Spa or Club Raro Resort and enables us to identify you more readily upon your arrival.

WELCOME AMENITIES

Fresh fruit and bottled water will be delivered to your room upon your arrival.

GUEST PREFERENCES

We will tailor our services to enhance your stay by delivering on your specific needs such as your preferred room type and location, by requesting this at time of booking.

EARLY CHECK-IN AND LATE CHECK-OUT

Due to flights arriving and departing at various times in and out of the Cook Islands, we will wherever possible, gladly extend your check-in time to 6am or your check-out time to 6pm*.

***Early check-in subject to availability at check-in. Late check-out subject to availability on day of departure.**

ROOM UPGRADE

With the Coral Club rewards the more you stay the more opportunity you have to receive complimentary room upgrades. That makes it even more important to ensure your Coral Club details are up to date to ensure you enjoy free room upgrades*, as we want our most loyal guests to have access to an even higher standard of comfort.

***Upgrade to next room category and subject to room availability at time of check-in**

WIFI INTERNET ACCESS

Enjoy WIFI internet access throughout your stay, so you can stay on top of your work, and keep in touch with family and friends. There is WIFI access at your disposal throughout both resorts using the Resort Network.

ADDITIONAL BENEFITS FOR TIPANI AND GARDENIA MEMBERS

Tipani and Gardenia members earn a WIFI internet allowance during their stay, so you can stay on top of your work, and keep in touch with family and friends. There is WIFI access at your disposal throughout both resorts using the Resort Network.

***Membership conditions apply.**

ADDITIONAL BENEFITS FOR GARDENIA MEMBERS

As a token of our appreciation for your loyal patronage, Gardenia members are entitled to receive in addition to the Hibiscus & Tipani members an:

- \$100 resort credit per stay
- VIP express check-in and check-out

THE ISLAND HOTELS LTD CORAL CLUB TERMS AND CONDITIONS

These Terms and Conditions govern the Island Hotels Group Coral Club Program (hereinafter called "Coral Club" or "Program") operated by or on behalf of The Edgewater Resort & Spa (hereinafter called "EWRS") and Club Raro Resort (hereinafter called "CRR") and our relationship with members of the Program (hereinafter called "Members" or "you"). By using your Coral Club Card or Card Number to redeem benefits and services associated with the Program, you agree that:

1. you have read, understood and accepted these conditions;
2. you are eligible for Membership; and
3. you agree to the EWRS and CRR processing data that is personal to you, in accordance with the personal data and privacy policy as set out in Section 3.

1. MEMBERSHIP OF THE PROGRAM

- 1.1 When you join the Program, you will be assigned an Coral Club membership number and will receive your personalized Coral Club Card along with details of program benefits.
- 1.2 Membership is complimentary and is available only to individuals, not to companies, partnerships, associations, groups or other entities. You may not have more than one membership or any form of joint membership. It is your responsibility to ensure your eligibility and you will indemnify EWRS and/or CRR against all liabilities, costs, claims, and/or expenses incurred for any breach of this provision. EWRS and/or CRR may refuse Membership without giving a reason.
- 1.3 Membership entitles members to benefits and services according to entitlements as described under Section Benefits and relevant further information within these terms and conditions.
- 1.4 Membership of the Coral Club and membership cards are not transferrable and may only be used by the registered member. Membership cards remain the property of Island Hotels Group and must be returned upon request.

- 1.5 You may cancel your Membership at any time with written notification to the Hotel and enclosing your Card (if any) cut in half. Cancellation is immediately effective upon receipt of your cancellation request and all membership entitlements will be for-gone upon cancellation.
- 1.6 Island Hotels Group reserves the right to discontinue the Coral Club membership for any Member who is found to be using the Program in a manner inconsistent with the Terms and Conditions or intent of the Program or any portion of the Program. EWRS and/or CRR also reserves the right to discontinue membership for any Member who acts in a manner inconsistent with the spirit of the Island Hotels Group Coral Club Program. Discontinued membership will result in the loss of all membership entitlements.
- 1.7 Unless otherwise stated, all benefits available to Members through the Program are subject to availability.
- 1.8 Valid credit card information must be provided to facilitate settlement of hotel bills and entitlement of certain member benefits. Unless specified otherwise at the time of reservation or check-in, EWRS and/or CRR will use the credit card information provided by Members to the Island Hotels Group Coral Club for bill settlement purposes.
- 1.9 EWRS and/or CRR reserves the right to add, modify, delete or otherwise change any of the terms, conditions, benefits and services pertaining to the Program at its sole discretion, at any time and without prior notice.
- 1.10 The Island Hotels Group Coral Club Card is a guest recognition membership card and is not a credit card.
- 1.11 All interpretations of the Program's Terms and Conditions shall be at the sole discretion of EWRS and/or CRR.
- 1.12 The program can be combined with specials offered by the EWRS and/or CRR at the time of booking.
- 1.13 Any unused portions of the members' entitlements cannot be redeemed for cash or transferred to your next visit or to another person either in part or as a complete package.
- 1.14 The member must book a minimum stay of 5 nights during each stay.

