



# TERMS & CONDITIONS

## ENROLLMENT TERMS

1. Any guest over 18 years may apply to join Friends of K West.
2. K West Hotel reserves the right to refuse a membership to any applicant at the sole discretion of the hotel and without written notice.
3. All memberships are individual and no joint memberships are permitted.
4. Benefits where availability permits (accommodation discounts, complimentary continental breakfast, room upgrades, early check-in and late check-out) are only available to Friends who have booked directly with the hotel, either through the website ([www.k-west.co.uk](http://www.k-west.co.uk)) or with our reservations team by phone or email ([bookit@k-west.co.uk](mailto:bookit@k-west.co.uk)).

## REDEMPTION TERMS

5. Friends can log on to the online portal to book accommodation with the discount already applied.
6. Friends must quote their membership number (the e-mail address they used to sign-up) when booking accommodation with our reservations team via phone or email, in order to receive their discounts and benefits.
7. The Friends accommodation discount and complimentary breakfast are only applicable on the Friends' Preferred Rate bookings and not any advanced purchase rates, packages, special rates or negotiated rates.
8. Friends are entitled to redeem their discount in our restaurant and bar when not staying at the hotel, however, will be required to present their physical or digital membership card (downloadable via the online portal) to a member of staff in order to receive their discount. Booking is highly recommended.
9. Spa discounts: Offer available Monday-Friday. Can only be redeemed on treatments of an hour or more (subject to availability). Not redeemable for Wet-Spa access. We are unable to offer discounts where the booking has been made through a third-party. Spa treatments must be booked by emailing [spatime@k-west.co.uk](mailto:spatime@k-west.co.uk).
10. If you're expecting an early check-in drop us an email 48 hours before you arrive to [bookit@k-west.co.uk](mailto:bookit@k-west.co.uk) and we'll be able to tell you if it is available. For late checkout just check with our friendly staff when you arrive.

## OTHER

13. K West Hotel reserves the right to make changes to our benefits at any time, without prior notice.
14. Friends benefits are non-transferable and cannot be used in conjunction with any other offer or promotion, or on group and set menus.
15. Early check-in and late check-out is subject to availability.
16. Room upgrades are subject to availability.