

## PREMIER REWARDS

# Frequently Asked Questions



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### Frequently Asked Questions

#### Find Out How Our Premier Rewards Loyalty Programme Works

We've compiled a list of the most frequently asked questions with answers below, so guests can familiarise themselves with how the Premier Rewards Programme works. If your question is not answered below, or for any other queries about our Rewards Programme, feel free to get in touch.

#### Status Levels and Status Points

##### 1. How many status levels are in the Premier Rewards Loyalty programme and what are the requirements for each status level?

The programme has three status levels

- Sapphire: Entry level to 11999 points
- Ruby: 12 000 to 26 249 points required in a rolling 12-month period
- Diamond: 26250 points required in a rolling 12-month period

##### 2. What are Points and how are they accumulated?

Your status is no longer determined by the number of nights you stay with us but by the amount of Status Points you accumulate. You accumulate 1 Status Point for every R10 spent on public, government and corporate accommodation rates, food and beverage at hotel owned restaurants and sundry items signed to your room account (hotel-owned laundry services, telephone calls and hotel-owned parking). Status Points are calculated over a rolling 12-month period.

##### 3. How can I upgrade to another status level of the Premier Rewards Loyalty programme?

Higher statuses are awarded to you automatically based on the number of status points you have accumulated over a rolling 12-month period, which is based on your spend and no longer nights. You accumulate 1 Status Point for every R10 spent on public, government and corporate rates and other qualifying spend when staying at participating Premier Hotels & Resorts.

- Sapphire: Entry level to 11999 points
- Ruby: 12000 to 26249 Status Points required in a rolling 12-month period
- Diamond: 26250 Status Points required in a rolling 12-month period

You will automatically be upgraded upon reaching the required Status Points for an upgrade. Ruby and Diamond member status is valid for 1 year from date of issue. If you do not maintain or meet the required Status Points to maintain your status you will be placed on a lower status level in line with your Status Points accumulated.

## **Membership**

### **1. I have just enrolled as a Premier Rewards member, when can I start using my benefits?**

Newly registered members will receive their accommodation discount on their first online booking, after sign-up. Should a member sign-up during a stay, their 10% accommodation discount, only valid off the quoted public best available rate of the day, will be valid from their next stay/booking. Members only need to enter their email address and a password of their choice online on the Premier Rewards guest portal [rewards.premierhotels.co.za](https://rewards.premierhotels.co.za) to qualify for their discounts.

### **2. Does my membership ID change when my status changes?**

No, your membership ID does not change, even when your status is upgraded.

### **3. Why do I need a Password, and when do I use it?**

Your confidential Password protects you from fraudulent use of your Premier Rewards Points. You will receive an activation email once you have registered which will direct you to the Premier Rewards member portal where you will be required to select your password. The Password is also required along with your email address when logging in on [rewards.premierhotels.co.za](https://rewards.premierhotels.co.za) to access your Premier Rewards Loyalty programme account. You may also change your password online under "My Details" within [rewards.premierhotels.co.za](https://rewards.premierhotels.co.za)

## **Premier Rewards Points**

### **1. What are Premier Rewards Points?**

Premier Rewards Points are Premier Rewards Loyalty programme currency that you earn and that in turn can be used towards the redemption of accommodation, unique experiences and items at any Premier Hotel or Resort.

### **2. How do I earn Premier Rewards Points?**

You earn Premier Rewards Points when you stay at a Premier Hotel or Resort on public, government and corporate accommodation rates. You can earn Premier Rewards Points on a maximum of 3 rooms, per member, per stay. You must be occupying one of the rooms to qualify for Premier Rewards Points earning. The Premier Rewards Points earning ratio is calculated based on your status level :

- Sapphire: 5%
- Ruby: 7.5%
- Diamond: 10%



### **3. How many rooms qualify for Premier Rewards Points earnings?**

You can now earn on a maximum of 3 rooms, per member, per stay.

### **4. How long are Premier Rewards Points valid for?**

Premier Rewards Points are valid for 24 months from date of issue. Premier Rewards Points not used within the 24 months will expire irrespective of your status level.

### **5. How do I know how many Premier Rewards Points I have?**

- You can login to [rewards.premierhotels.co.za](https://rewards.premierhotels.co.za) using your email address and password
- Call the Premier Rewards Support Centre on 021 161 0906 during office hours or email [rewards@premierhotels.co.za](mailto:rewards@premierhotels.co.za).

### **6. Can Premier Rewards Points and benefits be used for a friend?**

No, Premier Rewards Points are not transferable. You can redeem and earn Premier Rewards Points for yourself and your immediate family (i.e. your spouse and children). You must be present to earn and redeem. You can now earn on 3 rooms, per stay.

### **7. How long will it take for Premier Rewards Points earned to reflect on my account?**

- Premier Rewards Points earned will be allocated to you no later than 24 hours after check out and will appear on your statement. Should your stay not be allocated within 24 hours after check out you should check your transaction history on your account/profile on [rewards.premierhotels.co.za](https://rewards.premierhotels.co.za).
- Alternatively, please contact the Premier Rewards Support Centre on 021 161 0906 during office hours or email [rewards@premierhotels.co.za](mailto:rewards@premierhotels.co.za).