2. TIERS OF MEMBERSHIP

- 2.1 **Hibiscus Level.** You are eligible for the Island Hotels Group Coral Club Hibiscus membership from your 2nd stay at the resort.
- 2.2 **Tipani Level.** You are eligible for the Island Hotels Group Coral Club Tipani membership if you have stayed at EWRS and/or CRR at least 4 times since 2015.
- 2.3 **Gardenia Level.** The Island Hotels Group Coral Club Gardenia membership is reserved for members showing the highest level of commitment and for those guests who have stayed at the resort at least 8 times since 2015. This membership is offered by invitation at the sole discretion of EWRS and/or CRR.
- 2.4 Every effort will be made to invite guests to join the Island Hotels Group Coral Club when the above targets are met. However, we ask that you inform us if you have reached these targets and not yet been invited to join the Program, prior to arrival.
- 2.5 The Program will not recognize number of stays offered on a complimentary basis or generated from airline crew accounts.
- 2.6 Long-stay agreements are generally specifically contracted for extended periods, so certain benefits with the Island Hotels Group Coral Club Program may not apply.

3. DATA PRIVACY

- 3.1 The personal data supplied by Members is required for the operation of the Island Hotels Group Coral Club Program, delivery of associated benefits and services, Program development and to communicate news and information to Members for their benefits.
- 3.2 EWRS and CRR collects information about our Members (both offline and online) to provide an experience that is tailored to their preferences. Since the privacy of Members is of paramount importance to EWRS and CRR, we wish to protect it and maintain the trust of our Members while collecting the information necessary to operate this Program. EWRS and CRR is fully committed to providing information about the collection and use of personal information furnished by, or collected from, Members while using our websites, products and services. We offer Members the choice to

decline (opt out) participation in certain services and promotional benefits provided by EWRS and CRR and/or its carefully selected third parties.

- 3.3 Members have the right to review, amend and update any personal data held by EWRS and CRR.
- 3.4 Members are responsible for keeping the Island Hotels Group Coral Club up to date with correct communication and postal address.
- 3.5 EWRS and CRR will only use and disclose Member's data to the companies within the Group, their successors and business partners and any suppliers EWRS and CRR engages to process data on its behalf for the purpose of operating this Program.

4. GENERAL

- 4.1 These Terms and Conditions and the relationship between the Island Hotels Group Coral Club Members and EWRS and/or CRR are governed by, and shall be constructed in accordance with, the laws of The Cook Islands and New Zealand.
- 4.2 Members shall indemnify and hold harmless EWRS and/or CRR, its officers, directors, employees and agents (collectively "Representatives") from and against any all liabilities, damages, losses, expenses, claims, demands, suits, fines or judgments (including, without limitation, any reasonable legal fees, costs and related expenses) incurred or suffered by EWRS and/or CRR and its Representatives as a result of any claims or proceedings brought by any third party, arising out of or in connection with any breach of obligations hereunder or negligence or willful misconduct on the part of the Member.

CONTACT US

EWRS: stay@edgewater.co.ck

CRR: holiday@clubraro.co.ck

THE ISLAND HOTELS GROUP CORAL CLUB
RAROTONGA, COOK ISLANDS



The Island Hotels Group
CORAL CLUB

Please fill out the following form and return to reception as soon as you can to allow us to process your membership and have your membership card ready before you depart.

Date of Application

First Name

Last Name

Business Name

Email Address

Phone

Address - Street

Suburb

State

Country

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Have you stayed at the Edgewater Resort & Spa or Club Raro Resort before?

 YES

 NO

How many times have you stayed here before?

When was the last time you stayed here?

How did you book this holiday?

Website

Direct

Travel Agent

| | |
|---------------------------|----------------------|
| OFFICE USE ONLY | |
| Departure Date | <input type="text"/> |
| Date Application Received | <input type="text"/> |
| Membership Tier | <input type="text"/> |
| Membership Number | <input type="text"/> |
| Comments | |
| <input type="text"/> | |