



Citi Prestige Card – Staycation Program General Terms & Conditions:

1. Principal Cardholders (“Cardholders”) of Citi Prestige Card issued by Citibank (“Eligible Card”) who book two consecutive nights at any of the designated local five-star hotels (“Hotels”) through Citi Prestige Concierge, Cardholders can get one night for free (“Staycation Offer”). Reservation made through other channels, including but not limited to, travel agents, websites or directly with a hotel will not qualify.
2. The Staycation Offer is valid from June 7, 2021 till December 31, 2021, both dates inclusive (“Promotion Period”). The reservation and the stay must be made and completed within the Promotion Period.
3. Cardholders must make the reservation (at least 3 working days prior to the stay), via phone with Citi Prestige Concierge at (852) 2860 0338. The stay must be completed within 2 months from the reservation date (i.e. stay reserved on June 1, 2021 must have check-out date no later than July 31, 2021).
4. List of selected local hotels (“Hotels”):
 - Rosewood Hong Kong
 - The Ritz-Carlton
 - Four Seasons Hotel Hong Kong
 - Mandarin Oriental
 - JW Marriott Hotel
 - Grand Hyatt
 - Island Shangri-La
 - Kowloon Shangri-La
5. A maximum of 1 complimentary night is allowed per Principal Cardholder within the Promotion Period.
6. To qualify for the complimentary night's stay:
 - A minimum of 2 consecutive purchased nights' stay is required.
 - Complimentary night is valid for reservation at designated hotels that are located in Hong Kong only. The list of designated hotels is subject to change without prior notice.
 - Cardholders' physical card of Eligible Card must be presented at check-in, and for full payment upon check-out.
 - The Principal Cardholders who booked the stay/s must be one of the staying guests.
 - Complimentary night is non-transferable and not valid for staying at another hotel.
 - Complimentary night must be utilized during the same stay as the purchased nights.
 - Purchased and complimentary nights must be of the same room types in the same hotel property.
7. Any unused nights will be forfeited and will not be replaced or credited if the guest/s check-out early.
8. Rates are per room, per night, based on single/ double occupancy and availability at time of reservation and do not include additional per room, per night surcharges that may be imposed nor applicable taxes.
9. All reservations are non-cancellable and non-refundable.
10. All rates and availability for hotels are provided by the Citibank's designated travel agency.

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Borrow only if you can repay!**

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11. Booking Period and Staying Period are subject to availability at time of booking.
12. The cost of the complimentary one-night stay will be computed as the average nightly rate for the entire stay.
13. Staycation Offer is on a first-come-first-served basis, and subject to availability.
14. Blackout dates include but not limited to: Mother's Day, Father's Day, HKSAR Day, National Day, Christmas Eve, Christmas Day and Boxing Day and New Year's Eve.
15. Citibank and designated travel agency reserve the right to amend or cancel the promotion and any of its terms and conditions, without prior notice.
16. In case of any disputes, the decision of Citibank and designated travel agency shall be final.
17. Citibank is not the supplier or service provider of the products/services/auxiliary services concerned, and shall not be responsible for any matters in relation to the related products or services. Hotels are solely responsible for all obligations and liabilities relating to such products or services and all auxiliary services.
18. The Staycation Offer can only be used by the Principal Cardholders, and cannot be combined with any other promotions or discounts, including the use of corporate code discounts and loyalty rewards by hotel or property, and any offers including "stay a minimum night and get free night" type of offer run by the hotels directly.
19. Hotel imposed fees, including but not limited to dining or resort fees, and incidental guest charges are the Principal Cardholder's responsibility.
20. Citibank will not be liable for any loss or damage incurred as a result of any interaction between a Principal Cardholder and hotels with respect to the Staycation Offer. Except as set forth herein, all matters, including but not limited to delivery of goods and services, returns, and warranties are solely and strictly between the Principal Cardholder and the applicable hotels, subject to applicable law. The Principal Cardholder acknowledges that Citibank does not endorse or provide warranties of any kind in relation to the hotels that are accessible through the Staycation Program, nor the Offers that they provide.
21. For room types or packages other than the designated room types and room rates, Cardholders will need to bear the extra cost for both nights.
22. For any Staycation Program related questions or additional benefits, such as free upgrade, early check-in, late check-out or upgrading package at a preferential price, please contact the Citi Prestige Concierge at +852 2860 0338.
23. For others terms & condition of the hotels, please visit respective hotel's website for details.
24. In case of any discrepancy between the English and Chinese versions, the English version shall prevail.