## **Redeeming Premier Rewards Points**

### **1. How many Premier Rewards Points do I need before I can spend them?**

For redemption purposes, 10 Premier Points = 1 Rand. You do not need a minimum amount to redeem and can top up with cash or credit card through the website, or with Premier Central Reservations.

### **2. When and where can I redeem my Premier Rewards Points?**

You can redeem Premier Rewards Points at any time or any day of week through the website, or with Premier Central Reservations.

### **3. Can I redeem Premier Rewards Points earned on my current stay during my stay?**

No, Premier Rewards Points will only appear on your profile within 24 hours after check-out and can only be used once reflected on your profile as an available Premier Rewards Points Balance.

### **4. Do I earn Premier Rewards Points on redemption transactions?**

No. You can only earn Premier Rewards Points on the top up value of your stay should you be required to pay in an amount. You will not earn Premier Rewards Points on the redeemed accommodation and food & beverage portion of your bill paid.

## **5. How do I make a Premier Rewards redemption booking?**

Book your redemption online at [rewards@premierhotels.co.za](mailto:rewards@premierhotels.co.za)

## **6. Can I use my Premier Rewards Points to pay for food and beverage, Hotel Parking and any sundry charges?**

Yes, at this stage you can use your Premier Rewards Points to pay for meals and drinks, hotel parking, and spa treatments only signed to your room account.

### **Accommodation Discounts**

#### **1. What discounts do I receive at Premier Hotels & Resorts?**

You qualify for the following discounts off accommodation:

##### **Hotels & Resorts – 10% discount off public, quoted best available rates**

- All 3-star hotels
- All 4-star hotels
- All resorts

##### **Selected Leisure Offers – 5% Discount (Ruby & Diamond members only) when advertised on [rewards@premierhotels.co.za](mailto:rewards@premierhotels.co.za)**

- All 3-star hotels
- All 4-star hotels
- All resorts

#### **2. Can I make a booking and get discounted rates for my friends?**

No, your discounts are intended for you and your immediate family (spouse and children) and you need to be present for the hotel to honour your discount and benefit.

#### **3. Do I qualify for further discounts on accommodation if I am booked on a negotiated corporate rate?**

No. You are not given a discount if you are booked on a negotiated corporate or government rate.

#### **4. Can I give my membership number to a family member or friend to get discounts?**

No. You are required to be present at the hotel to qualify for your discount and will be required to show your ID and verify your name – and you will be prompted to check your email address is correct.

#### **5. Do I get discounts on room service and banqueting at Premier Hotels & Resorts?**

Yes, the hotel may offer you special rates when booking a conference or banquet at a Premier Hotel or Resort, and you may earn on room service when signing to your room account. You will earn points on your accommodation when booking and staying with a conference group, but not on the conference or banqueting bill when you book a conference at any of our hotels and resorts as a Premier Rewards member.

#### **6. Do I qualify for discounts on food and beverages if my company is settling the account?**

No, discounts are not granted on bills to corporates, travel agents or government departments.

## **Wi-Fi**

### **1. What amount of Wi-Fi do I receive as a Premier Rewards member**

As a Premier Rewards member you will receive FREE Wi-Fi at participating hotels, and your tier status.

## **Participating Hotels**

### **1. Which Hotels participate in the Premier Rewards Loyalty programme?**

#### **3-star**

- Premier Splendid Inn Bloemfontein
- Premier Splendid Inn Pinetown
- Premier Splendid Inn Port Edward
- Premier Splendid Inn Bayshore
- Premier Splendid Inn Umhlanga

#### **4-star hotels**

- Premier Hotel Cape Town
- Premier Hotel EL ICC
- Premier Hotel Regent
- Premier Hotel The Richards
- Premier Hotel Umhlanga
- Premier Hotel O.R. Tambo Airport
- Premier Hotel Midrand
- Premier Hotel Pretoria
- Premier Hotel Falstaff
- Premier Hotel Quatermain
- Premier Hotel Mapungubwe
- Premier Hotel Roodevalley
- Premier Hotel The Winkler

#### **Resorts**

- Premier Resort Mpongo Private Game Reserve (Eastern Cape)
- Premier Resort The Moorings (Knysna)
- Premier Resort Cutty Sark (Scottburgh, Durban)
- Premier Resort Sani Pass (Drakensberg, Durban)

## **Member Queries**

### **1. A hotel stay has not been recorded on my Premier Rewards Points summary. How do I query a missing stay?**

You can query a missing stay with the Premier Rewards Support Team on 021 161 0906 or 086 111 5555 or email [rewards@premierhotels.co.za](mailto:rewards@premierhotels.co.za)

### **2. I have forgotten my Password?**

You can use the “forgot my password” on [rewards.premierhotels.co.za](https://rewards.premierhotels.co.za) which can be found on the login area on the Premier Rewards page. Our hotels and the Premier Rewards Support team are not able to assist you with Password requests as your Password is confidential.

### **3. I would like to get a statement of Premier Rewards Points summary?**

You can login to view or email Premier Rewards Points statements to your email address, which can be found on your profile under the “My Transactions History” section on the Premier Rewards Member portal. You can also call the Premier Rewards Support Team on 021 161 0906 or email [rewards@premierhotels.co.za](mailto:rewards@premierhotels.co.za), who will then log a request on your behalf for a statement to be emailed to you.