



P.O. Box 246 ~ Beanfield, Vieux Fort ~ St. Lucia ~ Resort Phone: 758-459-6000
www.cbayresort.com

Preferred Club Points and Redemptions

- Coconut Bay guests earn 15 points per night in each stay.
- Points may be tracked online in resort Customer Relations Management program
- Points may only be redeemed in increments of 100
- 100 points may be redeemed for \$100 discount off a future stay OR
- 100 points may be redeemed for \$100 in resort credit
- 200 points may be redeemed for 1 FREE SPA Treatment (50 minute or more) OR
- 200 points may be redeemed for \$200 in resort credit OR
- 200 points may be redeemed for one FREE room upgrade for stays of 5-9 nights
- 300 points may be redeemed for one (1) FREE NIGHT OR
- 300 points may be redeemed for one FREE ROOM UPGRADE for stays of 10-14 nights OR
- 300 points may be redeemed for \$300 in resort credit
- 400 points may be redeemed for 2 FREE SPA Treatment (50 minute or more) OR
- 400 points may be redeemed for 1 Couples SPA Treatment (50 – 80 minutes) OR
- 400 points may be redeemed for \$400 in resort credit OR
- 400 points may be redeemed for \$400 discount off a future stay
- 500 points may be redeemed for \$500 discount off a future stay OR
- 500 points may be redeemed for \$500 in resort credit
- 600 points may be redeemed for two (2) FREE NIGHTS OR
- 600 points may be redeemed for \$600 in resort credit
- Points redeemed for SPA treatments will receive a voucher online which can be presented to the spa when making your appointment upon arrival on resort.
- Points redeemed for FREE nights or discounts on a future reservation should be redeemed for a voucher in the CRM system and Coconut Bay reservations will assist with awarding the free nights on your future reservation. Contact preferredclub@cbayresort.com to assist with your reservation.
- Points redeemed for resort credit will be applied to guest folio upon arrival on resort for use in the gift shop, on island tours via Adventure St. Lucia desk, and in the oceanfront Kai Mer spa.

Preferred Club Program Information, Terms and Conditions

1. Coconut Bay may add, modify or delete Preferred Club Program terms or conditions with or without notice, and may terminate the Program at any time.
2. Coconut Bay offers Preferred Club membership to individuals 18 years or older only and not to corporations or other entities. You may establish and maintain only one Member account.
3. As a Preferred Club member you may receive email communications in regards to special promotions, special offers and benefits.
4. As a Preferred Club member you may make point-eligible reservations through the website or directly with resort reservations via email preferredclub@cbayresort.com.



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5. As a Member, you are the only person who may earn points for your account.
6. A "stay" is defined as any number of consecutive nights at one hotel regardless of check-ins or check-outs.
7. Preferred Club members earn points for up to two rooms per night. Both rooms must include your member number. You must stay in one of the rooms and the rooms must be paid in full.
8. If a member's individual hotel bill is billed directly to a company and member is responsible for authorization of settlement at check-out, the member's stay is eligible for Preferred Club points if paying an eligible rate. However, in cases where charges for multiple rooms are placed on one hotel bill and billed to a third party company (group master-billing arrangements) or settled at check-out by one individual --will not be eligible.
9. If two, or more Preferred Club member share a room, points will be credited to the member making the reservation and staying in the room.
10. Points will not be earned for complimentary or discounted rooms.
11. Points will be posted within 72 hours/days of guest arrival/departure on resort.
12. All rewards are subject to room or specific reward availability.
13. Coconut Bay Beach Resort & Spa may periodically modify Preferred Club terms and conditions, with or without notice, by adding, changing or deleting rewards, points given and reward thresholds. If Coconut Bay modifies the Preferred Club parameters, you may not be able to obtain rewards previously promoted.
14. All rewards are subject to terms and conditions.
15. Upon check-in resort will required guests to provide formal identification for all reward night stays.
16. Free room nights earned by Preferred Club members do not include incidental charges and are based on single/double occupancy only. Extra person charges will apply.
17. Rewards Reservations will not be held beyond 9 pm of the scheduled day of your arrival.
18. Rewards reservations may be cancelled via email up to 72 hours prior to arrival via preferredclub@cbayresort.com without penalty.
19. If you are unable to travel and fail to cancel your reservation, or if you do not claim the room by the specified time, Coconut Bay will not credit the member account with the points redeemed for that stay.
20. Preferred Club members will not earn points for reward night stays.
21. Preferred Club members will not be able to reserve reward night stays through a travel agent or tour operator, and free night stays are not commissionable to travel agents or tour operators.



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22. Preferred Club members may redeem reward points for immediate family members only (spouse, partner, children, parents, in-laws, brothers and sisters). Immediate family members (spouse, partner, children, parents, in-laws, brothers and sisters) can use the Preferred Club points even if the member is not occupying the reserved room; however, reservation must include member's number.
23. Coconut Bay reserves the right to add or change reward levels and reward details at any time without notice. Coconut Bay may change the amount of points required for a free night at any time without notice.
24. Coconut Bay Preferred Club members are responsible for advising Resort of any name change through your online member profile. Members must provide resort with any government/state issued photo ID, such as a drivers' license, including your signature and Member number, plus the date of your request, for name change requests.
25. Preferred Club members are responsible for advising resort through your online guest profile of any changes in contact information including address, phone number or email address to ensure receipt of rewards communications.
26. Coconut Bay may add, modify or delete Preferred Club terms or conditions with or without notice, and may terminate the program at any time.
27. Preferred Club members may not transfer rewards points to anyone or by any means, including through a will or divorce decree.
28. Preferred Club members may not combine rewards points with points belonging to any other members.
29. Preferred Club members must pay for and occupy the room in order to receive rewards points.
30. Preferred Club members may not sell or barter rewards points or redeem points for cash.
31. Preferred Club members are responsible for understanding the program rules, tracking rewards points and maintaining the security of their account.
32. Coconut Bay Beach Resort & Spa is not responsible for delayed, lost or misdirected mail or other correspondence.
33. Free nights may be redeemed for as little as 300 points. Free Room nights are not exchangeable for cash.
34. Coconut Bay Beach Resort & Spa Preferred Club and/or point rewarding or redeeming is void where prohibited by law.
35. Preferred Club members agree that Coconut Bay has the sole discretion to interpret all program rules and regulations and members agree by participation in the program to abide by Coconut Bay's interpretations of these rules.



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36. **PRIVACY:** The administration of Preferred Club member's accounts and the provision of offers, rewards, benefits, products and services within the **Preferred Club** program require the collection, processing and use of data as set out in these Privacy Rules and Regulations. When you become a member, Coconut Bay will collect information that you supply, such as your name, address, telephone number, E-mail address, room preference, and billing information. By submitting your personal information and agreeing to join the Preferred Club, members consent to Coconut Bay using and sharing personal information about you for the purposes of administering your account(s), and for offering and providing rewards, benefits, products, goods, and services to you in connection with the program.
37. To the extent required or permitted by law, Coconut Bay Beach Resort & Spa may collect, use and disclose your personal information in connection with security related or law enforcement investigations or in the course of cooperating with authorities or complying with legal requirements.
38. By joining Coconut Bay's Preferred Club, members authorize resort and its subsidiaries or partners to contact said members via e-mail and postal mail in regards to rewards administrative and transactional operations.
39. Coconut Bay may occasionally contact you via e-mail and via postal mail about Preferred Club promotions, special offers, resort news and discounts. If you would prefer not to receive these communications, please [click here](#).