

PenClub Agency Benefits

- A single global contact and dedicated sales and operations team at each hotel
- 24-hour toll-free line for PenClub Agencies for reservations, special requests and services
- Preferred availability and priority wait listing in sold-out situations
- Advanced commission arrangement for pre-paid room bookings*
- 10% commission on spa bookings** and The Peninsula Academy programme***
- 10% discount on purchase of spa gift certificate by the travel advisor****
- Priority invitations to agency education programmes
- Priority invitations to Peninsula events
- A bespoke Peninsula Page statue and recognition material for your office

Notes:

1. *If guests choose to prepay for accommodation prior to arrival, hotels will deduct the applicable commission from the pro-forma invoice and prepayment must be settled in full prior to check-in.
2. **10% commission is based on the actual paid monetary value of the treatment, and is applicable on materialised spa bookings at the regular retail price made 24 hours in advance by booker for both Peninsula in-house guests and non-in-house spa customers, subject to hotel's confirmation upon request. Spa products purchased are non-commissionable.
3. ***10% commission is based on the actual paid monetary value of the Peninsula Academy programme, and is applicable on materialised bookings at the regular retail price made 24 hours in advance by booker for both Peninsula in-house guests and non-in-house customers in some hotel locations, subject to hotel's confirmation upon request.
4. ****The 10% discount does not apply at The Peninsula Tokyo and 10% discount offered will be in lieu of commission when buying spa gift certificate. Prior arrangements required.

PenClub Advisor Benefits

- Preferred rates are extended for both personal travel and orientation visits to Peninsula hotels based upon availability
- 10% discount on Travel Advisor's personal spa treatments with prior arrangement with hotel's sales team

PenClub Value-Added Benefits

- Guaranteed room upgrade* from room to room or suite to suite at time of booking. Rate loaded reflects the guaranteed upgrade.
- “Peninsula Time”** flexible check-in and check-out programme
- Daily breakfast for up to two persons
- Upgraded welcome amenity
- Complimentary long-distance calls via VOIP***
- Exclusive hotel amenities stay from the below

THE PENINSULA HONG KONG

- US\$ 100 hotel credit per room per stay, excluding Imasa, The Peninsula Boutique & Café, Chef’s Table, Peninsula Academy programmes and private dining rooms within hotel restaurants

THE PENINSULA SHANGHAI

- US\$100 food and beverage credit at hotel restaurant

THE PENINSULA BEIJING

- US\$100 food and beverage credit at hotel restaurant

THE PENINSULA TOKYO

- US\$100 food and beverage or spa treatment credit. Valid for use at Peter, Hei Fung Terrace, The Lobby, Room Service, The Peninsula Boutique & Café, minibar and SPA treatment

THE PENINSULA NEW YORK

- US\$100 hotel credit, excluding Vu Hair Salon and valet parking

THE PENINSULA CHICAGO

- US\$100 hotel credit, excluding gift shop purchases and valet parking

THE PENINSULA BEVERLY HILLS

- US\$100 hotel credit, excluding gift shop purchases

THE PENINSULA LONDON

- US\$ 100 food and beverage or spa treatment credit

THE PENINSULA PARIS

- EUR100 food & beverage or spa treatment credit
- Round trip airport transfer for Superior Suite or above

THE PENINSULA ISTANBUL

- USD100 food and beverage or spa treatment credit, excluding in-room dining and Pool Bar

THE PENINSULA BANGKOK

- USD100 food and beverage or spa treatment credit, excluding manicure and pedicure treatments

THE PENINSULA MANILA

- Buffet Lunch or Dinner in Escolta for up to two persons

Notes:

1. *Upgrade is from room to room or suite to suite only. Rate loaded reflects the guaranteed upgrade. Room upgrade is not applicable for reservation of the following room types:
 - The Peninsula Beverly Hills and New York: Deluxe Suite or above
 - The Peninsula Bangkok: Grand Deluxe Room, Grand Deluxe Balcony Room and Grand Deluxe Suite
 - The Peninsula Beijing: Duplex Suite, Premier Suite, Wangfujing Suite or above
 - The Peninsula Chicago: Grand Premier Room, Deluxe Suite or above
 - The Peninsula Hong Kong: Grand Deluxe Harbour View Room, Deluxe Harbour View Suite or above
 - The Peninsula Istanbul: Superior Bosphorus Suite or above
 - The Peninsula London: Grand Premier Room or above
 - The Peninsula Manila: Grand Deluxe Room, Executive Suite or above
 - The Peninsula Paris: Junior Suite, Grand Premier Suite or above
 - The Peninsula Shanghai: Grand Deluxe River Room, Grand Deluxe River Suite or above
 - The Peninsula Tokyo: Grand Premier Park Room, Grand Premier Suite or above
2. **Check-in is as early as 6:00 am on arrival day and check-out is as late as 10:00 pm on day of departure. Estimated time of arrival and departure must be provided at least 24 hours prior to arrival. A hospitality room will be provided if the original booked room category is not available
3. ***Hotels at Hong Kong, Shanghai, Beijing, Tokyo, New York, Chicago, London, Paris, Istanbul and Bangkok

General Terms & Conditions

- All rates are on per room, per night basis, for single or double occupancy, subject to prevailing service charges and government taxes
- Rates will be charged in the local currency at the hotel's exchange rate. [Blackout dates](#) may apply
- Benefits and amenities are only applicable for reservation made with the hotel directly at hotel's Best Available Rate
- Credit offered is once per room per stay, cannot be combined with any other promotions, excludes The Peninsula Academy, The Peninsula Boutique and spa product purchases, services provided by third parties and has no cash value
- PenClub promotions (e.g. complimentary night promotion / additional commission) are not combinable with other packages
- In case of dispute, the hotel reserves the right to make the final decision
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