
**RYOKAN
REWARDS**

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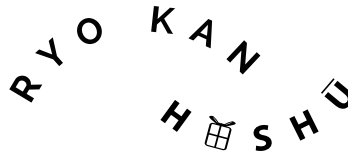
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STATUS



PLATINUM

•**Benefits:** Exclusive room rates, complimentary standard internet access, exclusive promotions, a welcome drink, a complimentary birthday night, and a complimentary annual night.

- Credit:** USD 10 per stay to use in Ryo Kan experiences
- Stay 0-9 nights/year.



GOLD

•**Benefits:** Included all the Platinum benefits, two complimentary annual nights, redeeming points for nights, 10% bonus points on stays, and early check-in

- Credit:** USD 25 per stay to use in Ryo Kan experiences
- Stay 10-24 nights/year



BLACK

•**Benefits:** Included all the Platinum and Gold benefits, three complimentary annual nights, 20% bonus points on stays, late check-out, a complimentary shoeshine on stays, a complimentary room upgrade, and a complimentary newspaper every morning.

- Credit:** USD 50 per stay to use in Ryo Kan experiences
- Stay 25-39 nights/year



WHITE

•**Benefits:** Included all the Platinum, Gold, and Black benefits, five complimentary annual nights, 30% bonus points on stays, a welcome gift, a complimentary room upgrade to Suite or Tatami, a complimentary transportation Ryo Kan - airport, a complimentary dry clean up to three items, and access to Ryo Kan exclusive experiences.

- Credit:** USD 100 per stay to use in Ryo Kan experiences
- Stay 40+ nights/year

BENEFITS

Benefits	Platinum 0-9 nights/year	Gold 10-24 nights/year	Black 25-39 nights/year	White 40+ nights/year
Exclusive room rates	●	●	●	●
Complimentary standard internet access	●	●	●	●
Exclusive promotions	●	●	●	●
Welcome drink	●	●	●	●
Complimentary birthday night	1	1	1	1
Complimentary annual night.	1	2	3	5
Credit per stay to use in Ryo Kan experiences	USD 10	USD 25	USD 50	USD 100
Redeeming points for nights		●	●	●
Bonus points on stays		10%	20%	30%
Early check-In (based on availability)		●	●	●
Late check -out (based on availability)			●	●
Complimentary shoeshine on stays			●	●
Complimentary room upgrade (based on availability)			●	●
Complimentary newspaper every morning			●	●
Welcome gift				●
Suite/ Tatami upgrade (based on availability)				●
Complimentary transportation Ryo Kan- airport				●
Complimentary dry clean up to three items				●
Access to Ryo Kan exclusive experiences				●

BENEFITS RULES

- Exclusive room rates:** Get preference rates by booking directly on our website (www.ryokan.mx) or by calling our reservation team (+52 55 5514 5587).
- Complimentary standard internet:** Get free access to the standard internet.
- Exclusive promotions:** Access to exclusive offers during the year.
- Welcome drink:** Enjoy a complimentary drink upon check-in (a bottle of water, tea, mineral water, American coffee, or a glass of the house's sake).
- Birthday Night:** Get a complimentary night in a standard residence, double occupancy, It has a one-year validation. The complimentary birthday night is neither cumulative nor transferable. The members must pay at least one night to get the complimentary birthday night. It is subject to the validation of the date of birth with official identification.
- Complimentary annual night:** Complimentary night in a standard residence in double occupancy. It is not cumulative or transferable. The members must pay at least one night to get the complimentary annual night. Members will have complimentary annual nights according to their membership status.
 - o Platinum: 1 night
 - o Gold: 2 nights
 - o Black: 3 nights
 - o White: 5 nights

BENEFITS RULES

•**Redeeming points for nights:** Reserve and pay with your Ryo Kan points

- o 15,000 Ryo Kan points for one night in Habitaculo residence.
- o 18,000 Ryo Kan points for one night in Modulo residence.
- o 21,000 Ryo Kan points for one night in Hibrido residence.
- o 24,000 Ryo Kan points for one night in Tatami residence.
- o 27,000 Ryo Kan points for one night in Suite residence

•**Bonus points on stays:** Get bonus points according to your membership status.

