

The Royal Garden VIP Platinum Card Agreement

The Royal Garden VIP Card (The Card) issued to the applicant must be signed by the cardholder immediately upon receipt and such signature of the card will constitute the cardholder's agreement with the hotel that the cardholder shall be bound by the following conditions:

1. On presentation of The Card personally by the cardholder in the hotel upon settlement, the cardholder is required to settle the bill (after discount, if any) in full either by cash or credit card immediately of the sale of food and beverage or facilities or services offered by the hotel.
2. If The Card is lost or stolen, the cardholder must notify the hotel's Food and Beverage Office immediately and confirm such loss or theft in writing. HK\$100 will be charged as the administrative cost for the re-issuance of The Card.
3. The Card shall not be accepted in conjunction with any other promotional or special offers.
4. The Card remains the property of the hotel at all times and shall be returned to the hotel upon request. This agreement shall be terminated by either party giving not less than fourteen (14) days' notice in writing to the other at the address stated overleaf or at such other address as either party may from time to time notify to the other. In the case of termination by the cardholder, the notice of termination must be accompanied by the return of The Card. In addition, the hotel shall be entitled to terminate this agreement forthwith without notice on the bankruptcy or death of or breach of any of these conditions by the cardholder whereupon the cardholder shall surrender to the hotel The Card.
5. The Card is not transferable.
6. The Card has no cash value.
7. The Card cannot be redeemed for cash.
8. The privileges offered to the cardholder are separately stated, and such privileges may change from time to time and without prior notice.
9. The hotel reserves the right at all times to vary the above terms and conditions. Any such variation will become effective upon notification to the cardholder by any means the hotel deems fit.

Personal Information Collection Statement

The Royal Garden VIP Card is a privilege service product run by The Royal Garden, ("the Hotel"). It is the policy of the Hotel to comply with the Personal Data (Privacy) Ordinance, Chapter 486 of the laws of the Hong Kong. We also strive to ensure compliance by our staff with the strictest standards of security and confidentiality.

Personal Information Collection Statement

This Personal Information Collection Statement sets out the purposes for which the information provided by you will be used following collection, what you are agreeing to with respect to our use of such information and your rights under the Personal Data (Privacy) Ordinance, Cap 486 You are not obliged to supply the data, but if you do not, the services and activities will be unavailable.

PURPOSE AND USE OF DATA

Information collected is used for the followings:

- Processing and evaluating the application herein
- compiling aggregate statistics about our users to analyze site usage
- creating accounts for you and maintaining such accounts(s)
- Communicating with you in respect of matters related to or arising from the this application and thereafter on all administration matters
- providing information related to the Hotel including the products, facilities, services and other privileges, benefits and other advantages from time to time offered to User and rallying and arranging for the same to be provided
- evaluating and improving the facilities, services and/or products offered by the Hotel
- facilitating communications between User and the Hotel and encouraging feed-back from User on their needs and expectations of facilities, services and/or products offered by the Hotel

Use of Information in Direct Marketing: We intend to use all information provided by you including your name, contact details and all other information which may assist us to understand the goods and services which you might be interested in, for delivering the aforesaid information and conducting direct marketing including products, services, advice and subjects in relation to the followings: room sales promotion, food & beverage promotion, The Royal Garden loyalty program, hot rewards program and sky club gymnasium and spa loyalty program, and surveys by e-mail or telephone on our service quality. We may not so use or provide the above information unless we have received your consent. Your consent may be communicated to us without charge by checking the consent box in this web or by writing to our Food and Beverage Department at fboff@rghk.com.hk or by post to 69 Mody Road, Tsim Sha Tsui East, Kowloon, Hong Kong. By proceeding with this application for the VIP Card, we shall understand you to consent to the above.

TRANSFER OF DATA

User's information will not generally be disclosed or transferred to any other party in a form that would identify them except those to parties relevant and reasonably necessary for the purposes stated above.

ACCESS TO DATA

You have the right to request access to and correction of your personal data in accordance with the provisions of the Personal Data (Privacy) Ordinance (Cap.486). Any data access request or data correction request may be made to our Food and Beverage Department at fboff@rghk.com.hk or by post to 69 Mody Road, Tsim Sha Tsui, Kowloon, Hong Kong.