



# Deerhurst Resort Preferred Membership Terms and Conditions

## I. Food & Beverage

### Discounts:

- 50%, single dining
- 50%, party of 2
- 25%, party of 3 or more

*Deerhurst Resort reserves the right to determine the appropriate discount based on the number of persons in a dining party.*

1. Dining discounts apply in Eclipse Restaurant, Maple Pub & Patio, Compass Bar & Grill and Antler Steakhouse (seasonal). Discounts apply on all regular priced menu items, restaurant “features”, restaurant buffets and table d’hôte menus.
2. Discounts apply to regular rates on food and non-alcoholic beverages. Ontario law states that alcohol cannot be discounted.
3. Dining discounts do not apply on conference department pre-organized events, hotel kiosks, golf course food carts, takeout orders or general store.
4. Discounts do not apply on restaurant “specials” as they have already been discounted.
5. Preferred Membership dining discounts are not applicable on special occasion meals, including: Valentine’s Day dinner / Easter Sunday Brunch / Mother’s Day brunch / Father’s Day Brunch / Christmas Eve dinners / Christmas Day brunch & dinners / New Year’s Eve dinners / New Year’s Day brunch.
6. A child ordering from the menu, including the children’s menu, is considered to be one person in the dining party.
7. 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.
8. Although service gratuities are at the discretion of our preferred members, Deerhurst Resort encourages compensating service on pre-discounted totals.
9. 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.

## II. Accommodation

1. 20% room night discount is valid for members only and one room per stay (based on availability and subject to blackout dates);
2. Added bonus feature: Each Preferred Membership is entitled to 1 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 / subject to change without notice);**
3. 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). **Complimentary night blackout dates: Holidays, long weekends, December 31<sup>st</sup> 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.
4. 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;
5. 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;
6. 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;
7. 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;
8. Two and three night minimum stays may be in effect throughout the year.
9. Membership expiration deadline cannot be extended. Be sure to use your complimentary night before the expiration date printed on your card.

### **III. Golf, Spa, Retail & Recreation**

1. 20% discount on golf green fees is applicable for cardholders only, based on availability. Tee time reservations are required.
2. 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.
3. 20% off the rock wall and 20% of DHR logoed clothing in the Pro shops & General Store.

### **IV. General Terms & Conditions**

1. All interpretations of the Preferred Membership's Terms and Conditions are at the sole discretion of Deerhurst Resort.
2. Discounts cannot be combined with any other promotions, discounts, group rates or offers.
3. Membership benefits are only for those listed on the card. Presentation of card and photo identification may be required at each visit.
4. Membership may be transferred amongst spouses/common-law partners only.
5. Membership expires one year from the date of registration and benefits, including complimentary room nights, will not be extended.
6. Preferred members must be at least 18 years of age. Personal identification will be required upon check-in or during their stay.
7. The Preferred Membership Program 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.
8. 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.
9. 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.
10. A fee of \$50.00 + tax is charged to replace lost or stolen cards and it is the responsibility of the member to report lost or stolen membership cards.
11. Memberships are non-refundable.
12. A minimum of 10 business days for processing is required.

### **Frequently Asked Questions**

#### **Does my Preferred Membership give me daily access to the pool and gym on property?**

The Preferred Membership does not apply to the pool and gym. Please speak with the Recreation Department about purchasing a Fitness Membership.

#### **Can I use my complimentary night in a suite or condo?**

The complimentary night stay is available in Pavilion hotel rooms only and is based on availability.

#### **If I want to dine with another Preferred Member, can we both use our membership discount cards when we eat together?**

Yes. Multiple membership cards are accepted when guests dine together. Please refer to section I for more details.

#### **Can I receive my food discount on my take out order?**

The Preferred Membership is a dining program. To receive any food discounts, you must dine in at any of the restaurants on property - Eclipse, Compass Bar & Grill, Maple Pub & Patio or the Antler Steakhouse. Dining discounts are not applicable on take-out.

#### **Why did I not receive my member discount off my entire dinner and drinks bill?**

Due to the liquor laws, we cannot discount alcohol. The Preferred Membership discount is only off the food portion of your bill.

#### **What is the \$36.95 + HST resort fee on my room reservation?**

All reservations are subject to the resort fee. The resort fee includes many amenities for you to use during your stay such parking, Tesla charging station), electric car charging station, WIFI in guestrooms and public space, in-room tea & coffee service, indoor Treehouse Playspace, indoor pool, Hot tub, children's wading pool, pool towel service, fitness room, board games, Splash Zone inflatable waterpark, green fee at Deerhurst Lakeside after 4pm (cart extra), outdoor pool, golf practice green, canoes, stand-up paddle boards, kayaks, hiking trails, outdoor tennis & activity courts, beach volleyball court, horseshoes, croquet, cross country ski equipment & trails, snowshoes & trails, ice-skates, outdoor skating rink, hockey equipment, Fun Zone.

**# Cards per membership / Identification** – Only one (1) card per membership will be issued per membership. Guests must present their cards in order to be eligible for discounts. Additional photo identification may be required at the time of purchase.

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**Contact Information:** Deerhurst Preferred Membership | 705-789-7113 x 4393 | [vip@deerhurstresort.com](mailto:vip@deerhurstresort.com)

<https://deerhurstresort.com/dining/preferred-membership>

March 27, 2019