



## Ultimate Staycation Pass Terms & Conditions

- 10% service charge, 7% Destination Fee and 5% VAT will apply on pass price
- Pass price is payable upfront at time of purchase
- Pass will only be valid when it is used and/or presented by the named holder
- Pass cannot be transferred or be redeemed for cash
- Pass entitles the named holder to 10 nights in one bedroom suite at Mughal Suites to be used within 60 days from the date of issue (“Validity Period”)
  - Guests can upgrade to a two bedroom suite by paying a difference of AED 250/night
  - Guests can upgrade to a three bedroom suite by paying a difference of AED 450/night
- Pass is not valid during public holidays or during major events in the country that may see increased demand for hotels
- AED 15 per night tourism dirham fee payable to Government of Ras Al Khaimah needs to be paid upon every visit and is not included in the pass price
- Guest can only redeem one night at a time in one day
- Guest cannot redeem another night to check in on the same day they check out using the same pass
- Back to back nights cannot be booked using the same pass
- Possession or use of the pass does not guarantee check in at Mughal Suites. The management of the hotel reserves the right to refuse check in for any reason as provided by the hotel regulations including, but not limited to, the hotel being sold out
- Guests need to call and make a reservation 72 hours before the day they wish to redeem their night
- Any cancellation less than 24 hours before check in will automatically forfeit that night and it cannot be used again
- Possession or use of the Pass does not allow immediate check in or priority check in to Mughal Suites
- Check in to Mughal Suites by use of the Pass will not be permitted in the event that a valid Pass is not presented for any reason, including, but not limited to, the Pass being lost, stolen, damaged or forgotten. Failure to present a valid Pass will result in a charge of the “on the day” daily room rate, which will be non-refundable
- A lost, stolen and/or damaged Pass should be reported to Mughal Suites immediately. Contact details for Mughal Suites are:
  - Telephone: +971 720 44 555
  - Fax: +971 720 44 500
  - E-mail: [info@mughalsuites.ae](mailto:info@mughalsuites.ae)
- If a Pass is lost, stolen and/or damaged, Mughal Suites may issue a replacement Pass. Up to three replacement Passes can be issued during the Validity Period. Replacement Passes will only be issued at Mughal Suites to the individual whose details have been provided at the time Pass was purchased. Administrative charge of AED 10 will be made for the re-issue of each Pass
- Unless stated otherwise, a Pass cannot be used in conjunction with any other promotional offer, voucher or advance booking or with any other offer, discount or retail/restaurant incentive
- Refunds against the Pass are not available under any circumstances either full or in part. This does not affect your statutory rights as a consumer
- Pass shall only be used during Validity Period

- Mughal Suites is entitled to use Pass holder's details to contact them in relation to service information, including, but not limited to, information about changes to these Terms and Conditions, expiry and/or renewal reminders. Mughal Suites will not use Pass holder's details for marketing purposes unless the Pass holder has opted in to receive such information at the time of purchasing the Pass
- Mughal Suites LLC is entitled, at its absolute discretion, to change the price payable for its Pass at any time and for any reason and may from time to time offer pricing and promotional offers at Mughal Suites, online, via telephone or through third party channels
- Mughal Suites LLC reserves the right to vary these Terms and Conditions by giving not less than 15 days written notice of such variation and by publishing the same online
- Pass holders must adhere to these Terms and Conditions during the Validity Period and to abide by all other hotel terms and conditions during all visits to the hotel