



## FRIENDS OF ROYAL LANCASTER LONDON TERMS AND CONDITIONS

### ENROLLMENT

1. Any guest over 18 years may apply to join Friends of Royal Lancaster London and become a 'Friend'.
2. Royal Lancaster London reserves the right to refuse a membership to any applicant at the sole discretion of the hotel and without written notice.
3. All memberships are individual and no joint memberships are permitted.
4. Benefits where availability permits (accommodation discounts, complimentary breakfast, room upgrades, early check-in and late check-out) are only available to Friends who have booked directly with the hotel, either through the website ([www.royallancaster.com](http://www.royallancaster.com)) or with our reservations team by phone or email ([book@royallancaster.com](mailto:book@royallancaster.com)).

### REDEMPTION

5. Friends can log on to the online portal to book accommodation with the discount already applied.
6. Friends must quote their membership number (the e-mail address they used to sign-up) when booking accommodation with our reservations team via phone or email, in order to receive their discounts and benefits.
7. The Friends accommodation discount and complimentary breakfast are only applicable on the Friends' Preferred Rate bookings and not any advanced purchase rates, packages, special rates or negotiated rates.
8. Friends are entitled to redeem their discount in our restaurants and bars when not staying at the hotel, however, will be required to present their physical or digital membership card (downloadable via the online portal) to a member of staff in order to receive their discount. Booking is highly recommended.
9. Restaurant and bar discounts are only valid for a maximum of 6 people at any one time.

### OTHER

10. Royal Lancaster London reserves the right to make changes to our benefits at any time, without prior notice.
11. Friends benefits are non-transferable and cannot be used in conjunction with any other offer or promotion, or on group and set menus.
12. Early check-in and late check-out is subject to availability.
13. Room upgrades are subject to availability.