



The Red Rosette Club Terms and Conditions of Membership:

1. All instructions contained within these terms and conditions, the passport and at www.bestloved.com form part of the rules.
2. Red Rosette Club membership is valid for one year from the date of purchase.
3. The joining fee is non-refundable and payment currency is UK pounds sterling.
4. Your Red Rosette Club pack will be sent to you within 28 days of receipt of your application.
5. Members must be over the age of 18.
6. The Red Rosette Club card is not a credit card, cheque guarantee or payment card of any kind and remains the property of Best Loved Hotels. Once received it must be signed by the cardholder and only used by the card holder. The card is not transferable and must be returned to Best Loved Hotels on request, if used improperly.
7. A member must advise that they are a Red Rosette Club member and if appropriate wish to redeem a £25 voucher or a 'Free night' voucher at the time they make a booking request. Please complete the on-line booking request form at www.bestloved.com and note this detail in the section 'Further comments and wishes'. Please also provide this information when you confirm your reservation. Complimentary benefits may not be available and vouchers cannot be redeemed unless advance notice has been given to the hotel.
8. A Red Rosette Club card must be presented at check-in or arrival, to gain access to Red Rosette Club benefits at any Red Rosette Club hotel.
9. If your card is lost or stolen please report it immediately to redrosetteclub@bestloved.com
10. £25 vouchers have no cash value and must be redeemed against purchases of face value or more at any Red Rosette Club hotel.
11. 'Free night' vouchers have no cash value and are valid for 1 FREE night and bed and breakfast for up to 2 people sharing a room at any Red Rosette Club 'Gold' hotel.
12. Only one voucher, of any kind, can be redeemed per visit or stay. Vouchers must be presented at check-in or arrival at the hotel.
13. Vouchers must be within their validity date. No photocopies are accepted.
14. All member benefits and offers are subject to availability.
15. The Red Rosette Club hotel will confirm any restrictions to member benefits when confirming the booking.
16. There are no cash alternatives to the benefits.
17. Room upgrades are subject to availability at the time of a confirmed booking.
18. Red Rosette Club benefits will be offered at participating Red Rosette Club hotels only.
19. Any personal details supplied will be held in a secure system and by providing your postal and/or email address you are granting Best Loved Hotels permission to contact you with newsletters, offers and information that we think are of interest to you.
20. Member benefits are subject to change. Notification of any changes will be advised through the Red Rosette Club newsletter or direct to your e-mail address.
21. Best Loved Hotels may terminate the Red Rosette Club by notifying members direct giving 28 days notice.
22. Partner offers are subject to the partner terms and conditions as shown in the partner offer detail.
23. Best Loved Hotels is not responsible for any act or omission of any Red Rosette Club partner brands or any third party associated with these brands.
24. Best Loved Hotels is not responsible for any act or omission of any individual Red Rosette Club hotel.
25. Promoter: Best Loved Hotels, PO Box 602, Redhill, Surrey RH1 5XA, United Kingdom.