



# PARK HOTEL GROUP

## TERMS AND CONDITIONS

### Hotel and Restaurant Offers

Reservations are to be made directly on Park Hotel Group's official website [www.parkhotelgroup.com](http://www.parkhotelgroup.com) or through the Reservations Team indicated above. Promo code **PHGCORP** or **PHGMNC2026** must be quoted in the booking stage.

Hotel room and restaurant reservations are subject to availability, with blackout dates applicable.

Discounts are valid for bookings consumed by 23 December 2026.

NUSS members are required to present their membership card upon check-in for room stays and upon billing for dining to enjoy the offer.

### Best Rate Guarantee

Park Hotel Group's Best Rate Guarantee policy ensures that the most competitive rates are offered exclusively when you make a direct booking through our official website [www.parkhotelgroup.com](http://www.parkhotelgroup.com). If you discover a lower publicly available rate for the same room type, dates, and reservation conditions on any third-party channels, we will match that rate. The terms and conditions of the lower publicly available rate will apply. More information on this [here](#).

### Cancellation / No-show Policy

Cancellations made less than 24 hours prior to the scheduled arrival date will incur a charge equivalent to one night's stay. In the event of a no-show on the scheduled arrival date, a charge equivalent to one night's stay will be applied.

### Check-in / Check-out Policy

Standard check-in time for all reservations is between 14:00 and 15:00 hours, and check-out time is between 11:00 and 12:00 hours, varying by hotel. Requests for early check-in or late check-out are subject to availability and may incur additional charges. Please reach out to the Reservations team of each hotel to understand the charges.

### Credit Facilities

Direct billing is available for approved credit facilities. If credit is provided to the JAS member's corporate company, all charges must be settled within 30 days following the guest's departure.

### Guaranteed Policy

Reservations must be secured either by the member's or guest's credit card (including name, credit card number, and expiry date) or by the member's or guest's company. All guaranteed reservations will be held until 12:00 hours the day after the scheduled arrival date. For non-guaranteed bookings, rooms will be held until 16:00 hours on the day of arrival. After this time, the Hotel reserves the right to release the reservation.

### Taxes / Service Charges

The Hotel reserves the right to modify applicable taxes and service charges in accordance with government regulations without prior notice.

### Others

The Hotel reserves the right to change, amend, modify, suspend, or terminate the offer and its terms and conditions at any time without prior notice.