

Repeater Guest Benefits

The aim of this policy is to acknowledge and appreciate our repeater guests by offering thoughtful gestures. This policy serves as a guideline, allowing senior management the flexibility to enhance or provide additional gestures as deemed appropriate.

When a repeater guest booking is made, the reservation team will notify the concierge supervisor. The concierge supervisor will check the previous preferences and contact the guest to confirm their new preferences/special requests and will make the required preparation in the pre arrival stage. This ensures a personalized and seamless experience for our repeater guests.

Advantages of Repeater Guest Reservations

2nd -5th Visit

- VIP code changed to VIP 2.
- Concierge Supervisor will contact the guest before arrival to confirm preferences.
- Complimentary laundry service for up to 10 pieces per week.
- 60-minute complimentary massage per adult.
- One complimentary breakfast in the villa.
- 5% room rate discount as identified in the original contract.

Long stay benefits are combinable with repeater guest benefits.

6th+ Visit

- VIP code changed to VIP 3.
- Concierge Supervisor will contact the guest before arrival to confirm preferences.
- Complimentary laundry service.
- Villa category upgrade upon availability.
- 60-minute complimentary massage per adult.
- Complimentary bottle of champagne and chocolate-dipped strawberries.
- One complimentary breakfast in the villa.
- One complimentary private dinner with cinema.
- Complimentary art class, ceramic, or painting activities.
- Complimentary Side tour.
- 5% room rate discount as identified in the original contract.

Long stay benefits are combinable with repeater guest benefits.

