

SORANO Loyalty Program Terms & Conditions

The SORANO Loyalty Program (hereinafter referred to as “Loyalty Program”) credits points to registrants who book hotel accommodations from the SORANO HOTEL (“Hotel”) official website (“Hotel Website”, <https://soranohotel.com/en>) and stay at Hotel. Points are credited according to the amount spent on hotel accommodations, etc. and are converted at one yen per point that can be used towards reservations made on Hotel Website. Please refer to the provisions of these Terms detailed below.

Purpose

1. These Terms stipulate the content, terms of use, etc. of Loyalty Program provided by Tachihi Hospitality Management Co., Ltd. (“THM”).
2. These Terms are applicable to registrants (“Members”) who have registered for Loyalty Program on Hotel Website.

Loyalty Program Overview

1. Points credited by THM in accordance with these Terms are referred to as “SORANO Points”.
2. SORANO Points can be used for reservations made through Hotel Website converted at one yen per point.
3. SORANO Points can only be used for the purposes set forth in “Point Use Terms and Expiration” below and cannot be redeemed for cash.
4. Member’s SORANO Points are the points credited less points used. Credited points may not be reflected in Member’s SORANO Points while the system is updating the information.

Membership Requirements

1. Loyalty Program is available to persons at least 18 years of age who have agreed to these Terms and registered for Loyalty Program.
2. Loyalty Program is only available to individual customers.
3. There is no charge for using Loyalty Program (however, Member shall bear internet connection and other communication costs).
4. SORANO Points cannot be sold, lent, or transferred to a third party.
5. Member shall agree to receive from Hotel information about the operation of Loyalty Program and services provided by Hotel, including information about Loyalty Program, SORANO Point status, and the membership account.
6. Member can cancel Loyalty Program membership at any time through Hotel Website. All SORANO Points held at the time of membership cancellation shall expire.

Membership Registration

1. Registration for Loyalty Program can be done from the following registration page.
<https://reserve.489ban.net/client/soranohotel/4/member/create>
2. To register for the loyalty program, a valid email address belonging to the member is required.

How Points are Credited, etc.

1. In principle, SORANO Points are credited after 48 hours after settlement of the accommodation bill for actual stays at Hotel booked through Hotel Website.
2. 15 SORANO points (consumption tax included) are rewarded for every 100 yen spent on the room charge and restaurant, bar, and spa treatment charges you selected when booking through the hotel's official website (Tokyo accommodation tax excluded; hereinafter collectively referred to as the "Amount Spent"). Please note that the Amount Spent does not include any payments made using SORANO points.
3. If multiple members make a reservation and stay as one group, points will only be credited to the representative who made the reservation through Hotel Website.

Ineligibility to Receive Points

Member cannot receive SORANO Points in the following circumstances.

1. Accommodations booked through a third party such as a booking site other than Hotel Website
2. Accommodations booked through a travel agency, whether it is for a group or individual traveler
3. Accommodations using an accommodation voucher issued by Hotel or a third party
4. Stay at Hotel without accommodations
5. Reservation made through Hotel Website and canceled after the cancellation fee is incurred

Point Use Terms and Expiration

1. SORANO Points can only be used through Hotel Website.
2. SORANO Points can be used to pay all or part of the accommodation charges or services other than accommodations specified by Hotel, paid at the time of booking through Hotel Website.
3. SORANO Points are valid for one year from the date they are credited.
4. SORANO Points not used within one year from the date they are credited will expire without notice.
5. Expired SORANO Points cannot be returned, carried over, or exchanged for money.

Member Information

1. Registered personal information can be edited from the Loyalty Program registration page.
Please be advised that your membership account may be suspended if your date of birth or personal information linked to your date of birth is changed without prior notice.
2. Member can check the reservation history, point balance, and other information from the Loyalty Program transaction log on Hotel Website.

Other Terms

1. THM can take various measures, including suspension of Member's membership account, expiration of SORANO Points, and cancellation of membership registration due to a violation of these Terms or other terms of use of Hotel, or unauthorized use of Loyalty Program or SORANO Points. THM shall not be held responsible for any damage caused to Member as a result.

2. Hotel may make changes such as updating, modifying, or deleting the contents of Loyalty Program and these Terms without prior notice. If it is necessary to change these Terms, Hotel will post a notification about such change, the content of these Terms after the change, the effective date of these Terms after the change, and other information on Hotel Website. The revised Terms shall be effective from the time they are posted on the Hotel Website. Member is deemed to have agreed to these Terms after the change when Member makes a Hotel reservation or uses Hotel after the changes are made to these Terms.

Inquiries concerning the SORANO Loyalty Program

9:00 a.m. to 4:00 p.m. Monday to Friday (excluding holidays and Entire property closed)

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Email: info@soranohotel.com