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Hotels Terms & Conditions:

1. Rosewood Hong Kong

- The offer is subject to ten percent (10%) service charge on a per-room-per-night basis.
- The offer cannot be used in conjunction with any other offers.
- Minimum stay for 2 nights is required.
- This offer is valid for Citi Prestige cardholders only.
- The offer is subject to availability at time of booking.
- For others terms & condition of the hotels, please visit respective hotel's website for details.

2. The Ritz-Carlton

Additional Benefits:

- Upgrade on arrival, subject to availability.
- Complimentary buffet breakfast daily for two guests per bedroom.
- \$100 USD equivalent Hotel credit to be utilized during stay (not combinable, not valid on any form of room rates, no cash value if not redeemed in full, not valid on any third-party payment, not valid on outside contractor service and not valid on any retail items).
- Early check-in/late check-out, subject to availability.
- Complimentary Wi-Fi.

Remarks:

- The offer is subject to ten percent (10%) service charge on a per-room-per-night basis.
- The offer cannot be used in conjunction with any other offers.
- The offer requires a minimum of two (2) consecutive nights stay.
- This offer is valid for Citi Prestige cardholders only.
- The offer is subject to availability at time of booking.
- For others terms & condition of the hotels, please visit respective hotel's website for details.

3. Four Seasons Hotel Hong Kong

- The offer is subject to ten percent (10%) service charge on a per-room-per-night basis.
- The offer cannot be used in conjunction with any other offers.
- The offer requires a minimum of two (2) consecutive nights stay.
- This offer is valid for Citi Prestige cardholders only.
- The offer is subject to availability at time of booking.
- For others terms & condition of the hotels, please visit respective hotel's website for details.

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4. Mandarin Oriental

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- This offer is valid for Citi Prestige cardholders only.
- The offer is subject to availability at time of booking.
- For others terms & condition of the hotels, please visit respective hotel's website for details.

5. JW Marriott Hotel

- The offer is subject to ten percent (10%) service charge on a per-room-per-night basis.
- The offer cannot be used in conjunction with any other offers.
- The offer requires a minimum of two (2) consecutive nights stay.
- This offer is valid for Citi Prestige cardholders only.
- The offer is subject to availability at time of booking.
- For others terms & condition of the hotels, please visit respective hotel's website for details.

6. Grand Hyatt

- The offer is subject to ten percent (10%) service charge on a per-room-per-night basis.
- The offer cannot be used in conjunction with any other offers.
- The offer requires a minimum of two (2) consecutive nights stay.
- This offer is valid for Citi Prestige cardholders only.
- The offer is subject to availability at time of booking.
- The Hotel reserves the right to further lose out certain dates for reservations and shall give written notice to each closure.
- For others terms & condition of the hotels, please visit respective hotel's website for details.

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7. Island Shangri-La

- The offer is subject to ten percent (10%) service charge on a per-room-per-night basis.
- The offer requires a minimum of two (2) consecutive nights stay.
- This offer is valid for Citi Prestige cardholders only.
- The offer is subject to availability at time of booking.
- For others terms & condition of the hotels, please visit respective hotel's website for details.

8. Kowloon Shangri-La

- The offer is subject to ten percent (10%) service charge on a per-room-per-night basis.
- The offer requires a minimum of two (2) consecutive nights stay.
- This offer is valid for Citi Prestige cardholders only.
- The offer is subject to availability at time of booking.
- For others terms & condition of the hotels, please visit respective hotel's website for details.

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