



Join the 'Gourmet Club Membership' of Ole Sereni, Nairobi and enjoy dining and accommodation privileges to complement your life style.

With always something new & fresh coming out of our show kitchens serving Grill, Italian, Kenyan, Indian & Oriental cuisine, **Big Five Restaurant** - is the perfect spot for the all day dining offering both buffet and à la carte menus; an ideal place to bring the family or a lingering meal. It's located on the 1st Floor & overlooking the Nairobi National Park.

Located on the 4th Floor, overlooks the waterhole of the Nairobi National Park, **Eagle's - Steak House** - An up market, casual dining Steakhouse that offers a combination of the finest cuts of beef and excellent, friendly service with a lively unpretentious casual atmosphere.

**Ngong Pool Bar** - A trendy and fashionable bar where guests can enjoy the finest tapas style food and beverages whilst relaxing to chilled out music.

**Waterhole** - Situated on the 1st floor on your way to reception, with our wood burning pizza oven and delicious confectionery a great place to relax for a light bite in the cool of the evening.

The Gold Level offers you card benefits and a collection of high value gift certificates. The platinum Level membership brings enhanced value through additional Gift Vouchers.

## Card Benefits

### (A) Food Discounts:

1. 50% discount on the total food bill when 2 persons dine.
2. 33% discount on the total food bill when 3 persons dine.
3. 25% discount on the total food bill when 4 persons dine.
4. 20% discount on the total food bill when 5-12 persons dine, when the member dines alone or members availing room service.

### (B) Beverage Discounts:

1. 15% discount on total beverage bill up to 12 persons.
2. Happy hours (buy a drink and get the same one complimentary) from 5 pm to 8 pm daily (Applicable on selected brands).

### (C) Other Card Benefits :

1. A 10% discount on the 'Best Available Rate of the Day' for any category room, valid any day of the week. This is a transferable benefit and is subject to prior reservations and allocation availability.
2. 15% discount on the bakery items at the Pastry Shop.
3. Spouse Card @Ksh 3000+ 16% VAT i.e.; Ksh 3,480 (Card only. No additional certificates).
4. 20% discount on all Massages & Salon at DUMA Health Club.
5. Aspire Lounge certificate @ Ksh 2600 (valid for 12 months) at the time of signing the membership.
6. A 15% discount on Food & Beverages & 10% discount on Rooms & Spa @ English Point - Mombasa.

### (I) Gold Level Gift Certificates (Transferable)

1. One (1) certificate entitling the member to a complimentary night stay (Bed & Breakfast) in a deluxe room (Upon Availability) for two (2) persons on a Friday, Saturday or Sunday night only.
2. One (1) certificate offering a complimentary buffet lunch for two (2) persons. Applicable from Monday to Friday only.
3. Two (2) Celebration Certificates offering a 30% discount on the total Food & Beverage bill, up to a maximum of 12 persons.
4. One (1) certificate offering a '1 Kg Cake' complimentary. Applicable only while dining at the Hotel.
5. One (1) certificate offering a 'bottle of House Wine'. Applicable while dining at the Hotel.
6. One (1) certificate offering a 50% discount on Ole Pizza.
7. One (1) certificate offering the member to a complimentary second night when 1 room night is bought applicable at English Point - Mombasa (Applicable on Hotel Rooms only on Bed & Breakfast basis).
8. One (1) certificate offering a 50% discount on Salon at the DUMA Health Club.
9. One (1) certificate offering a 50% discount on Massage at the DUMA Health Club. Applicable from Monday to Friday, 10 AM to 5 PM only.





