

TERMS & CONDITIONS – PRIVILEGE CLUB CARDS

1. ACCOMODATION DISCOUNTS

Accommodation discounts for Gold and Black Cardholders are as follows:

- For Gold Cardholders, 20% Discount on the Best Available Rate (BAR) at the time of booking.
- For Black Cardholders, 25% Discount on the Best Available Rate (BAR) at the time of booking.
- The above-mentioned discounts cannot be redeemed in conjunction with any special promotion and/or package.
- Maximum of 02 rooms can be reserved at a time under the Privilege Club (PVC) member's name with same privileges.
- Accompanied spouse stays free of charge.

2. COMPLIMENTARY NIGHT VOUCHERS (CNV) (For Cities Properties)

STANDARD VOUCHER- 01 vouchers per year for Gold and 02 vouchers for Black card holders.

- CNV is valid at all Pearl-Continental Hotels, Best Western Rawalpindi & Hotels one across Pakistan subject to terms and conditions stipulated at the back of the respective voucher subject to availability of rooms.
- For Family & Friends, the CNV can be redeemed without the presence of the Privilege Club member, subject to one paid night at (BAR) and the member declaring the intention while reserving.
- CNV is valid for a Standard Room or can be used for any of the Run of House (ROH) with applicable supplement charges.
- Neither damaged nor misplaced vouchers will be replaced.
- Accompanied spouse stays free of charge.

CNV is subject to the following grid for hotel-wise rules:

Hotel	Condition
Pearl-Continental Hotel Rawalpindi	One free night any day of the week
Best Western Rawalpindi	
Pearl-Continental Hotel Muzaffarabad	
Rumanza Hotel Multan	

Pearl-Continental Hotel Lahore	
Pearl-Continental Hotel Karachi	
PC Legacy Hyderabad	
All City Hotels One By PC	
Zaver Pearl- Continental Hotel Gwadar	

CONDITIONAL VOUCHER - 01 voucher per year for gold card Members valid during off-peak periods defined as “Weekend City” and “Weekday Resorts”.

- CNV is valid at all Pearl-Continental Hotels, Best Western Rawalpindi & Hotels one across Pakistan subject to terms and conditions stipulated at the back of the respective voucher & subject to availability of rooms.
- For Family & Friends, the CNV can be redeemed without the presence of the Privilege Club member, subject to one paid night at (BAR) and the member declaring the intention while reserving.
- CNV is valid for a Standard Room or can be used for any of the Run of House (ROH) with applicable supplement charges.
- Neither damaged nor misplaced vouchers will be replaced.
- Accompanied spouse stays free of charge.

CNV is subject to the following grid for hotel-wise rules:

Hotel	Condition
Week	
Pearl-Continental Hotel Muzaffarabad	One free night any day of the week
All City Hotels One By PC	
Zaver Pearl- Continental Hotel Gwadar	

Weekends	
Pearl-Continental Hotel Karachi	
Pearl-Continental Hotel Lahore	
PC Legacy Hyderabad	
Pearl-Continental Hotel Rawalpindi	
Rumanza Hotel Multan	
Best Western Rawalpindi	
	One free night from Friday to Sunday (No paid night required)

Rules Applicable to both Standard and Conditional vouchers across all properties:

- All rooms booked under the CNV are stipulated by Terms & Conditions printed behind the voucher.
- The CNV replaces one paid night for one room for Pearl-Continental hotels.
- The CNV may be combined with the BAR discount & with 2+1, 1+1 packages but may not be used in conjunction with any other accommodation benefit, offer, promotion or CNV in the same reservation.

