



# DEERHURST

## RESORT

MUSKOKA

### DEERHURST DINING CLUB – TERMS & CONDITIONS

*Updated April 29, 2021*

#### I. ELIGIBILITY

Membership in the Deerhurst Dining Club will be eligible for local or seasonal residents of Muskoka, north to Burks Falls and within Algonquin Park with proof of address within in the following postal codes. In the spirit of this local loyalty club, persons residing outside these postal codes will not be eligible for this program.

**POA** - Kearney, Burks Fall, Emsdale, Sprucedale, Dorset, Dwight, Algonquin, Sundridge

**POB** - Port Carling, Baysville, Port Sydney, Utterson

**POC** - Bala, Mactier, Rosseau, Torrance

**POE** - Severn Bridge, Kilworthy

**P1H** - Huntsville

**P1L** - Bracebridge

**P1P** - Gravenhurst

(Some smaller towns included in these postal codes may not be listed here but are eligible.)

#### II. NON-TRANSFERABLE

Each membership purchase is valid for up to two members of the same household at the same address which will be noted on the club membership card. **Club membership cards cannot be shared, transferred or used by anyone else.** One card will be provided per club membership purchase.

#### III. MEMBER IDENTITY VERIFICATION

Valid government photo ID will be required when presenting the club membership card. Without presentation of official ID, the club membership discounts and/or privileges cannot be extended.

#### IV. FOOD DISCOUNTS

**Club membership provides a 25% discount on food and non-alcoholic beverages. Ontario liquor laws prohibit discounts on alcohol. .**

1. Dining discounts apply in regular restaurants and for the In-Room/Curbside Menu. Restaurants will include: Eclipse Restaurant, Maple Pub & Patio, Compass Bar & Grill and The Antler Steakhouse (seasonal).
2. Discounts apply on regular priced menu items and regular table d'hôte menus. Some menu items may be excluded.
3. Dining discounts are valid for seatings of up to 10 people in a party with one check for the entire party. Separate checks for individuals within the party are not permissible. (One card, one check.)
4. Dining discounts do not apply on contracted events (weddings, special occasion celebrations, etc.) or other special events taking place in banquet or other non-restaurant space, hotel kiosks, golf course food carts or the General Store.
5. Discounts do not apply on restaurant "specials" as they have already been discounted.

6. Dining discounts are not applicable on any menus during special occasion meal periods or event dates including, but not limited to: Valentine's Day Dinner, Easter Sunday, Mother's Day, Father's Day, Thanksgiving, Christmas Eve and Christmas Day, New Year's Eve and New Year's Day.
7. A child ordering from the menu, including the children's menu, is considered to be one person in the dining party.
8. Members are required to provide their Deerhurst Dining Club card and corroborating government photo ID to their server prior to dining for discounts to be extended.
9. Although service gratuities are at the discretion of our dining club members, Deerhurst Resort encourages compensating service on pre-discounted totals.
10. 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 that contravenes the specific limitations described above.

## V. ACCOMMODATION

1. The 25% accommodation discount is valid for accommodation, subject to availability and blackout dates, at the discretion of the resort.
2. The accommodation discount is valid for card holders only and is limited to one regular Pavilion Room per stay,
3. Dining club members as noted on the card are entitled to one (1) complimentary night stay per annual membership period in a main Pavilion guest room Sunday through Thursday night, based on availability and subject to blackout dates. The Resort fee (currently \$36.95) and HST are applicable. The resort fee is subject to change without notice. Non-transferable.
4. The complimentary night use and discounted room rate are applicable for single or double occupancy (up to 2 adults). Two children 18 and under may share parents' room at no charge. Charges for additional adults apply (currently \$30.00 each).
5. **Black-out dates for complimentary night usage or discounted accommodation include but are not limited to: holiday periods, long weekends, special event weekends, and other high-demand periods as determined by the resort.**
6. A limited number of complimentary night reservations are limited 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.
7. 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.
8. A deposit equal to one night's accommodation is required at time of booking a room reservation, fully refundable up to seven (7) days prior to arrival. Seven (7) days prior to arrival the balance is charged to the credit card at which time the entire amount becomes non-refundable if the reservation is cancelled or shortened;
9. In the event of cancellation of all or part of a booking, the deposit will be refunded when Deerhurst Resort receives a minimum seven (7) days' notice, after which any deposit/prepayment will be non-refundable;
10. Reservations are required in advance of arrival for accommodation discounts and the complimentary night. 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 subject to availability.
11. Two and three night minimum stays may be in effect throughout the year.
12. Club membership privileges cannot be extended beyond the expiration date. Be sure to use your complimentary night before the expiration date printed on your card.

## VI. GOLF, SPA & RETAIL

1. 25% discount on golf green fees is applicable for cardholders only, based on availability. Tee time reservations are required in advance.

2. 20% discount on regular priced spa services at the Amba Spa at Deerhurst Resort is applicable for cardholders only, based on availability. Reservations are required in advance. RMT massages and discounted spa packages are not included.
3. 25% discount on Deerhurst logo apparel in the Pro shops and Deerhurst General Store.

## **VII. GENERAL TERMS & CONDITIONS**

1. All interpretations of the Deerhurst Dining Club'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 valid government photo identification will be required each time the card is used.
4. Membership expires one year from the date of registration. All benefits, including the complimentary room night, will not be extended beyond the expiration date. There is no cash value, substitutions or credit for any unused portion of the club membership within the membership period.
5. Dining club members must be at least 18 years of age.
6. The Deerhurst Dining Club has no predetermined termination date and may continue until such time as Deerhurst Resort decides to terminate the club, with or without notice. Members have three months from the club termination date to redeem their complimentary night stay if unused.
7. Deerhurst Resort reserves the right to add, modify, delete or change any of the terms, rules, procedures, conditions, benefits of the club, at its sole discretion, with or without notice, even though changes may affect the value of club memberships already issued.
8. Deerhurst Resort reserves the right to discontinue the Deerhurst Dining Club for any member who appears to be using the program in a manner inconsistent with its Terms and Conditions or the intent of the program or any one of the program benefits offered, including, but not limited to, discounts 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 or patron of the resort, or who acts in a manner inconsistent with local or federal laws.
9. The Deerhurst Dining Club is not available to resort employees.
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**

### **How many cards can I get with my membership?**

Only one (1) card will be issued per membership with up to two names from the same household. Guests must present their cards in order to be eligible for discounts along with valid government photo ID.

### **Does my Deerhurst Dining Club membership give me daily access to the pool and gym on property?**

The Deerhurst Dining Club does not provide access to the pool and gym, unless the member is a registered resort guest.

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

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

**If I want to dine with another Deerhurst Club member, can we both use our membership discount cards when we eat together?**

Yes. Multiple membership cards are accepted when guests dine together.

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

Due to Ontario liquor laws, we cannot discount alcohol. The dining club discount only applies to the food portion of your bill.

**What is the Resort Fee on my complimentary or discounted 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 spaces, in-room tea and coffee service, Treehouse Playspace, indoor and outdoor pools, hot tub, towel service, fitness room, board games, green fee at Deerhurst Lakeside after 4pm (cart extra), golf practice green, use of canoes, stand-up paddle boards, kayaks, hiking trails, outdoor tennis and activity courts, beach volleyball court, horseshoes, croquet. In-Winter: cross country skis, snowshoes, ice-skates, trails and rink. Activities may be subject to weather, availability and other restrictions.

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**Contact Information:** Deerhurst Dining Club | 1-800-461-6522 | [diningclub@deerhurstresort.com](mailto:diningclub@deerhurstresort.com)