



Deerhurst Resort Preferred Membership Terms and Conditions

Food & Beverage Benefits

- Dining discounts apply in Eclipse Restaurant, Maple Pub & Patio, Compass Bar & Grill and Antler Steakhouse – seasonal.
- Dining discounts apply on all regular priced menu items, restaurant “features”, restaurant buffets and table d’hôte menus.
- Discounts apply to regular rates on food and non-alcoholic beverages. Ontario law states that alcohol cannot be discounted.

Food & Beverage Limitations

- Only one (1) membership card can be used to redeem a discount for an entire “dining party”. The member must pay the discounted bill for the dining party. The restaurant check cannot be split.

- A “dining party” is defined as a group of patrons “dining together” at one or more tables. A dining party that decides to split two or more tables far enough from one another to “appear” like two or more dining parties, with the intent to redeem a discount from more than one membership card will still be considered “one dining party”.

- Dining discounts do not apply on conference department pre-organized events, hotel kiosks, golf course food carts, takeout orders or general store.

- Discounts do not apply on restaurant “specials” as they have already been discounted.

- Preferred Membership dining discounts are not applicable on special occasion meals, including: Christmas Eve dinners / Christmas Day brunch & dinners / Valentine’s Day dinner / Mother’s Day brunch / Father’s Day Brunch / New Year’s Eve dinners / New Year’s Day brunch.

- A child ordering from the menu, including the kids menu, is considered to be one person in the dining party.

- A party of two ordering one meal for their table constitutes a 15% discount not a 50% discount as this is viewed as a single diner.

- Members are required to provide their Preferred Membership card to their server prior to dining in order to determine the discount percentage for your dining party.

- Although service gratuities are at the discretion of our preferred members, Deerhurst Resort encourages compensating service on pre-discounted totals.

- Deerhurst Resort’s Food & Beverage Managers and Supervisors reserve the right to discontinue memberships if a member or members engage in unruly behavior or conduct in relation to the specific limitations described above.

Rooms Benefits

- Each Preferred Membership is entitled to a complimentary night stay in a main Pavilion guest room Sunday through Thursday (based on availability and subject to blackout dates). **Resort fee and HST are applicable (currently \$36.95 + HST)**

- Complimentary night use and discounted room rate cover single/double occupancy (2 adults). Two children 18 and under may share parents’ room at no charge. Charges for additional adults apply (currently \$30.00 each).

- Room discounts and the complimentary night cannot be used in conjunction with other packages and promotions or applied to change any current room reservations. No more than one complimentary night may be used per reservation.

- 20% room night discount is valid for members only and one room per stay (based on availability and subject to blackout dates)

- A deposit equal to one night’s accommodation is required at time of booking a room reservation, fully refundable up to 7 days prior to arrival. 7 days prior to arrival the balance is charged to the credit card at which time the entire amount becomes non-refundable if cancelled/shortened.

- In the event of cancellation of all or part of a booking, the deposit will be refunded when Deerhurst Resort receives a minimum 7 days notice, after which any deposit/prepayment will be non-refundable.

- Reservations are required for accommodations and the complimentary night cannot be redeemed without advance notice to the Deerhurst Resort reservations team. Room discount must be applied prior to check-in. Those who purchase their membership on site are not entitled to the room discount. It can only be applied to future stays, if available.

- Complimentary night blackout dates: Holidays, long weekends, December 31st, special event weekends, and other periods as determined by the resort.

- A limited number of complimentary nights are allotted on any given day and reservations are booked on a first come first served basis no more than 90 days prior to date of stay.

- Two and three night minimum stays may be in effect throughout the year.

Golf Benefits

- 20% discount on golf green fees is applicable for cardholders only, based on availability. Tee time reservations are required.

Spa Benefits

- 20% discount on regular priced spa services is applicable for cardholders only, based on availability. Reservations are required.

- RMT massages and spa discounted packages are not included.

General Terms & Conditions

- All interpretations of the Preferred Membership's Terms and Conditions are at the sole discretion of Deerhurst Resort.
- Discounts cannot be combined with any other promotions, discounts, group rates or offers.
- Membership benefits are only for those listed on the card. Presentation of card and photo identification is required at each visit.
- Membership may be transferred amongst spouses/common-law partners only.
- Membership expires one year from the date of registration and benefits will not be extended.
- Preferred members must be at least 18 years of age. Personal identification will be required upon check-in or during their stay.
- Preferred Membership has no predetermined termination date and may continue until, at any time, Deerhurst Resort decides to terminate the membership, with or without notice. Members have three months from the termination date to redeem the complimentary night stay.
- Deerhurst Resort reserves the right to add, modify, delete or change any of the terms, rules, procedures, conditions, benefits, at its sole discretion, with or without notice, even though changes may affect the value of reward certificates already issued.
- Deerhurst Resort reserves the right to discontinue the Preferred Membership for any member who appears to be using the program in a manner inconsistent with these Terms and Conditions, or the intent of the program or any one of the program benefits offered, including, but not limited to, reward redemption or complimentary night use. Deerhurst Resort also reserves the right to discontinue membership for any member who, as deemed by Deerhurst Resort, engages in unruly behavior or conduct unbecoming of a guest of the resort, or who acts in a manner inconsistent with local or federal laws.
- A \$50 + tax fee is charged to replace lost or stolen cards and it is the responsibility of the member to report lost or stolen membership cards.
- Memberships are non-refundable.
- Memberships can only be renewed within 30 days of a previous membership expiring.
- There is a minimum of 10 business days for processing