

# *Pantlind*

## GOLD MEMBERSHIP

### MEMBERSHIP RULES & RESTRICTIONS

#### 1. pricing and term

*New membership and renewal membership fees shall be as posted at time of purchase. New membership and each renewal membership expires one (1) year from date of purchase.*

#### 2. membership cards

*Upon acceptance of member's membership application, member will be provided with a temporary membership card (or cards, as applicable) that expires ten (10) days from date of issuance. Member will receive the official membership card (or cards, as applicable) three (3) to five (5) business days from acceptance of membership application. Membership card will be void if tampered with, damaged or manipulated in any way or if information on the card is illegible.*

#### 3. dining card

*Each initial membership purchase includes a twenty-five dollar (\$25.00) dining card to Cygnus 27 that will be mailed to the address of the individual or corporate member no later than ten (10) business days from initial membership sign-up. This card is a loyalty reward that is issued independent of the terms of the Pantlind Gold Membership program; expires five (5) years from date issued; is of no cash value; and may not be redeemed for cash at any Amway Grand Plaza Hotel outlet or elsewhere. Amway Hotel Corporation is not responsible for a lost, stolen or destroyed dining card. Resale of the dining card or use for unauthorized advertising, marketing, sweepstakes or other promotional purpose is strictly prohibited. Questions concerning the dining card should be directed to the Amway Grand Plaza Hotel at 616-774-2000.*

#### 4. buy one get one free

*The **buy one entrée and receive the second entrée** complimentary offer is only valid for lunch and dinner entrées at Bentham's Riverfront Restaurant, Monday through Sunday, and at Cygnus 27 (including the seasonal Sunday brunch), Tuesday through Saturday. The **buy one entrée and receive the second entrée** complimentary offer is not valid on holidays (including without limitation Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, St. Valentine's Day, Mother's Day, Thanksgiving, and Father's Day), or special hotel events (excluding the Cygnus 27 seasonal Sunday brunch). The entrée of lesser or equal value to the most expensive entrée on the total bill will be the item discounted. An eighteen percent (18%) gratuity and applicable sales tax will be added to the bill based on the total value of the bill before any discount is taken. This offer is not valid at any other Amway Grand Plaza Hotel or Amway Hotel Corporation restaurant or food outlet.*

#### 5. priority seating

*To receive priority seating, member must present membership card upon arrival to the restaurant's host or hostess or, when making phone reservations, provide the numerical digit card number to the dining reservations agent. Reservations are not guaranteed and are subject to availability. If cardholder's restaurant of choice is not available, secondary options will be presented during the time reservation is made. Priority seating is subject to availability.*

#### 6. vip events

*Members, and one additional guest, may be invited to certain VIP events. Invitations to VIP events will be e-mailed to the individual or corporate member. Events are held at the discretion of the Amway Grand Plaza Hotel, and an admission fee or other charge(s) may apply. Unless otherwise stated in an invitation, each VIP event is limited to the first forty (40) eligible Pantlind Gold Members and guests to respond to the VIP invitation, as determined by Amway Grand Plaza Hotel in the Amway Grand Plaza Hotel's sole discretion.*

#### 7. private dining events

*The twenty percent (20%) private dining discount for events held in the Sky 1 and Sky 2 dining rooms is for food and beverage purchases only. All taxes and gratuities will be based on the total price for the event before the twenty percent (20%) discount is taken. Room rental fees are waived for Pantlind Gold members. Food and beverage minimums apply.*

#### **8. dining discount**

The twenty percent (20%) dining discount on entire guest check applies at Lumber Baron Bar, Garden Court Lounge, G.P. Sports, and the Cornucopia Deli. An eighteen percent (18%) gratuity and applicable sales tax will be added to the bill based on the total value of the bill before any discount is taken. This offer is not valid at any other Amway Grand Plaza Hotel or Amway Hotel Corporation restaurant or food outlet.

#### **9. health club discount**

The twenty-five percent (25%) health club membership discount is only applicable with a twelve (12) month membership agreement at the Plaza Fitness Center. To receive the discount, the member must present the member's card at sign-up. After twelve (12) months, to receive the additional twenty-five percent (25%) discount upon renewal, member must have active membership status in the Pantlind Gold Membership program.

#### **10. spa and salon services and select spa products discount**

The twenty percent (20%) off discount on all Spa and Salon at Amway Grand Plaza services is subject to scheduling and availability during Spa and Salon at Amway Grand Plaza normal business hours and does not include special events or private group sessions. The twenty percent (20%) off discount on select spa products is applicable to purchases on nondiscounted items in the Spa and Salon at Amway Grand Plaza and excludes specialty items and other items designated from time to time by Spa and Salon at Amway Grand Plaza as exempt from the discount; prior to purchase, the member may consult a Spa and Salon at Amway Grand Plaza employee about specifically excluded products.

#### **11. gift shop and men's store discount**

The twenty percent (20%) off gift shop and men's store discount is applicable to purchases on nondiscounted items in the Plaza Essentials Gift Shop and Plaza Men's Shop located inside the Amway Grand Plaza Hotel (excluding tobacco products and alcohol).

#### **12. ambassador program**

A twenty dollar (\$20.00) card from the Amway Grand Plaza Hotel will be mailed to the address of the individual or corporate member no later than ten (10) business days from initial referral membership sign-up and verification of processed payment. This card is a loyalty reward that is issued independent of the terms of the Pantlind Gold Membership program; expires five (5) years from date issued; is of no cash value; and may not be redeemed for cash at any Amway Grand Plaza Hotel outlet or elsewhere. Amway Hotel Corporation is not responsible for a lost, stolen or destroyed card. Resale of the dining card or use for unauthorized advertising, marketing, sweepstakes or other promotional purpose is strictly prohibited. Questions concerning the dining card should be directed to the Amway Grand Plaza Hotel at 616-774-2000

#### **13. complimentary birthday dessert**

Present your membership card when dining at Cygnus 27 on your birthday to receive one (1) complimentary dessert from the restaurant's current menu.

#### **14. complimentary tower club upgrades**

Present your membership card upon checking, or indicate that you are a Pantlind Gold Member when making reservations (have your membership number available for verification), to receive a complimentary Tower Club room upgrade from a Classic Guest room at the Amway Grand Plaza Hotel. Upgrades are subject to availability and hotel occupancy must be at 60% or less on the date of the reservation to qualify.

#### **15. general restrictions**

To receive membership discounts or benefits, the member must present membership card upon arrival to the establishment or prior to paying a bill. A member (and all individual cardholders) must be eighteen (18) years of age or older. Pantlind Gold Memberships and membership benefits are nontransferable and may only be used by the member to whom the card is assigned. If membership card is lost, stolen, damaged or destroyed, please call 616.776.6980 to report, and a replacement card will be mailed to the member's mailing address within five (5) to ten (10) business days. A twenty-five dollar (\$25.00) fee will be charged for card replacement. Photo identification may be required to verify cardholder identity in connection with the exercise of any membership benefits. Membership may be immediately terminated if member (or any individual cardholder) improperly or fraudulently uses the membership or violates any of these Membership Rules and Restrictions. Any matters involving the interpretation of these rules will be determined by Amway Hotel Corporation, whose decision will be final and binding.

#### **16. amendments**

These Membership Rules and Restrictions may be modified and expanded at any time upon notice to the members. Notice may be made by physically posting rule changes or revised rules in a conspicuous location at the Amway Grand Plaza or electronically posting rule changes or revised rules on the Amway Grand Plaza Hotel website or via email.