

PROMO TERMS AND CONDITIONS

CITI STAYCATION & FINEST DEALS WITH OKADA MANILA TERMS & CONDITIONS

1. **CITI STAYCATION & FINEST DEALS WITH OKADA MANILA TERMS & CONDITIONS** (“Promo is open to all Citibank Cardholders (“Cardholder”), whose credit cards (“Cards”) have been issued by Citibank, N.A., or its successor and assign, UnionBank of the Philippines (hereafter, all references to Citibank, N.A. Philippine Branch is understood to be references to UnionBank of the Philippines) are active and in good credit standing, and who are not prohibited under applicable Gifts, Anti-Bribery and Corruption laws, regulations, and policies from participating in and/or qualifying for this Promo.

2. The Promo entitles the Cardholder to the following benefits:

PROMO PERIOD	BRAND	PROMO OFFER	VALIDITY
Promo / Booking Period: Booking is until April 6, 2023	Okada Manila	Accommodation: ➤ Book any of the Best Available Rates online or via email and get a FREE room upgrade to the next level category. Valid for a min of 2 nights stay Dining: ➤ Get 20% OFF on lunch buffet at Medley (food bill only) ➤ Get 20% OFF on dinner at La Piazza (food bill only) Leisure: ➤ Get 20% OFF on spa services at The Retreat Spa ➤ Get 20% OFF on services at Sole Retreat Foot Spa and Reflexology Center ➤ Get 20% OFF on passes at Play at Okada Manila ➤ Get 6% OFF on passes at Bunny Kisses Easter Wishes (Easter activity)	Stay Period: Stay period is until July 10, 2023 Validity: Rooms: Sun-Thurs Dining: Sun-Thurs (except Tuesday for La Piazza) The Retreat Spa- Mon-Thurs The Sole Retreat Foot Spa- Daily PLAY – Mon-Fri Blackout dates apply for holidays

3. The promo offers on room, dining and leisure shall be guided by the following conditions:

Free room upgrade:

- Guest must book any of the Best Available Rate offers in order to avail the **free room upgrade**.
- Applicable for a minimum of **2 nights stay** from **Sunday to Thursday** only, except blackout dates for holidays.
- Room is subject to availability.

Prior reservation is required via website or through e-mail. Visit

- booking.okadamanila.com or e-mail roomreservations@okadamanila.com
- This offer cannot be combined with any other existing discounts or promotions during the same period and this offer is not valid for group reservations.
- Full payment through credit card is required upon booking. Payment is non-refundable but may be rebooked subject to applicable charges such as rate difference.
- This promo is not applicable for credit arrangement.
- Any valid government issued ID or passport must be presented upon check in along with the Unionbank or Citibank credit card used to guarantee the booking.
- Standard check-in time is at 3PM and check-out time is at 12NN. Additional fee applies for early check-in and/or late check-out requests.

20% OFF on lunch buffet at Medley and dinner at La Piazza (food bill only)

- Valid up to a maximum of 20 diners (Medley) and up to a maximum of 8 diners (La Piazza).
- Available from Sunday to Thursday except blackout dates for holidays and except Tuesdays for La Piazza.
- Applicable for single transaction only.

20% OFF on services at The Retreat Spa

- Extended for up to 2 guests on same booking date and time
- Guests must be 16 years old and above
- Valid from Monday to Thursday except blackout dates for holidays
- Applicable for single transaction only.

20% OFF on services at The Sole Retreat Foot Spa and Reflexology Center

- Extended for up to 5 guests on same booking date and time
- Ideal for groups and families, and guests as young as 5 years old are welcome to get a treatment provided that he/she is accompanied by a parent or guardian
- Valid daily except blackout dates for holidays.
- Applicable for single transaction only.

20% OFF at PLAY

- Extended for up to 5 guests on same booking date and time.
- Adult (at least 18 years) to child ratio is strictly enforced (1 adult to 1 child for 3 years old and below; 1 adult to 3 children for 4-5 years old; no adult required for 6 years old and up).
- Valid from Monday to Friday except blackout dates for holidays.
- Applicable for single transaction only.

