

Terms and Conditions

1. Promo duration is from 6 February 2023 to 31 July 2023.
2. Eligible local and international credit, debit and prepaid cards are as follows:
 - a. Visa Platinum, Visa Signature, and Visa Infinite Cards
 - b. Visa Commercial Cards (Corporate and Business)
3. Enjoy savings on experiential hotel packages and special privileges when you pay using your eligible Visa card at EDSA Shangri-La Manila:
 - a. Enjoy up to 20% savings on overnight rates
 - b. Inclusive of buffet breakfast for 2 adults and 2 children (below 6 y.o)
 - c. Complimentary P5,000 nett dining credits
 - d. Late checkout availability to be confirmed upon arrival
 - e. Free welcome amenity (local delicacies)
 - f. (Exclusive for Signature and Infinite cardholders): Room upgrade from a Tower Deluxe Room to a Tower Premier room to be confirmed upon arrival. 1 room upgrade (for Visa Signature and Infinite cardholders)
4. Dining credits is valid per stay and may only be used within the stay duration for all meal periods in all outlets (HEAT, Senju, Summer Palace, Pool Bar, The Bakeshop, The Lobby Lounge, and room service), except minibar, banquet services, and La Cabrera. Unused portions of the dining credits are not transferable, non-refundable, and cannot be converted to cash. No minimum spend required to avail the dining credits of P5,000.00.
5. Dining credits include service charge and applicable taxes, and will be applied upon presentation of the final billing upon check-out.
6. Dining credits cannot be used in conjunction with other restaurant promotions, discounts or other vouchers.
 - a. Example: If a Signature Cardholder's total bill is P5,000, the cardholder no longer needs to pay any incremental amount to the hotel. If the bill is only P4,500, the cardholder will no longer receive the P500 change as cash, however, it can be used as credits in other participating restaurants during his/her stay duration.
7. (Exclusive for Signature and Infinite cardholders) Upgrade from Tower Deluxe room to a Tower Premier room, to be confirmed upon arrival of the guest.
8. Room rates are subject to value-added tax, local tax, and service charge.
9. Inclusive of breakfast for 2 persons and up to 2 children below 6 years old.
10. The standard allowable occupancies per category is subject to change depending on the prevailing government regulations at time of check-in. Extra person will have applicable charges.
11. Blackout dates apply: Offer is not valid on eve of and on Public Holidays, special occasions such as Valentine's Day, Mother's Day, Father's Day, Christmas Eve, Christmas Day, New Year's Eve, New Year, and other blackout dates. These dates will vary for each city and will be updated from time to time. Also includes March 6-10, April 25-May 2 & May 22-26, 2023.

12. All reservations must be guaranteed by a deposit using your eligible Visa card in the amount equivalent to a one-night stay or a preauthorization using one's eligible Visa credit card.
13. Guaranteed reservations should be cancelled no later than 48 hours prior to arrival to avoid a one-night charge.
14. No show: No show penalty is equivalent to the total amount of reservation.
15. No minimum stay required. Offer will be considered as a qualifying rate for the hotel's loyalty program.
16. Late check-out (2 hours after 12:00 PM) will be noted by the Visa Concierge or Reservation agent, and will only be confirmed at point of check-in.
17. Presentation of the eligible Visa card is required for verification process and payment must be made with eligible Visa card. In the event when payment is not made with an eligible Visa card, full amount will be chargeable.
18. The offers cannot be exchanged for cash, other products, services, or discounts. The offers are not transferable and cannot be used in conjunction with other discounts and promotional offers.
19. Bookings made via Visa Concierge (Viber, website, local toll-free hotlines or e-mail) should be done at least 48 hours prior to preferred time and schedule. (Note: we can still accommodate requests up to 24-hours before, subject to availability of the merchant.)
20. Visa does not take any guarantee or warranty of the quality of the participating merchant. Any issues pertaining to the same will have to be addressed and resolved by the merchants directly.
21. Visa and the merchant reserve the right to change or modify the promotion.
22. The offer acceptability and honoring is subject to Force Majeure wherein any execution or delivery of any of the services committed through this program is hampered beyond its reasonable control, such as but not limited to, strikes, labor controversies, Acts of God, fire, flood, war, lightning, earthquake, collapse of structure, embargoes or Government orders or restrictions or policies etc. The affected merchant shall be excused for non-performance of its obligation during the period such cause continues to exist.
23. Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating establishment, which may arise or accrue to the Qualified Customer, shall be solely borne by the Qualified Customer.
24. Individual merchant terms and conditions may apply.

Fulfillment Options:

1. Concierge: Contact your 24/7 Concierge to make a reservation via phone, email and Viber live chat (available in select issuers and card types).
2. Hotel Direct: Contact +632-8633-8888 or send an email to reservations.esl@shangri-la.com. (Business, Corporate, Platinum, Infinite, or Signature).