

BANYAN TREE

HOTELS & RESORTS

悦榕酒店和度假村

Habitat @ Banyan Tree Hotels & Resorts (Terms & Conditions) (Frequently Asked Questions)

Enjoy up to 60% discount on Best Available Rate for Accommodation
and Hotel Credits up to USD 150 per Stay per Unit in all participating hotels

The Terms and Conditions:

1	Each Unit comprises a 7-night stay.
2	Up to 4 Units per brand will be available for purchase.
3	Units will be purchased by Brand and redeemable across properties within that same brand, e.g. 2 Units at Banyan Tree cannot be redeemed at Cassia or Angsana, and vice versa.
4	Prepayment must be made at gifting.banyantree.com/Habitat in order to purchase Units.
5	Validity of each purchase is 12 months from date of transaction, regardless of the number of Units purchased.
6	Refunds will only be made available for purchases that are completely unconsumed and are within 90 days from date of transaction, e.g. If a 4-Unit purchase is made and all 4 Units are not utilized and the refund request is made within 90 days of transaction, then that purchase is eligible for a refund. However, if a guest makes a 4-Unit purchase and utilizes 1 Unit, the remaining 3 Units are not eligible for a refund. If the refund request is made after 90 days from date of transaction, it is not eligible for a refund.
7	There will be strictly no refunds for purchases that exceed 90 days from date of transaction or are partially utilized.
8	Bank/ transaction charges shall be incurred by guest upon approval of refund.
9	Each Unit must be fully redeemed at any participating hotel, e.g. splitting one Unit across different periods, rooms or hotels is not allowed.
10	Redeeming multiple Units across properties within the same brand is allowed, e.g. 2 Units at Banyan Tree can be redeemed across 2 Banyan Tree properties. The same applies to 3 or 4 Units.
11	Redemption of multiple units need not be made all at once, i.e. guests may choose to redeem separate units at different times as long as they are still valid.
12	Credits will be provided at individual properties for guests to utilize as they wish (applicable to all property-related charges).
13	Credits offered at each property must be fully utilized during the course of the guest's stay.
14	Credits are non-transferrable and any unutilized value shall expire upon checkout.
15	Credits offered will vary between properties.
16	Credits offered are not exchangeable for cash.
17	Banyan Tree Hotels & Resorts may without liability whatsoever, at any time and at its sole discretion and without cause or notice, amend these terms.

Banyan Tree Hotels & Resorts Pte. Ltd.
211 Upper Bukit Timah Road, Singapore 588182

悦榕酒店和度假村
新加坡武吉知马路上段 211号, 588182

Tel 电话: +65 6849 5888 Fax 传真: +65 6462 2800
Email 电邮: corporate@banyantree.com

banyantree.com | angsana.com | cassia.com | dhawa.com

Regn. no. 200814766N



BANYAN TREE



ANGSANA



CASSIA



DHAWA

Frequently Asked Questions:

Q1	How many nights are there in a Unit?
A1	Each Unit comprises a 7-night stay.
Q2	How many Units can I purchase?
A2	Up to 4 units per brand will be available for purchase.
Q3	Where can I purchase the Habitat Unit?
A3	You may purchase and make payment at gifting.banyantree.com/Habitat .
Q4	If I purchase more than 1 Unit, can I redeem at different hotels?
A4	Yes, you may redeem at different hotels within the same brand.
Q5	If I purchase more than 1 Unit of the same brand, can I redeem to stay in different hotels across the different brands?
A5	No, you are not able to redeem the Units across different brands; you can only redeem at the hotels under the same brand that the Unit was purchased from.
Q6	What is the validity of the vouchers purchased?
A6	Validity of each purchase is 12 months from the date of transaction, regardless of number of units purchased.
Q7	Can I get the full refund if I cancel my purchase?
A7	Yes , if no Units are utilized, and request is made within 90 days from date of transaction, then that purchase is eligible for a refund. However, bank charges incurred will be borne by customer. No , if any Unit in a transaction has been utilized after purchase, the remaining Units in the same transaction are not eligible for a refund. No if the purchase has exceeded 90 days from date of transaction.
Q8	Do I get the refund if the voucher is expired before I am able to redeem the units?
A8	No , there will strictly be no refunds for Units that are expired or partially utilized.
Q9	Am I able to redeem at more than one hotel if I purchase a Unit?
A9	You may only utilize each Unit at one hotel (i.e. the same hotel for the 7-day period), and redemption at different hotels for the same Unit is not allowed.
Q10	Can I transfer my voucher to my family member or friend?
A10	Yes, vouchers purchased are transferable.

Q11	Can I accumulate my hotel credits and use it on my next trip?
A11	No, hotel credits must be fully utilized during the guest's stay. The hotel credits cannot be accumulated or kept for the next trip.
Q12	If I do not use all my hotel credits, can I exchange the remaining credits for cash upon checkout?
A12	No, hotel credits extended cannot be exchanged for cash.
Q13	If traveling is not possible in the next 12 months, can we extend the validity of the vouchers purchased?
A13	No extensions are allowed at the moment, however, the management will review the extension policy based on travel restrictions and guidelines accordingly, if required.
A14	Can I change the hotel after the booking is made?
Q14	Yes, you may cancel and rebook another participating hotel within the same brand, subject to availability.
Q15	Can I cancel the booking?
A15	Yes, you may cancel your booking 1 day prior to arrival without any cancellation charge. 100% charge will apply if cancellation is made within 24 hours prior to arrival.
Q16	What is included in the Habitat Offer?
A16	Habitat offer includes complimentary daily breakfast for 2 adults.
Q17	Can the customer book a Habitat Unit over the phone?
A17	No, customers can only book the Habitat Unit on the website. Bookings cannot be made through any other channels.
Q18	Can the customer earn reward points on the Habitat Offer?
A18	No, bookings made through Habitat is not eligible to earn Accor reward points or Airlines Miles.
Q19	Does Best Price Guarantee apply on the Habitat Offer rates?
A19	No, the Best Price Guarantee applies only to prices advertised and available to general public on website other than www.banyantree.com , www.angsana.com , www.cassia.com , www.dhawa.com .