

Innclub

Membership Guide

Every time you purchase any of our hospitality services, we will automatically credit one point to your account for every dollar spent (*discount coupons and taxes excluded*).

To ensure your points are processed promptly and accurately, **you must quote your membership number when purchasing any of our hospitality services**. Points will not be credited to your account if you do not quote your number or present your card at the time of booking.

Inn Club Membership Guidelines

1. Each program member must enroll individually upon booking guestrooms or banquet space. Membership is solely for the benefit of the individual and points accrued may not be transferable to another member's account, nor are points transferable when an Inn Club member changes employers. When an Inn Club Member changes employers, they have 30 days to redeem their accumulated points.
2. One point per dollar spent will be rewarded for each transaction to a maximum of 2,000 points.
3. To redeem Inn Club points, you can do so on-line by visiting www.valhallainn.com, where you can log-in to the password protected Inn Club portion of the site and then simply click on Rewards to specify and submit your Request. If you do not have access to a computer, a "Reward Request Form" can be obtained by contacting your Inn Club Co-Ordinator at (807) 577-1121. This form will have to be completed and faxed to the Valhalla Inn Club at (807) 475-4723, or post mailed to 1 Valhalla Inn Road, Thunder Bay, ON P7E 6J1. This form must have the Inn Club Member's signature before a reward certificate will be issued. Please allow one week for processing of your certificates.
4. Reward Certificates are valid for six months from the date of issue. There are no extensions or exchanges and Inn Club Reward Certificates cannot be redeemed for cash.
5. If Reward Certificates are not received, you must notify the Inn Club Coordinator within 30 days of your initial request. If notification is not received, the Valhalla Inn will not be liable for lost or misdirected certificates.
6. To qualify for our Inn Club Summer Event or Christmas Gala, a member must have accumulated a minimum of 800 points a full calendar year prior to the date of the event, as well as earned a portion of those points within six months prior to the event date.

Membership Guidelines continued...

7. An Inn Club Member can only be the *Inn Club Member of the Year* once in the membership lifetime.
8. Unused points at the end of the calendar year (December 31st) must be used by December 31st of the following year. Each January, all Inn Club accounts will begin at zero, with outstanding points as of the previous December 31st scheduled for expiry by end of the current year, if not redeemed in the interim.
9. The Valhalla Inn reserves the right to terminate the Inn Club program without advance notice. The hotel also reserves the right to make any changes to the terms, conditions and benefits of the program and reward structure level of points required for any or all rewards.

Inn Club Membership Levels

Our Inn Club program offers two exclusive service levels. Each provides you with unique benefits and services.

Silver Membership

Silver is the first level of membership. Silver members can expect to receive the following:

- ✓ An opportunity to redeem points for great Valhalla products
- ✓ Exclusive on-line access to Inn Club web site for viewing account activity and claiming rewards
- ✓ Annual Newsletter
- ✓ Birthday Card
- ✓ Invitation to Annual Inn Club Event*

(*subject to Program Guidelines)

Gold Membership

Members qualify for an Inn Club Gold card when they accumulate 10,000 Inn Club Points in a calendar year. Gold members can expect to receive the following:

- ✓ An opportunity to redeem points for great Valhalla products
- ✓ Exclusive on-line access to Inn Club web site for viewing account activity and claiming rewards
- ✓ Annual Newsletter
- ✓ Birthday Card and Cake
- ✓ Invitation to Annual Inn Club Event