- o Platinum: It does not earn bonus points.
- o Gold: Earn 10% bonus points on each stay.
- o Black: Earn 20% bonus points on each stay.
- o White: Earn 30% bonus points on each stay.

•**Late check-out:** Enjoy a complimentary late check-out (based on availability).

•**Early check-in:** Enjoy a complimentary early check-in (based on availability).

•**Complimentary shoeshine on stays:** Get a free shoe shine on each stay.

•**Complimentary room upgrade:** Get an upgrade to the next available category (based on availability). It would be offered at check-in.

•**Complimentary newspaper:** Get a newspaper every morning at your residence.

BENEFITS RULES

- Welcome gift:** Get a welcome gift in your residence

- Suite/ Tatami upgrade:** Get an upgrade to Suite or Tatami residence regardless of the residence you have booked (based on availability). It would be offered at check-in.

- Complimentary transportation Ryo Kan- airport:** Have executive transportation from Ryo Kan to the airport. Transportation is in a sedan car. It will be for a maximum of four people. The members must reserve this benefit with a minimum of four hours before the service.

- Complimentary dry clean:** Have a dry cleaning service for a maximum of three items at no cost on each stay.

- Credit per stay to use in Ryo Kan experiences:** This credit is not cumulative, is not transferable, and does not apply to the minibar and stays payments. It is only valid for Omakase, SPA, gong, or tea ceremony experiences. The credit will be according to the level of membership.
 - o Platinum: USD 10 per stay.
 - o Gold: USD 25 per stay.
 - o Black: USD 50 per stay.
 - o White: USD 100 per stay.

- Access to Ryo Kan Exclusive experiences:** Enjoy invitations to exclusive experiences at Ryo Kan. The invitation will be for two people. It is not transferable.

EARNING POINTS

All the expenses incurred at Ryo Kan earn points. Points cannot be transferred to another account and have no expiration date.

Members will get 15 points for every USD 1 spent through direct reservations on the Ryo Kan website (www.ryokan.mx) or in our reservation center. Members can earn nights for membership levels and/or points.

Members will get 10 points for every USD 1 spent for reservations with payment at destination made through agencies and/or OTAs (Expedia, Booking.com, Airbnb, Hotel.com, Hotel Tonight, etc). Members can earn nights for membership levels and/or points.

Prepaid reservations made through agencies and/or OTAs cannot generate nights for membership levels and/or points. Members will earn 10 points for each USD 1 spent on extra consumption for prepaid reservations made by agencies and/or OTAs.

The nights earned for points and/or complementary are not eligible for points and do not earn nights for membership levels. Members will earn 15 points for each USD 1 spent on extra consumption for reservations paid with points and/or complementary.

STATUS

Members can earn nights to renew or achieve membership status. Complimentary stays or stays paid with points do not count to renew or achieve membership status. Members must meet the necessary nights to acquire the next status of the program. Members will remain at that status for a term of one year from the earning of the new status. Members must maintain the required nights for the status at the end of the year to maintain the current status.

- **Platinum:** 0 to 9 nights / year
- **Gold:** 10 to 24 nights / year
- **Black:** 25 to 39 nights / year
- **White:** 40+ nights / year

CANCELLATIONS

The member will be charged the applicable cancellation fee with points if the member fails to cancel within the cancellation policy for bookings made with points. Also, if a booking made with points is a “no show”, the member will be charged the applicable cancellation fee with points.

REWARD NIGHTS

Members can use their points to make reservations without any restrictions throughout the year. Members can exchange their points for nights at Ryo Kan

Residences	Points
Habitáculo	15,000
Modulo	18,000
Hibrido	21,000
Tatami	24,000
Suite	27,000