

MEMBERSHIP PROGRAMME

Terms & Conditions

Version 1.0 · October 2026

These Terms take effect on the date they are published on belgroupvn.com.

1. About the Programme

- 1.1 Bel Privilege (the “Programme”) is the membership programme of BelGroup Hospitality (“BelGroup”, “we”, “us” or “our”).
- 1.2 The Programme applies at the BelGroup hotels and resorts in Vietnam listed on belgroupvn.com (the “Participating Hotels”). This list may change from time to time.
- 1.3 By registering for the Programme, you accept these Terms & Conditions (the “Terms”). The benefits table in Schedule 1 forms part of these Terms.

2. Definitions

- 2.1 In these Terms:
 - (a) “Member” means an individual who has registered for the Programme and whose account is active.
 - (b) “Membership Year” means each period of 365 days, starting on the date the Member joins the Programme.
 - (c) “Tier” means one of the four membership levels: Bronze, Silver, Gold and Platinum.
 - (d) “Qualifying Night” means one night of a completed stay that meets the conditions in clause 5.
 - (e) “Direct Booking” means a booking made on the official website belgroupvn.com.
 - (f) “Benefits” means the privileges available to Members as described in clause 6 and Schedule 1.



3. Membership

- 3.1 Membership is free of charge.
- 3.2 Membership is open to individuals aged 18 or over who have a valid email address. Companies, groups and other organisations cannot hold a membership.
- 3.3 Each person may hold only one account. Accounts are personal and cannot be shared, transferred or merged.
- 3.4 To join, select Log In / Sign Up on belgroupvn.com and complete the registration steps. Members sign in with a secure access link sent to their registered email address; no password is required.
- 3.5 Members must provide accurate information and keep it up to date. BelGroup is not responsible for Benefits that a Member cannot receive because of incorrect or missing information.
- 3.6 Members may close their account at any time by contacting us. Tier status and Qualifying Nights end when the account is closed.

4. Tiers

- 4.1 Tiers and requirements:
 - (a) Bronze: on registration;
 - (b) Silver: 10 Qualifying Nights within a Membership Year;
 - (c) Gold: 15 Qualifying Nights within a Membership Year;
 - (d) Platinum: 20 Qualifying Nights within a Membership Year.
- 4.2 When a Member reaches the Qualifying Nights required for a higher Tier, the Member's Tier is updated automatically.
- 4.3 A Tier is valid for 12 months and is reviewed at the end of each Membership Year.
- 4.4 Qualifying Nights do not carry over to the next Membership Year.
- 4.5 If a Member does not reach the Qualifying Nights required for their current Tier during a Membership Year, BelGroup may move the Member to a lower Tier.
- 4.6 Members can check their Tier and Benefits in the member portal by signing in at belgroupvn.com.



5. Qualifying Nights

- 5.1** A Qualifying Night is one night of a completed stay at a Participating Hotel, made through a Direct Booking in the Member's name.
- 5.2** The following do not count as Qualifying Nights:
- (a) stays booked through online travel agencies or other third-party websites;
 - (b) stays booked through travel agents;
 - (c) complimentary, staff, house-use or barter stays;
 - (d) cancelled bookings and no-shows.
- 5.3** Corporate bookings count as Qualifying Nights only where the applicable contract provides for this.
- 5.4** If a stay is cancelled after its nights have been credited, BelGroup will remove those nights and recalculate the Member's Tier.
- 5.5** For bookings that include more than one room, BelGroup credits Qualifying Nights in accordance with the Programme rules in force and may limit the number of rooms credited per booking.
- 5.6** Qualifying Nights are credited after check-out. If a qualifying stay is missing from a Member's account, the Member should contact us within 90 days of check-out.

6. Benefits

- 6.1** The Benefits for each Tier are set out in Schedule 1. Benefits apply according to the Member's Tier at the time of use and only during the stay.
- 6.2** Member rates:
- (a) member rates apply to Direct Bookings only. The Member must sign in before booking and select a rate that displays the Member's Tier name;
 - (b) member rates are a discount on the public rate for the same room type, dates and booking conditions, as shown on belgroupvn.com;
 - (c) member rates are subject to availability and may not be offered for some room types or dates.
- 6.3** Room-related Benefits:
- (a) room priority, room upgrades and late check-out depend on availability at check-in and are not guaranteed;



- (b) during peak periods, such as public holidays, Lunar New Year (Tết), major events or periods of high occupancy, these Benefits may be limited or unavailable;
- (c) Gold and Platinum Members may receive one room upgrade per stay. The hotel decides the upgraded room category; suites and villas may be excluded;
- (d) late check-out must be confirmed by Reception before 10:00 on the day of departure.

6.4 Dining:

- (a) the dining discount applies at the restaurants and bars of Participating Hotels;
- (b) it does not apply to alcoholic beverages, minibar, set menus, menus or combos already on promotion, or contracted banquets and events;
- (c) only one offer applies per bill, and bills cannot be split to obtain additional discounts.

6.5 Spa:

- (a) the spa discount applies to individual treatments only;
- (b) it does not apply to packages or combos, contracted treatments or retail products;
- (c) it may be limited during peak hours, in line with each hotel's policy.

6.6 Laundry:

- (a) the laundry discount does not apply to dry cleaning or express service;
- (b) Platinum Members receive complimentary laundry of up to 2 kg per stay. Items above this allowance receive a 30% discount.

