

**Your satisfaction is our top
priority**

Terms & Conditions

The hotel does not accept responsibility for company's internal policy in regards to our Bookers Loyalty Scheme

1. The Booker Loyalty Programme is an invitation only membership and inclusion of this programme is at the discretion of the hotel.
2. This programme is only available for bookings made at Castleknock Hotel.
3. For every €1 purchase, your account will be credited with 1 point(s).
4. Points will only be credited against direct room bookings and pre-booked room hire, food and drink.
5. To earn points, you must notify the reservations or events agent at the time of your booking and provide your membership number.
6. All transactions can be viewed online and offers and rewards accounts can be viewed online at www.castleknockhotel.com .
7. Bookings which are made with a 3rd party will not be eligible to earn rewards points unless specifically approved by the General Manager of Castleknock Hotel in writing
8. Castleknock Hotel Booker Loyalty Rewards may at its sole discretion modify or substitute offer values and rewards of comparable value without notice.
9. Rewards may not be used in conjunction with other offers and discounts unless otherwise stated at the time of redemption
10. Booker Hotel Rewards will not be rewarded for the same transactions as the Guest Hotel Rewards unless the hotel is satisfied that the booker and guest are separate individuals and that there is no intention to duplicate points for the same transaction. This is with the noted exception of bedroom bookings
11. No purchase is necessary to receive a FBD Hotels Rewards Booker membership card.
12. Rewards cannot be exchanged for cash or any other currency, vouchers or value.
13. Castleknock Hotel Booker Loyalty Programme reserves the right to discontinue this programme at any time without notice. In the event this programme is discontinued, at the management's discretion, outstanding points earned and incentive offers made may still be honoured.

1. Castleknock Hotel Booker Loyalty Programme reserves the right to discontinue membership privileges and void your point balance if any unauthorised points are accrued or redeemed.
2. Castleknock Hotel Club Booker Loyalty Programme reserves the right to discontinue membership privileges if the members account remains inactive for 12 months or more.
3. Castleknock Hotel reserves the right to void your point balance if your account remains inactive for 12 months or more
4. Booker Loyalty points are the property of the participating organisation that the booker represents to be used at the discretion of said organisation. The hotel reserves the right to seek permission at its own discretion from an owner/relevant senior manager of the organisation to approve the redemption of points against a reward.
5. The participating organisation is solely responsible for the distribution of rewards earned on the booker loyalty program. The hotel accepts no responsibility for any fraudulent attempts by unauthorised members or previous members of the participating organisation of the booker loyalty programme to use the points for either their own personal use or a use that is not approved by the owner/relevant senior manager of the participating organisation
6. Additional restrictions of use may apply. Check with Castleknock Hotel for details.
7. The hotel reserves the right to terminate the programme at any stage.
8. Rewards for FBD Hotels can only be used subject to availability.
9. Points will only be awarded after guests have checked out and the event has taken place.
10. Loyalty cardholders must redeem and receive their rewards before they plan to use them.
11. All rewards are also subject to their own relative terms and conditions/
12. Points can only be redeemed from the time the card is activated by the hotel and will not be backdated to include previous bookings.
13. You may occasionally receive complimentary offer incentives. Incentive offers may be issued in recognition of various events, such as birthdays and anniversaries. You will be notified of offer eligibility via mail and/or on a transaction receipt.
14. Neither a receipt nor letter is necessary for offer redemption. To redeem an offer or reward, however, you must request a specific offer at time of sale. You may request an updated account status prior to redemption.
15. Points earned on a transaction may not be applied towards that transaction but may be applied to any subsequent transaction.
16. Points redeemed during reward redemption are deducted from your account balance at time of redemption.
17. As at our discretion, redemption of incentive offers may be limited to one per transaction. Please check prior to booking.
18. Rewards may be redeemed in multiples and in combinations. They may also be redeemed in conjunction with an Incentive Offer.
19. Offer values, rewards and reward pay out schedules may vary by location and type.
20. Offer values and rewards may only be redeemed by the cardholder and are non-transferable.
21. Your data may be used by Castleknock Hotel for marketing purposes, you can unsubscribe at any time.

Castleknock Hotel reserves the right to terminate any membership at any time