3. FREE NIGHTS

- **Stay 2 Paid Nights, Get 1 Free Night – For Gold and Black Card Members**
 - This benefit can be availed at any day of the week at any of the host properties.
 - Benefit is applicable once per week only for Gold and Black card holders.
 - Customer can avail either a BAR discount of 25% on Black / 20% on Gold or 2+1 / 1+1 package subject to availability. Both Offers cannot be combined.
 - 3rd Night is not applicable on suites; however, members will get 50% discount on 3rd night.
- Benefit is subject to the following grid for hotel-wise rules:

Hotel	Condition
Week	
Pearl-Continental Hotel Muzaffarabad	One free night after two paid night any day of the week

Hotel	Condition
Zaver Pearl-Continental Hotel Gwadar	One free night after two paid night any day of the week
Pearl-Continental Hotel Karachi	
Pearl-Continental Hotel Lahore	
Pearl-Continental Hotel Rawalpindi	
Rumanza Hotel Multan	
All Hotels One by PC	
PC Legacy Hyderabad	
Best Western Rawalpindi	

Stay 1 Paid Night, Get 1 Free Night – For Black Card Members only.

- This benefit can be availed during weekends at city properties and weekdays at resort properties for Black card holders only subject to availability of rooms.
- Weekends are defined as Friday to Sunday, and the free night will not spill over the weekday.
- Customer can avail either a BAR discount of 25% on Black / 20% on Gold or 2+1 / 1+1 package. Both Offers cannot be combined.

Benefit is subject to the following grid for hotel-wise rules:

Hotel	Condition
Week	
Pearl-Continental Hotel Muzaffarabad	One free night after one paid night any day of the week

Hotel	Condition
Zaver Pearl-Continental Hotel Gwadar	
Weekends	
Pearl-Continental Hotel Karachi	
Pearl-Continental Hotel Lahore	
PC Legacy Hyderabad	
Pearl-Continental Hotel Rawalpindi	One free night after one paid night *from Friday to Sunday*
All Hotels One City Properties	
Rumanza Hotel Multan	
Best Western Rawalpindi	

2. COMPLIMENTARY NIGHT VOUCHERS (CNV) (For Resorts Properties)

02 voucher per year for Gold and 02 vouchers for Black card holders subject to availability of rooms*.

- CNV is valid at all Resorts Pearl-Continental Hotels across Pakistan subject to terms and conditions stipulated at the back of the respective voucher.
- For Family & Friends, the CNV can be redeemed without the presence of the Privilege Club member, subject to one paid night at (BAR) and the member declaring the intention while reserving.
- CNV is valid for a Standard Room or can be used for any of the Run of House (ROH) with applicable supplement charges.
- Neither damaged nor misplaced vouchers will be replaced.
- Accompanied spouse stays free of charge.

CNV is subject to the following grid for hotel-wise rules:

Hotel	Condition
-------	-----------

Pearl-Continental Hotel Bhurban	One free night offered with one *paid any day of the week except on Gazetted holidays/special events. On 1 st night 25% off on black & 20% off discount on gold card will be offer.
Pearl-Continental Hotel Malam Jabba	
Pearl-Continental Legacy Hunza	
Cecil Hotel Murree	
Pearl-Continental Legacy Skardu	
All Resorts Hotels One By PC	

Rules Applicable to both Standard and Conditional vouchers across all properties:

- All rooms booked under the CNV are stipulated by Terms & Conditions printed behind the voucher.
- The CNV replaces one paid night for one room for Pearl-Continental hotels.
- The CNV may be combined with the BAR discount & with 2+1, 1+1 packages but may not be used in conjunction with any other accommodation benefit, offer, promotion or CNV in the same reservation.

3. FREE NIGHTS

- **Stay 2 Paid Nights, Get 1 Free Night – For Gold and Black Card Members**
 - This benefit can be availed at any day of the week at any of the host properties.
 - Benefit is applicable once per week only for Gold and Black card holders Subject to availability of rooms.
 - Customer can avail either a BAR discount of 25% on Black / 20% on Gold or 2+1 / 1+1 package. Both Offers cannot be combined.
 - 3rd Night is not applicable on suites; however, members will get 50% discount on 3rd night.

Benefit is subject to the following grid for hotel-wise rules:

Weekdays

Pearl Continental Hotel Bhurban	One free night after two paid night *paid night from Monday to Thursday except for Friday, Saturday, and Sunday / Gazetted Holidays
------------------------------------	---

Pearl Continental
Legacy Hunza

Cecil Hotel Murree

Pearl Continental
Malam Jabba

Across Resorts Hotels
One by PC

Pearl Continental
Legacy Skardu

Stay 1 Paid Night, Get 1 Free Night – For Black Card Members only.