4. To avail of the Promo, the Cardholder must use his/her valid Card to pay for his/her single-receipt bill (inclusive of VAT, service charges, and prevailing local taxes) at:

NAME OF PARTNER HOTEL	BRANCH ADDRESS
Okada Manila	New Seaside Dr, Entertainment City, Parañaque, 1701

The discount will only apply to the total bill exclusive of VAT, service charges, and prevailing local taxes unless otherwise specified by the participating restaurant.

5. For booking and inquiries, follow the procedure below:
 - For booking via Okada website:
 - a. Go to booking.okadamanila.com, input necessary booking details, choose any of the Best Available Rate offers and pay using a qualified Citi credit card.
 - b. Upon completion of online booking, reservations team to e-mail a booking confirmation to the cardholders designated e-mail address.
 - c. Cardholder to acknowledgement the booking confirmation via a new e-mail to Do not roomreservations@okadamanila.com incorporating the first 6 digits of Citi credit card. Do not reply to the booking confirmation e-mail as it is a no-reply e-mail address.
 - d. Place the subject line as: Citi/Promo/Stay Date (e.g. Citi/Room Upgrade Promo/ May 11-13, 2023)
 - e. Reservations team to re-confirm the booking inclusive of room upgrade.
 - f. The confirmation e-mail with payment details and the Citi credit card used for payment must be presented upon check-in together with a government-issued ID of the cardholder to verify that the correct card is used to qualify to the promo.
 - g. In case the guest is not the Citibank cardholder or fails to present the card he/she used to guarantee the booking, the hotel has the right to cancel/refund the previous payment and ask the guest for another mode of payment, thus, the room upgrade promo shall not be applied.
 - For booking via e-mail:
 - a. Send an e-mail to roomreservations@okadamanila.com and indicate preferred stay dates and guests details
 - b. Place the subject line as: Citi/Room Upgrade Promo/Stay Date (e.g. Citi/Room Upgrade Promo/ May 11-13, 2023)
 - c. Okada Manila shall send a Statement of Account with a payment link and instructions via e-mail.
 - d. Full payment via payment link within the specified period is required to confirm the booking, otherwise, the Hotel reserves the right to cancel the booking.
 - e. Once full payment has been made, the hotel will send the confirmation e-mail.
 - f. Acknowledge the booking confirmation via a new e-mail incorporating the first 6-digits of Citi credit card
 - f. The confirmation e-mail with payment details and the Citi credit card used for payment must be presented upon check-in together with a government-issued ID of the cardholder to verify that the correct card is used to qualify to the promo.
 - h. In case the guest is not the Citibank cardholder or fails to present the card he/she used to guarantee the booking, the hotel has the right to cancel/refund the previous payment and ask the guest for another mode of payment, thus, the room upgrade promo shall not be applied.
6. The offer cannot be used in conjunction with other promotional offers, privileges or VIP cards. Discounts and privileges are not exchangeable for or convertible to cash, credit or other goods and services nor allowed as payment for the Card dues.
7. Cardholders with mandatory and government-regulated discount have the option to choose which promo or discount to apply. In the purchase of goods and services subject to a promotional discount, the senior citizen can avail of the promotional discount or the discount provided under the Expanded Senior Citizens Act of 2010, whichever is higher.
8. Any amendment in the terms and conditions governing the Promo is subject to prior DTI approval.

9. By availing the Promo offer, the Cardholder is responsible for providing his/her personal information and other information that may be required, to the **Okada Manila**, and agrees that such information shall be subject to the confidentiality, data privacy and security terms of the **Okada Manila**.
10. The general terms and conditions of **Okada Manila** apply.

Per DTI Fair Trade Permit No. FTEB-164391, Series of 2023.

For any concerns, you may call us at (632) 8995-9999 or send us a message through www.citibank.com.ph. This bank is regulated by Bangko Sentral ng Pilipinas with contact details at <https://www.bsp.gov.ph>.