



FAQ's for the Inn Club Rewards Program and Room for Everyone Rewards.

What is the cost of the Inn Club Rewards Program?

-The cost this year is \$240.00 including HST. The small increase is due to the new Harmonized Sales Tax.

What is the cost of the Room for Everyone Rewards Program?

-There is no cost for the Room for Everyone Rewards; you simply earn points as you spend.

How many points do I start with for the Inn Club Program and how is that calculated?

-You start with 64,000 points, plus many other benefits. This is calculated by adding up all of the value of savings and converting it into a points system for redemption.

Do my points cover taxes, gratuities and alcohol?

-No, policy states that these charges have to be shown separately for accounting and liquor law purposes.

Can I get complimentary guestroom upgrades and when?

-Yes, with the Inn Club, anytime upgraded rooms are available they are offered, with the exemption of the hot tub suites.

Do I get a discount when I dine (without using my points)? How many people qualify and for how many visits?

-Yes, Inn Club Members and fellow diners receive 25% off the bill every visit, pre-tax, not including gratuities or alcohol. Room for Everyone Rewards Members do not qualify.

Do I get a discount on guestrooms (without using my points)?

-No, but you can use your Room for Everyone Rewards or Inn Club points to upgrade your room type.

When booking guestrooms when do I have to decide if I am using points or paying cash?

-You should decide at the time of booking, not at check in. Book as early as possible to avoid black out dates.

When are the blackout dates?

They vary; when we are very full or sold out we will not allow the use of points. This may happen at any time during the year but very rarely if you book in advance.

Do I also get a complimentary upgrade when I use my points to redeem a guestroom?

-No, the total points redeemed will dictate the room type.

Do I get any other discounts or benefits without using my points?

-Yes, you get discounts for our in house Massage Services, Whitewater Golf Course, Prestige Limousine and we will be adding more all year.

How many points do I get for each dollar I spend?

-You receive 10 points for every dollar you spend, pre-tax, excluding gratuities and liquor.

Can points be purchased?

-Yes, you can purchase points in increments of 2,500 for \$25.00.

Can points be transferred?

-No, but you may purchase additional points for another person's card.

Can the card be transferred or lent out?

-Yes, we encourage it, have others earn points for you.

Can I purchase more than one card?

-No, with such savings and benefits we only allow one card per person per year.

If I don't have enough points for an item can I pay the difference in cash?

-No, in order to redeem an item you must have the proper amount of points, or you may purchase additional points.

Why do you ask for my birthday and anniversary dates?

-We would like to send you a complimentary gift on these dates to say thank you.

When the card expires do I keep my points?

Yes, after the card expires one year from purchase points can be transferred to a Room for Everyone Rewards Card or to your new paid Inn Club Card.

Can I use both the Inn Club and Room for Everyone Rewards together and earn double points?

-No, you already earn Rewards Points as you use your Inn Club Card, so no double dipping is allowed.

What time of the year can I purchase the card?

-This new program is offered all year now.

Do I earn points when I book meetings / function space or food and beverage from the catering department?

No, this program is geared towards guestroom and our restaurants only.

How can I find out my points balance?

-You will be able to check your points online soon, but for now you can simply call the hotel and ask for the administration department.

For any additional Questions please call 1 800 964-1121

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