- This benefit can be availed during weekdays at resort properties for Black card holders only once in week.
- Customer can avail either a BAR discount of 25% on Black / 20% on Gold or 2+1 / 1+1 package subject to availability or rooms. Both Offers cannot be combined.

Benefit is subject to the following grid for hotel-wise rules:

Hotel	Condition
Weekdays	

Hotel	Condition
<i>Pearl Continental Hotel Bhurban</i>	
<i>Pearl Continental Hotel Malam Jabba</i>	
<i>Pearl Continental Legacy Hunza</i>	
<i>Cecil Hotel Murree</i>	One free night after one paid night *paid night from Monday to Thursday except for Friday, Saturday, and Sunday / Gazetted Holidays
<i>Across Resorts Hotels One by PC</i>	
<i>Pearl Continental Legacy Skardu</i>	

4. UPGRADE VOUCHERS

NEXT CATEGORY UPGRADE - 01 free upgrade per year shall be given subject to the following for Gold and Black card Members in the form of a voucher:

The voucher shall entitle members to avail a next-step upgrade, at all the Pearl-Continental Hotels across Pakistan, subject to the terms and conditions stipulated at the back of the respective voucher. Subject to availability of rooms*

- All Members may be given an upgrade at the time of check-in without any further or additional charges.
- The upgrade is applicable for all days of a member's stay subject to booking and payment of a room. Therefore, if a member books a room for 02 nights or more, the next-category upgrade will apply to the entirety of the stay. This voucher is applicable on room categories only.
- Room upgrades may not be redeemed in conjunction with any Special Promotion, CNV.
- Room upgrade voucher may be used in conjunction with a member's BAR discount only.
- Each voucher is exclusively for an upgrade of one room only. If a PVC Member books more than one room, the applicable premium shall apply for the second room upgrade.

- The Member must inform and identify himself/herself as the voucher holder when making a reservation. Presence of the Member/voucher holder is mandatory at the time of redemption.
- The original upgrade voucher must be presented to the respective Hotel at the time of check-in. No photocopy or scanned copy of the upgrade voucher shall be acceptable.
- Next category upgrade voucher is non-transferable and cannot be exchanged for cash in whole or part or sold to any person or used for any other purposes.
- Neither damaged nor misplaced vouchers will be replaced.

SUITE CATEGORY UPGRADE - 01 voucher per year shall be given Black card Members only, subject to the following:

The voucher shall entitle the Members to avail a direct suite upgrade, at all the Pearl-Continental Hotels across Pakistan, subject to the terms and conditions stipulated at the back of the respective voucher & availability of suites.

- All Members may be given an upgrade at the time of check-in without any further or additional charges.
- The suite upgrade voucher is applicable for one night any day of the week, subject to booking and payment of a standard room i.e., minimum lowest category room at the respective Property.
- If a Black cardholder books a room for 02 nights, the upgrade will apply to one night. In this case, the member can:
 - a. Stay in the original room category for one night and the suite in the second night or
 - b. Stay both nights in the suite, but he/she will incur the cost of the upgrade for the 2nd night.
- Each voucher is exclusively for an upgrade of one room only. If a PVC Member books more than one room, the applicable premium shall apply for the second room upgrade.
- To avail the upgrade, the holder of Privilege Card must inform and identify himself as the voucher holder when making a reservation.
- Presence of the member is mandatory at the time of redemption.
- The original voucher must be presented to the respective Hotel at the time of check-in. No photocopy or scanned copy of the voucher shall be acceptable.
- The member must state his/her intention to utilize the voucher at the time reservation is made.
- The voucher is applicable to all suite categories except for Presidential suites, Royal Suites subject to the availability of rooms and/or special events.
- Suite upgrade vouchers may not be redeemed with Special Promotions, CNV or Free Night Promos (2+1 or 1+1) in the same reservation.
- Suite upgrade voucher may be used in conjunction with a member's BAR discount only.

- The voucher is non-transferable and cannot be exchanged for cash in whole or part or sold to any person or used for any other purposes.
- Neither damaged nor misplaced vouchers will be replaced.