6.7 Retail:

- (a) the retail discount is available to Silver, Gold and Platinum Members;
- (b) it does not apply to items on sale or bundled sets.

6.8 Birthday:

- (a) the birthday benefit applies when the Member's birthday falls within the dates of their stay;
- (b) it applies once per calendar year and requires the Member's date of birth to be recorded in their profile.



- 6.9 Welcome amenities may vary by hotel. Hotels may replace items with items of similar value.
- 6.10 Spa, retail and laundry Benefits apply only at Participating Hotels that offer these services.
- 6.11 Members must request Benefits at the time of service. Benefits cannot be applied retroactively.

7. Booking Channels

- 7.1 Direct Bookings: the full Benefits of the Member's Tier apply.
- 7.2 Online travel agencies and other third-party websites: member rates and upgrade priority do not apply, and the nights do not count as Qualifying Nights. Dining, spa and laundry Benefits apply in line with current policy.
- 7.3 Travel agent and corporate bookings: Benefits apply in accordance with the terms of the applicable contract.
- 7.4 To receive Benefits at the hotel, the booking must be in the Member's name and the Member should identify themselves at check-in.

8. General Conditions

- 8.1 Benefits cannot be combined with other promotions, packages, contracted rates (including corporate and travel agent rates), group bookings or events. Only one offer applies per transaction.
- 8.2 Membership, Tier status and Benefits are personal and non-transferable. Benefits apply only to the Member who makes the booking. Hotels may ask the Member to show identification.
- 8.3 Benefits have no cash value, cannot be exchanged for cash and are non-refundable.

9. Misuse of the Programme

- 9.1 BelGroup may suspend or close an account, cancel Benefits, remove Qualifying Nights or adjust the Tier if a Member:
 - (a) provides false or misleading information;
 - (b) uses the Programme fraudulently or in breach of these Terms; or
 - (c) behaves abusively towards staff or other guests.



- 9.2** BelGroup may charge the Member for the value of Benefits obtained through misuse.

10. Personal Data

- 10.1** BelGroup collects the personal data that Members provide when registering for and using the Programme, including name, email address, phone number, date of birth (if provided), stay and transaction history, and preferences.
- 10.2** BelGroup uses this data to manage memberships, apply Benefits, calculate Tiers and send service messages about the Member's account and stays.
- 10.3** BelGroup sends marketing communications only with the Member's consent. Members may withdraw their consent at any time by using the unsubscribe link or by contacting us.
- 10.4** BelGroup uses service providers, such as booking, customer relationship management and member portal providers, to process data on its behalf. Some providers may store data outside Vietnam. BelGroup applies the safeguards required by Vietnamese law to these transfers.
- 10.5** Members may ask to access, correct or delete their personal data, or to restrict its processing, by contacting us. BelGroup will respond within the time limits set by law.
- 10.6** BelGroup keeps personal data for as long as the account remains active and as required by law.

11. Changes to the Programme

- 11.1** BelGroup may change these Terms, the Benefits, the Tier requirements or the list of Participating Hotels. BelGroup may also rename, replace or end the Programme.
- 11.2** BelGroup will give reasonable prior notice of material changes by publishing them on belgroupvn.com and, where appropriate, by email.
- 11.3** If the Programme is replaced by a successor programme, Members' accounts and Tiers may be transferred in accordance with the transition rules announced at that time.
- 11.4** Benefits already confirmed for an existing booking remain valid for that stay.



12. Liability

- 12.1 BelGroup is not liable if a Benefit is unavailable for reasons beyond its reasonable control, including force majeure events, system failures or operational restrictions.
- 12.2 BelGroup may correct errors in a Member's account, such as nights or Tiers credited by mistake.
- 12.3 Nothing in these Terms limits the rights of Members as consumers under Vietnamese law.

13. Governing Law and Disputes

- 13.1 These Terms are governed by the laws of Vietnam.
- 13.2 BelGroup and the Member will first try to resolve any dispute through negotiation. If the dispute is not resolved, either party may refer it to a competent authority or court in Vietnam.

14. Language

These Terms are published in Vietnamese and English. If there is any difference between the two versions, the Vietnamese version prevails.

15. Contact

For questions about the Programme or your account, please contact Bel Privilege, BelGroup Hospitality: phone +84 (0) 971 785 222 · website belgroupvn.com/belgroup-privilege.

Schedule 1 — Benefits by Tier

Benefits marked * are subject to the conditions in clauses 6, 7 and 8. Full Benefits apply to Direct Bookings.

Benefit	Bronze	Silver	Gold	Platinum
Tier requirement	On registration	10 Qualifying Nights	15 Qualifying Nights	20 Qualifying Nights
Member rate*	5%	10%	15%	20%
Welcome amenity	Welcome card, small snack or fruit	Personalised card, fruit or local snacks	Manager's card, fruit or pastries, local amenity	General Manager's card, premium fruit, cake or chocolate, flowers
Room priority*	—	Quiet room or higher floor	Better view, higher floor or corner room	Best available room in the booked category
Room upgrade*	Subject to availability	Subject to availability	Once per stay	Once per stay, highest priority
Late check-out*	—	Until 13:00	Until 14:00	Until 14:00, highest priority
Dining*	5%	10%	15%	20%
Spa*	10%	15%	20%	25%
Laundry*	10%	20%	30%	Complimentary up to 2 kg per stay
Retail*	—	10%	20%	25%
Birthday*	Greeting card or e-card	Card with wishes from the hotel	Small birthday cake	Birthday cake and in-room decoration