**(II) Platinum Level Gift Certificates (Transferable). It also includes the vouchers for Gold Level.**

1. One (1) certificate offering a 50% discount on Game Drive rates at the Nairobi National Park.
2. One (1) certificate entitling the member to a complimentary night stay (Bed & Breakfast) in a deluxe room (Upon Availability) for two (2) persons on a Friday, Saturday or Sunday night only.
3. One (1) certificate offering a '1 Kg Cake' complimentary. Applicable only while dining at the Hotel.
4. One (1) certificate entitling the member to a complimentary third night when 2 room nights are bought at a special price of USD 500 applicable at Ole Sereni.
5. One (1) certificate entitling the member to a complimentary 3rd & 4th night when 2 room nights are bought applicable at Msambweni Beach House - Mombasa ( Applicable on Full Board).

**(III) Corporate Membership Offer** – Card only Membership at a special price of Ksh 10000 + 16% VAT; - Ksh 11,600 ( Per Card). Applicable when 5 or more memberships are bought (Does not include any gift vouchers) .

### Membership Terms and Conditions

#### Membership

1. Gourmet Club is a program that offers dining privileges at the restaurants of Ole Sereni Hotel, Nairobi.
2. The membership term (validity period) shall be for a period of 12 calendar months from the date of issuance of membership. The card and the certificates have no cash value and cannot be traded. The membership fee for the Gold Level is Ksh. 20000 +16% VAT i.e.; Ksh. 23,200 only and for the Platinum Level is Ksh Ksh 27,500 +16% VAT i.e.; Ksh. 31,900 only.
3. The Platinum Level also includes the vouchers for the Gold Level.
4. The Membership Card is not transferable but the gift certificates are transferable. These can be used only until the date printed on the card or certificates.
5. The total amount of the membership fee will be refunded, provided the membership has not been used and refund is requested by the Member within 15 days of acceptance of membership. The refund will only be actioned after the receipt of the membership card, all the certificates and a written cancellation request.
6. Spouse card comes without additional gift certificates. The Spouse Card cannot be utilized in conjunction with the Primary Card during the same meal period at the same outlet.
7. Ole Sereni Hotel reserves the right to add, modify, withdraw or delete any of the benefits, rules, terms and conditions, the duration of the program, with or without prior notice. All decisions in this regard will be final and binding on the members of the program.
8. Fraud or abuse concerning the program membership is subject to appropriate administrative and / or legal action by the Hotel, including termination of the membership.

#### Dining and Accommodation

1. To avail the dining discounts, a minimum of two courses must be ordered. This discount can only be availed on the total food and beverage order and only one card may be presented per table / per visit. No two cards can be used together.
2. Discounts cannot be given in conjunction with any other special promotion / discount program.
3. The value of the specific discount shall not include central, state, local taxes, off-premise, take away or room service orders.
4. Discounts are not applicable during Christmas, New Year, Valentine's Day, Independence Day or any other public holiday as specified by the Hotel.
5. Presentation of the Program Membership Card is imperative for availing the discounts and benefits.
6. All reservations are subject to allocation availability. Room bookings must be made with the Program Member Help Desk.
7. Any bookings made through Travel Agents, Corporations or direct with the Hotel are not eligible for reservations or discounts under this program.
8. Amendments/cancellations of room reservations must be made with a 72 hour prior notice. Hotel cancellation policy will apply with respect to retention charges.

#### Gift Certificates

1. All certificates enclosed are for one time use only, must be surrendered at the time of arrival, have to be utilized in full and cannot be exchanged for cash or any other services.
2. The benefits given in the gift certificates are accompanied by the terms and conditions given on the face and on the reverse of the certificate. These are valid strictly as indicated, and cannot be extended or re-validated.
3. Complimentary cake will only be available at the restaurants provided a reservation has been made 48 hours in advance.
4. In the event that the certificates are lost, these cannot be replaced or the money refunded.
5. Only one certificate may be presented per table/ per visit.

#### Privacy Policy

1. The Membership Program is operated by TLC International Limited (TLC). TLC and group companies will have access to your personal information which is governed by our Privacy Policy available at [www.privacypolicy.co.in](http://www.privacypolicy.co.in). With the acceptance of this offer, the individual agrees to be contacted by Telephone, SMS, Email and Letters for promotional content.