5. DINING DISCOUNTS - Both Gold and Black Card members are entitled to the following dining discounts in all Pearl Continental, Best Western Rawalpindi, Green Pak Kalam, all Hotels One and Marriott Hotels:

Head Count	Discount
1 person	15%
Up to 2 persons	50%
Up to 3 persons	33%
Up to 4 persons	25%
5 – 10 persons	20%
11 – 20 persons	15%
Head Count	Discount
High-Tea, Iftar & Takeaway for Gold Card Members	15%
High-Tea, Iftar & Takeaway for Black Card Members	20%

- **For Gold cardholders**, the above-mentioned discount matrix is applicable to standard restaurants that include Front Page Café, Marco Polo, Taipan, Bukhara, Chandni, Dumpukht, Bukhara, Nadia, Terrace Cafe, Zigolini and Dynasty.
- **For Gold cardholders**, the above-mentioned discount matrix is however not applicable on premium restaurants such as Jason Steak House, Sakura, Royal Elephant. Instead, only 15% flat discount shall be offered on the said restaurants.
- **For Black cardholders**, the above-mentioned discount matrix is applicable to standard restaurants mentioned above in addition to premium restaurants that include Jason's Steakhouse, Sakura and Royal Elephant subject to the discount matrix above.
- In cases where a member is joined by a single guest, the 50% discount is applied to the total cost of the bill before taxes.
- Discounts matrix is only applicable for a maximum of 20 people. Normal prices shall be applicable for the 21st person and above.
- Discounts are not applicable on room service, mini bar usage, outside catering or on banquets.
- PVC card holder Gold/Black cannot be entertained/avail discount on Promotional/discounted package for dining.

6. One membership. Infinite privileges. Everywhere."

Highlights boundless international benefits, Evokes freedom and elite access. your membership is recognized and honoured across borders, bringing you seamless access to exclusive privileges in worldwide. Whether you're traveling for business, leisure, or living life

on the move, your benefits will follow — from luxury accommodations and VIP lounges to trusted retail partners and elite experiences. This milestone marks our commitment to delivering consistent excellence, no matter where you are.

- **50% off on Supperclub Gold & Diamond Membership.**

Supperclub was born out of the necessity to bring a curated, high-value membership to food enthusiasts and lifestyle aficionados, offering exclusive deals and seamless access to top venues.

7. FOOD & BEVERAGE RESORT VOUCHERS

- 01 Voucher worth PKR 5,000 shall be given on a minimum spend of PKR 20,000 at any of the restaurants at the Resort Properties to Gold cardholders.
- 01 Voucher worth PKR 10,000 shall be given on a minimum spend of PKR 30,000 at any of the restaurants at the Resort Properties to Black cardholders.
- The discount voucher shall be availed at future spend only.
- To avail the complimentary voucher, the holder of Privilege Card must identify himself as the voucher holder when making a reservation or at the time of dining at the respective restaurant.
- This original voucher must be presented to the respective Hotel at the time of dine-in.
- No photocopy or scanned copy of this voucher shall be acceptable.
- To use/redeem Rs. 5000 F&B resort vouchers, gold cardholder must present a valid receipt of a minimum spending of PKR 20,000 on food and beverage, either in one or multiple transaction(s), if PVC Cardholder has spent this minimum amount in a single day visit to the Hotel or in one continuous stay in the same Hotel.
- To use/redeem Rs. 10,000 F&B resort voucher, Black cardholder must present a valid receipt of a minimum spending of PKR 30,000 on food and beverage, either in one or multiple transaction(s), if PVC Cardholder has spent this minimum amount in a single day visit to the Hotel or in one continuous stay in the same Hotel.
- The receipt(s) when presented to the Hotel must not be more than six (06) months old.
- For the purposes of understanding, Resort properties include Pearl-Continental Hotel Bhurban, Pearl-Continental Hotel Muzaffarabad, and Zaver Pearl-Continental Hotel Gwadar, Cecil Murree, PC Hotel Malam Jabba, PC Legacy Skardu.
- The voucher is subject to the availability of tables at the respective restaurants.
- The voucher is non-transferable, non-refundable and is applicable to food and beverage expenses only.
- Please note that the voucher is for the purposes mentioned therein and cannot be exchanged for cash in whole, part, nor sold to any person or used for any other purposes.
- Neither damaged nor misplaced vouchers will be replaced.

