

## **Terms & Conditions**

### **Brunch & Bed - Stay for AED 1 Offer SO/ Uptown Dubai**

#### **1. Offer Overview**

This promotion entitles eligible guests to an exclusive one (1) night stay in a Collection Room at SO/ Uptown Dubai for AED 1 per room, when booking Citronelle's Tiger Brunch – Soft | Zen Package (only) for a minimum of two (2) persons.

The AED 1 room rate is strictly conditional upon participation in the qualifying brunch experience.

#### **2. Brunch Participation Requirement**

The complimentary room rate of AED 1 is valid only when all registered guests attend the booked Tiger Brunch on the same day of arrival.

Failure to attend, partial attendance, or no-show at brunch will result in the room being charged at the Best Available Rate (BAR) at the time of stay.

#### **3. Booking Conditions**

- Advance reservation is mandatory for both Tiger Brunch the Brunch & Bed - Stay for AED1 offer
- Offer is subject to availability
- Blackout dates may apply at the hotel's discretion
- The hotel reserves the right to limit the number of rooms allocated under this promotion per date

#### **4. Same-Day Booking & Arrival Requirement**

The AED 1 stay benefit is strictly applicable only where the reservation is booked, confirmed, and utilised on the same calendar day, and where the guest completes hotel check-in and attends the qualifying brunch on the same day, unless otherwise expressly confirmed in writing by the hotel.

The hotel reserves the right to determine eligibility where bookings are made on the day of arrival, via walk-in, last-minute reservations, or rebooked/cancelled-and-rebooked transactions intended to circumvent offer conditions.

Any attempt to manipulate booking channels, split or reissue reservations, or adjust dates to qualify for the promotion will result in the AED 1 benefit being voided in full.

Failure to comply with same-day booking, arrival, and brunch participation requirements will result in the room being charged at the prevailing Best Available Rate (BAR), with all promotional entitlements withdrawn at the hotel's discretion.

All determinations of eligibility under this offer are at the sole discretion of the hotel and are final.

## **5. Third occupant**

- Standard double occupancy applies per room
- Additional guests are subject to an extra charge of AED 150 per person, inclusive of extra bed and room-only accommodation (subject to availability)

## **6. Beverage Upgrade Policy (House-Wild Exclusive)**

Guests may upgrade from Zen-Soft to House-Wild Exclusive for an additional charge of AED 100 per person, subject to availability.

The upgrade entitles guests to house beverages, including a selection of alcoholic beverages, served during the designated brunch operating hours only.

The upgrade is applicable per person, non-transferable, and must be booked and confirmed in advance or upon arrival (subject to availability). Unused entitlement is non-refundable and non-exchangeable.

The hotel reserves the right to amend beverage inclusions, substitute items of equal value, or withdraw upgrade availability during peak periods or operational constraints.

## **7. Deposit & Guarantee Policy**

- A valid credit card is required to confirm all bookings
- The hotel reserves the right to apply pre-authorisation or full deposit on high-demand dates
- Failure to provide a valid guarantee may result in cancellation of the reservation

## **8. Cancellation & No-Show Policy**

- Cancellations or amendments must be made at least 48–72 hours prior to arrival (hotel discretion)
- Late cancellations, reductions in guests, or no-shows will incur full charges for both brunch and accommodation based on prevailing rates
- No-show brunch attendance will void the AED 1 room entitlement

## **9. Non-Transferability & Fair Use**

- This offer is strictly non-transferable and cannot be sold, resold, or exchanged for cash or credit
- The promotion is intended for individual leisure stays only
- The hotel reserves the right to refuse or cancel bookings suspected of misuse, including but not limited to:
  - Split bookings to bypass minimum spend
  - Group manipulation of reservations
  - Repeated promotional abuse by the same guest(s)

## **10. Room Allocation & Occupancy**

- Offer is based on one room per qualifying booking
- Standard double occupancy applies
- Additional guests may incur extra charges of AED150 for extra bed, room only

## **11. Inclusions & Restrictions**

The AED 1 stay includes:

- One (1) night stay in a Collection Room for two (2) persons

- Access to hotel facilities, outdoor pool, and gym
- Special breakfast rate in Brasserie Uptown at AED59 per person
- 50% discount on spa treatments
- 30% discount across all hotel dining outlets
- Early check-in and late check-out (subject to availability)

All inclusions are subject to availability and operational discretion.

#### **12. Check-in / Check-out Policy**

- Standard hotel check-in and check-out times apply
- Early check-in and late check-out are subject to availability and may be withdrawn during peak occupancy periods
- Guests must complete full hotel check-in prior to brunch access; failure to do so may result in forfeiture of offer benefits.

#### **13. Age & Legal Compliance**

Guests must comply with UAE legal drinking age regulations for alcohol-inclusive packages. Valid identification may be required.

#### **14. Hotel Rights**

SO/ Uptown Dubai reserves the right to:

- Modify, suspend, or withdraw this offer at any time without prior notice
- Refuse service or cancel reservations in cases of suspected abuse or violation of terms
- Make final interpretation of all terms and conditions

#### **15. Behaviour & Right to Refuse Stay Benefit**

The hotel reserves the right to refuse service, restrict access, or withdraw the AED 1 stay benefit at its sole discretion in cases including but not limited to: inappropriate conduct, abusive or disruptive behaviour, breach of hotel policies, or actions deemed to negatively impact other guests, staff, or operations.

In such instances, the hotel may cancel or re-rate the reservation at the prevailing Best Available Rate, and any promotional entitlement will be deemed void.