



Terms & Conditions of STARS Incentive Programme:

1. STARS points and awards are only redeemable upon completion of the enrolment form with authorization from employer.
2. A STARS number will be assigned once your application is accepted. Please quote your number and your name when you place your room reservation or banquet function.
3. The programme is valid from 1 April 2009 to 31 March 2010. Residual points cannot be carried forward to the next programme.
4. Members are required to notify the respective hotel's Sales Office before 30 June 2010 for prize redemptions. Unredeemed points will be forfeited after the deadline.
5. Points will only be awarded for confirmed bookings that are made through a company account, and are non-transferable.
6. Members can access the online system to view their account. Confirmed bookings and points that are redeemed for awards can also be viewed.
7. Should there be any discrepancies, please contact respective hotel's Sales Office within 14 days. Otherwise, the points will not be verified.
8. Total points accumulated are subject to confirmation by the Sino Group of Hotels.
9. The 10% service charge and prevailing government tax will NOT be included with STARS points.
10. Awards can be redeemed online. Please allow four weeks for prize delivery.
11. Redeemed prizes must be collected within a month, otherwise the Sino Group of Hotels has the right to dispose of them without prior notice.
12. Cash may not be claimed in lieu of prizes.
13. Correspondence details should be updated with the respective hotel's Sales Office. Points that are accumulated from previous employment may be carried forward to new employment, provided that you are still responsible for hotel reservations and banquet function arrangement with authorization from new employer.
14. The Sino Group of Hotels reserves the right to discontinue, suspend or amend the programme, in whole or in part, at any time without prior notice.