8. BIRTHDAYS

- Both Gold and Black card member is eligible for a complimentary birthday cake if he/she decides to book a table for 04 at any of our restaurants.

- The member needs to present his/her card to enjoy the benefit.

9. BAKERY AFTER-HOURS DISCOUNTS

- Pastry/Bakery Shop discounts are as follows for both Gold and Black Cardholders:
- 15% Discount on on-shelf items applicable from opening of business to 20:00 hrs.
- 50% Discount on all on-shelf items (not orders) only from 20:00hrs to close of business.

10. HEALTHCLUB BENEFITS & DISCOUNTS

ANNUAL MEMBERSHIP FEE

- For Gold cardholders, 20 % Discount applied to Annual Membership Fee of the respective Health club.
- For Black cardholders, 03 - day free access to the respective Health Club valid during 03 consecutive days for the same Health Club.

MEMBERSHIP TRIAL

- For Gold cardholders, 01-day free access to the respective Health Club
- For Black cardholders, 03 – day free access to the respective Health Club valid during 03 consecutive days for the same Health Club

MASSAGE:

- For Gold cardholders, 20% discount applicable to the respective Health Club
- For Black cardholders, 30% discount applicable to the respective Health Club
- For Black cardholders, 01 free 60-min massage per year applicable to the respective Health Club in form of a voucher, subject to availability of appointment and stipulated by the following control procedures:
 - The PVC card holder must inform and identify himself as the voucher holder when making a reservation. Presence of the card/voucher holder is mandatory at the time of redemption.
 - Original voucher must be presented to the respective Hotel at the time of check-in.
 - No photocopy or scanned copy of this voucher shall be acceptable.
 - The voucher is valid for all Hotels with Spa and Health Club facility, subject to availability.
 - The voucher cannot be used in conjunction with any other offer.
 - All Health Club and Spa rules prevalent at the time of use of the voucher shall apply.
 - Neither damaged nor misplaced vouchers will be replaced.

11. LAUNDRY / DRY CLEANING DISCOUNTS

- For Gold cardholders, 15 % Discount applied to all PC Properties
- For Black cardholders, 20 % Discount applied to all PC Properties

12. BUSINESS CENTER DISCOUNTS

For Gold cardholders, 15 % Discount on all Hotel Business centre items (except 3rd parties BC items)

For Black cardholders 20 % Discount on all Hotel Business centre items (except 3rd parties BC items)

13. RENT-A-CAR DISCOUNTS

For Gold cardholders, 15 % Discount on taking per kilometer per hour services (Not applicable for Pick & Drop)

For Black cardholders 20 % Discount on taking per kilometer per hour services (Not applicable for Pick & Drop)

14. USAGE OF MEMBERSHIP CARDS

- Signature and use of your card constitutes acceptance of the benefits, privileges, as well as terms and conditions listed herein.

15. MEMBERSHIP CARD

- Your card is the property of Pearl-Continental Hotels & Resorts. Membership Privileges will be extended only on presentation of a valid card signed by the member.

16. LOST AND STOLEN CARDS

- The membership card is the responsibility of the member. Loss, damage, or theft of your card should be reported immediately to a Pearl-Continental Hotel in your city. In such cases, a duplicate card can be requested (on payment). However, vouchers will not be reissued under any circumstances.

17. VALIDITY

- Your membership is valid until the expiry date as shown on your card. Your card is for your own personal use and not transferable in any case.

18. CONDITIONS, BENEFITS & PRIVILEGES SUBJECT TO CHANGE

- The Privilege Club reserves the right to change or amend the conditions of the membership, its benefits, and privileges, without prior notice. The membership fee is not refundable.

CUSTOMER DECLARATION

I further declare that I shall abide and be fully and effectively bound by the terms and conditions and such other terms and conditions which may be prescribed by the Privilege Club in respect of its cards, from time to time, which shall be binding on me and my respective heirs, executors, administrators, and representatives/nominee(s)".