



An overview of our guest loyalty programmes

Repeat visitors to our Fairmont, Raffles and Swissôtel hotels and resorts can enjoy a wide range of exclusive benefits offered by each brand's guest loyalty programme. For members of our loyalty programmes, every visit is enhanced by special touches, from express check-in to spa discounts to complimentary use of luxury vehicles, ensuring a truly unforgettable stay. Each programme offers multiple tiers, allowing frequent travellers to earn even more privileges.

FAIRMONT PRESIDENT'S CLUB

- Private reception desk with express check-in and checkout, personalized preferences, and access to exclusive events and getaways
- Exclusive savings: Willow Stream Spa treatments and products, Fairmont Music Store and Fairmont Stores, and partner promotions
- Complimentary: high-speed Internet access, local calls, health-club access, shoeshine and daily newspaper
- (Select hotels) Complimentary use of: Lexus courtesy vehicles, BMW bikes, TaylorMade golf clubs and Fairmont Fit apparel
- Elite-tier benefits as above, plus complimentary: nights, dining certificates, personalized welcome amenity and more

RAFFLES AMBASSADORS

- Exclusive concierge service, guaranteed room availability with 48 hours' notice, 24-hour check-in, room upgrades, exclusive invitations to once-in-a-lifetime events, airline miles, discounts on spa treatments and at Raffles Stores
- Complimentary: breakfast, high-speed Internet access, local phone calls and health-club access

CLUB SWISS GOLD

- Monthly promotions (e.g., 20% off best available rate), spa discounts, complimentary access to fitness centre, room upgrades, pre-registration, dedicated check-in counter, priority wait-list status and more
- Elite members: as above, plus guaranteed room availability with 48 hours' notice, early check-in and late checkout, as well as complimentary room nights, meals, local phone calls, faxes, Internet access, access to Swiss Executive Club Lounge and "Yours for an Hour" activities

CROSS-BRAND BENEFITS

When visiting any of our Fairmont, Raffles and Swissôtel hotels and resorts, elite-tier members will enjoy many of the benefits, discounts and special privileges offered by their current loyalty programme (e.g., a Fairmont President's Club member's preferences will be automatically recognized at a Swissôtel property). Where applicable, members will also accumulate stay credits with each room night at any Fairmont, Raffles or Swissôtel hotel or resort.

Benefits across all three brands

- Personalized room preferences honoured
- Complimentary local calls and no service charge on 1-800 calls
- Complimentary fitness-centre access (excludes spas)
- Complimentary room delivery of daily national newspaper
- VIP welcome amenity

Benefits at Fairmont for members of Raffles and Swissôtel loyalty programmes

- Room-night credit towards membership status (Club Swiss Gold members only)
- 15% discount at Fairmont Stores
- 10% off Willow Stream Spa treatments
- Complimentary use of TaylorMade golf clubs at select city hotels

Benefits at Raffles for members of Fairmont and Swissôtel loyalty programmes

- Room-night credit towards membership status
- 15% discount at Raffles Stores
- 10% off Raffles Amrita Spa treatments

Benefits at Swissôtel for members of Fairmont and Raffles loyalty programmes

- Room-night credit towards membership status (Fairmont President's Club members only)