



An overview of our guest loyalty programmes

Repeat visitors to our Fairmont, Raffles and Swissôtel hotels and resorts can enjoy a wide range of exclusive benefits and privileges offered by each brand's guest loyalty programme. Every time they stay with us, our members' experiences are enhanced by special touches, from express check-in to spa discounts to complimentary luxury transportation, ensuring a truly unforgettable stay.

FAIRMONT PRESIDENT'S CLUB

Service: Private reception desk with express check-in and checkout, a personalized room-preferences profile and access to a dedicated reservation line

Savings: Complimentary Internet and health-club access, daily newspaper delivery, and discounts at Willow Stream Spas and Fairmont Stores

Members-only experiences: Once-in-a-lifetime Fairmont Moments, invitations to special events, and exclusive savings on Fairmont getaways through our Great Rates, Great Dates offers

Partnerships: Access to TaylorMade golf clubs and BMW courtesy vehicles and bikes at select hotels, and in-room delivery of Fairmont Fit Reebok workout apparel

Frequent travellers may achieve Premier or Platinum status and benefit from additional rewards, including complimentary nights, dining and spa certificates, a personalized welcome amenity and more.

RAFFLES AMBASSADORS

- Exclusive concierge service, guaranteed room availability with 48 hours' notice, 24-hour check-in and checkout, room upgrades, exclusive invitations to once-in-a-lifetime events, airline miles, discounts on spa treatments and at Raffles Stores
- Complimentary: breakfast, high-speed Internet access, local calls and health-club access

SWISSÔTEL CIRCLE

- Exclusive promotions, complimentary internet access, access to fitness centre, priority wait-list status, pre-registration, the ability to earn free upgrades, and more
- Elevà and Zenit members: as above, plus guaranteed room availability with 48 hours' notice, early check-in and late checkout, complimentary room nights and meals, access to Swiss Executive Club Lounge, VIP concierge service and more

CROSS-BENEFITS

When visiting any of our Fairmont, Raffles and Swissôtel hotels and resorts, elite-tier members will enjoy many of the benefits, discounts and special privileges offered by their current loyalty programme (e.g., a Fairmont President's Club member's preferences will be automatically recognized at a Swissôtel property). Where applicable, members will also accumulate stay credits with each room night at any Fairmont, Raffles or Swissôtel hotel or resort.

Benefits across all three brands

- Personalized room preferences honoured
- Complimentary local calls and no service charge on toll-free calls
- Complimentary health-club access (excludes spas)
- Complimentary room delivery of daily national newspaper
- Complimentary Internet access
- VIP welcome amenity

Benefits at Fairmont awarded to Raffles Ambassadors and Swissôtel Circle Elevà and Zenit members

- Room-night credit towards membership-status renewal (Swissôtel Circle Elevà members only)
- 15% discount at Fairmont Stores
- 10% off Willow Stream Spa treatments
- Complimentary use of TaylorMade golf clubs at select city hotels

Benefits at Raffles awarded to Fairmont President's Club Premier and Platinum members and Swissôtel Circle Elevà and Zenit members

- Room-night credit towards membership status (Fairmont President's Club members) and membership-status renewal (Swissôtel Circle Elevà members)
- 15% discount at Raffles Stores
- 10% off Raffles Spa treatments

Benefits at Swissôtel awarded to Fairmont President's Club Premier and Platinum members and Raffles Ambassadors

- Room-night credit towards membership status (Fairmont President's Club members only)