TERMS AND CONDITIONS

1. Membership

1.1 Any guest of the JA Resorts & Hotels over the age of 18 years is eligible for Club Al Safir membership (with the exception of employees of JA Resorts & Hotels and its subsidiaries and their respective family members).

1.2 The hotels participating in Club Al Safir and representing JA Resorts & Hotels are: Oasis Beach Tower, Ocean View Hotel, Hatta Fort Hotel and Jebel Ali Golf Resort which include Jebel Ali Beach Hotel and Palm Tree Court.

1.3 Membership is only for individuals, and not for a company, group or any other type of establishment.

1.4 The hotel reserves the right to restrict, suspend or discontinue the program with reasonable written notice to members. In this event, the right to redeem points shall end 180 days after such notification.

1.5 The hotel reserves the right to restrict, suspend or discontinue an individual's membership with reasonable written notice to the member. In this event, the right to redeem points shall end 90 days after such notification.

1.6 The hotel reserves the right to alter the terms and conditions, point scale or any other procedures relating to the program at any time with written notice. If the member continues to use the membership card 90 days after the above mentioned alterations or changes, the member is deemed to have accepted any such alterations. If the member does not accept the terms, he may terminate his membership, in which case the right to redeem points shall end 180 days after termination.

1.7 The membership card is valid as long as you use it at any of our properties within 24 months from the date of issue (see clause 4.3).

1.8 Members are responsible for advising Club Al Safir of any changes on the contact details (mailing address, email address, mobile number, etc.)

1.9 The signature and/or usage of the membership card constitute acceptance of the terms and conditions of Club Al Safir. The card remains the property of JA Resorts & Hotels and should be produced for inspection when requested by the hotel management. In the event of loss, theft or damage to the card, the member is kindly requested to inform the hotel immediately. The card should be returned to the hotel on termination of membership.

1.10 The program is governed and construed in accordance with the Laws of Dubai and the United Arab Emirates.

2. Benefits

2.1 Priority reservation - members will automatically be placed on top of the waiting list in case the hotel is fully booked.

2.2 Express reservation - when the member states the membership number on reservation, the hotel shall endeavor to provide for any special requests and room preferences for the member's arrival at the hotel.

2.3 Express check-in - every effort shall be made to speed up the process of check-in with a pre-printed registration card. However, the hotel may, subject to applicable UAE laws, require additional documents necessary for check-in, such as (but not limited to) a copy of the passport.

2.4 Early check-in - every effort shall be made to provide a room as early as possible subject to room availability.

2.5 Late checkout – every effort shall be made to provide a late checkout subject to room availability.

3. Earning points

3.1 Points are awarded as follows to any member booked on a qualifying room rate either directly with the hotel or through a third party, such as a travel agent, tour operator, company or an organization:

Jebel Ali Golf Resort

	Jebel Ali Beach Hotel					Palm Tree Court				
Points - Jebel Ali Golf Resort	**Garden View Room**	**Sea View Room**	**Superior Garden/Sea View Room**	**Executive Suite**		**Garden View Junior Suite**	**Beach Front Junior Suite**	**Palm Tree Court Suite 1-Bedroom**	**Royal Jasmine Jr. Suite**	**Royal Jasmine Suite 1-Bedroom**
Rack, EDS & call-in rates	500	550	900	1050		650	800	950	1100	1400
Between 01st June to 31st August	300	325	500	575		375	450	525	600	750
Tour Operator, Travel Agent, Corporate, Hospitality	250	275	450	525		325	400	475	550	700

The Residence

Points The Residence	**Residence 1-Bedroom Suite**	**Residence 2-Bedroom Suite**	**Residence Beach Front**
Rack, EDS & call-in rates	1800	3000	1300
Between 01st June to 31st August	1200	2000	750
Tour Operator, Travel Agent, Corporate, Hospitality	900	1500	650

Hatta Fort Hotel

Points Hatta Fort Hotel	**Deluxe Chalet Style Room**	**Deluxe Chalet Suite**	**Deluxe 2-Bedroom Villa**
Rack, EDS & call-in rates	250	350	700
Between 01st June to 31st August	125	250	350
Tour Operator, Travel Agent, Corporate, Hospitality	100	200	300

Oasis Beach Tower

Points Oasis Beach Tower	2 Bedroom Deluxe	2 Bedroom Superior	2 Bedroom Premium	3 Bedroom Deluxe	3 Bedroom Superior	3 Bedroom Premium	4 Bedroom Deluxe	4 Bedroom Superior	4 Bedroom Premium
Rack, EDS & call in rates (Daily & Weekly)	400	550	650	600	825	975	800	1100	1300
Between 01st June to 31st August	240	330	390	360	495	585	480	660	780
Tour Operator, Travel Agent, Corporate, Hospitality (Daily & Weekly)	200	275	325	300	415	490	400	550	650
Monthly	150	210	245	225	310	365	420	470	625

3.2 Points shall not be awarded to any member booked on a non-qualifying room rate, such as a complimentary, duty crew rate or promotional rate.

3.3 Further bonus points can be earned from specific offers sent to the members.

3.4 Points shall be awarded to the member from the room occupied only. For additional rooms booked by the member points shall only be awarded if family occupies them and the member is personally staying in the hotel and settling the account for all the rooms reserved.

3.5 Points may only be accumulated and redeemed by the cardholder.

3.6 If two members share a room, 50% of the total points due for the occupied room shall be awarded to each member.

3.7 Aircrew staff may redeem points on any stay in one of the JA Resorts & Hotels but shall only earn on private, off-duty stay.

3.8 Points shall not be credited for stays prior to membership commencement, with exception of any introductory points that may be offered to new members.

3.9 Points shall not be credited for cancelled reservations.

3.10 Points earned are not transferable to any other member or non-member or to be combined with points of another member.

3.11 A statement shall be sent to members after each stay, indicating points earned, points redeemed, and current balance available. Additional statements may be issued upon request.

3.12 Point accumulation is not applicable in yearly stays at the Oasis Beach Tower.

4 Redeeming points

4.1. 10 points have a credit value of AED 1 (one UAE Dirham) which shall be redeemable on the guest's next hotel bill against Hotel related services and facilities. The Hotel related services include food & beverages, sports facilities, room rates and room upgrades (payable directly with the hotel only) telephone charges and any other facilities or services as announced by the hotel.

Points shall not in any case whatsoever or under any circumstances be redeemed as cash payments or in Hotel shops, for tour bookings, taxi fares or car hire.

4.2 Points are redeemable only from the Front Office Cashier/Receptionist and not in any of the hotel's outlets. Members wishing to pay for a redeemable service or facility with their points should sign the amount to their room bill and advice the Front Office Cashier upon check-out how many points they wish to use, at which point redemption receipt shall be completed.

4.3 Any member not having earned points for 24 consecutive months may be removed from the programme. In this case a voucher for all accumulated points will be issued to the member via mail to the member's mailing address on file.

The member will have 90 days from the date the voucher is issued to take one of the following actions:

- Stay at JA Resorts & Hotels, thus reactivating the membership; or
- Send a cheque or money order for AED 100, which will keep the member's account open for an additional 24 month period; or
- Redeem all accumulated points earned; the account will then be closed at the end of the 90-day period.

Failure to take action as described above within the prescribed 90-day period will result in the closure of the member's account and the forfeiture of all accumulated points.

5 Points Expiry

5.1. All points accumulated are subject to an expiration date of 36 months.

5.1. Points are not going to expire immediately. Members will be notified and have one (1) year to redeem them.