

Please read the rules, regulations, terms and conditions of Club Crystal, our loyalty program membership.

Le Crystal Hôtel Montréal Inc. (« Hôtel Le Crystal ») may change the Club Crystal (« Program ») rules, regulations, benefits or processes, and special offers at any time without notice. Specifically, among other things, Hôtel Le Crystal may change or terminate requirements and rules for earning benefits, quality of each benefit provided per stay and per year, continued availability and benefits types.

Qualifying room nights include: Negotiated Corporate agreement, AAA/CAA, travel agencies, AARP, Government, Packages offered on Hôtel Le Crystal's website and Daily rate.

Non-qualifying room nights include: Internet Third Party (such as Expedia, Booking.com, etc.), as well as rates through any other discount program, coupons, complimentary or promotional offer.

A room night is defined by one night paid at Hôtel Le Crystal. The Member must reserve the suite in the Member's name and stay overnight. Only one Member per suite will receive credit for each suite night. Requests to divide or consolidate folios after the stay will not be accepted. Membership benefits apply for the Member only and are not transferable.

Membership statuses are as follows: Crystal Membership is earned after five (5) qualifying room nights; Gold Membership is earned after ten (10) qualifying room nights; Platinum Membership is earned after

twenty five (25) qualifying room nights. Cumulated room nights are calculated only at the end of a stay, and not during a stay.

Qualification for Membership Statuses will be determined based on a 12-month cycle, beginning January 1st of each year.

To determine the Status for the next year, Hôtel Le Crystal will calculate qualifying room nights from January 1st to December 31st. Based on the amount of qualifying room nights, the Status for next year will be confirmed.

Benefits will also be provided on a 12-month schedule. The Member can enjoy its Status benefits for the entire year. At the end of the year, a new calculation of the qualifying room nights will be made and the Status for the next year will be confirmed.

During the year, if your number of qualifying room nights allows you to upgrade your Status, you will get this new Status for the rest of the year.

Guaranteed Availability: For the Gold Status (72 hrs prior to arrival) and the Platinum Status (48 hrs prior to arrival), we guarantee that we will have a suite for you. The suite type will depend on availability. The best available room rate will be applicable.

Early Check-In: For the Platinum Status, an early check-in starting from noon is offered only if that early arrival time is mentioned at the time of reservation. Otherwise, only the regular arrival time (4pm) is guaranteed.

Late Check-Out: For the Gold Status (until 1pm) and the Platinum Status (until 3pm), a late check-out is offered only if this late departure time is mentioned at reservation or at check-in. Otherwise, only the regular departure time (11am) is guaranteed.

Upgrade: An upgrade will be offered at reservation time, upon availability. For the Gold Members, we will start by the Deluxe Suites. For the Platinum Members, we will start with our One Bedroom Penthouses and then downgrade upon availability.

Food & Beverage Credit: A Food & Beverage credit per stay will be offered, the amount depending on the Status: \$10 for Crystal, \$25 for Gold and \$50 for Platinum. This credit may be used at our Bistro Laurentien La Coupole and for room service only. This credit cannot be cumulated for a future stay and has no monetary value. If your credit is not used during your stay, it is canceled.

The Member will take advantage of those benefits only when reserving with the following qualifying room rates: Negotiated Corporate agreement, AAA/CAA, travel agencies, AARP, Government, Packages offered on Hôtel Le Crystal's website and Daily rate.

Hôtel Le Crystal reserves the right to modify or limit the availability including, among other things, imposing blackout dates and limiting special offers.

Hôtel Le Crystal reserves the right to terminate the entire Program with six months' advance notice to all then-Active Members, and immediately upon notice to all then-Active Members in the case of a termination relating to the substitution of a similar replacement program.

Membership in Crystal Club is free and available to individuals residing in countries that legally permit participation in loyalty programs.

Fraud or abuse concerning membership privileges and benefits is subject to appropriate administrative and/or legal action by Hôtel Le Crystal, including termination of Crystal Club benefits, and revocation of membership. In addition, we reserve the right, in our sole discretion, to immediately discontinue

membership of any individual member, if such member acts in a manner inconsistent with local, provincial, or federal laws or ordinance, or in a fraudulent or abusive manner; otherwise misuses the benefits of membership; or fails to pay any valid bill or account when due to Hôtel Le Crystal.

Hôtel Le Crystal makes no warranties or representations, either expressed or implied, and expressly disclaims any and all liability (including consequential damages) with respect to the Program or any goods or services provided through the Program.

Hôtel Le Crystal is not responsible for requests or correspondence lost or delayed in the mail or via electronic mail.

All interpretations of these membership Rules, Terms and Conditions shall be at the sole discretion of Hôtel Le Crystal.