

SleepOver Loyalty Club - Terms & Conditions

Overview

The SleepOver Loyalty Club rewards guests who book directly through our website or reservations team. Membership is free, instant, and designed to provide our guests with the best available rates and exclusive benefits.

By joining the SleepOver Loyalty Club, members gain access to discounted accommodation rates and additional rewards as they progress through the loyalty tiers.

Membership

- Membership is free of charge.
- Guests can join online via the SleepOver website.
- Membership activation is immediate.
- Members qualify for loyalty benefits from their first eligible booking.
- Membership benefits are available only on direct bookings made through the SleepOver website or reservations department.

Best Rate Guarantee

SleepOver Loyalty Club members always receive a rate that is lower than rates available through Online Travel Agencies (OTAs) and other third-party booking channels.

Loyalty discounts are applied to the displayed direct booking rate (yielded rate) available at the time of booking. Discounts are applied to the published standard rate.

This means members receive:

- The best available direct booking rate; plus
- An additional loyalty discount based on their membership tier.

Loyalty Tiers & Benefits

Tier 1



Qualification: Join the SleepOver Loyalty Club

Benefits:

- 5% discount on direct bookings
- Access to member-only rates
- Rates lower than those available through OTAs

Tier 2

EXPLORER



Qualification: Complete 3 separate qualifying stays

Benefits:

- 8% discount on direct bookings
- Complimentary coffee during each stay (applicable to all guests included in the room reservation)
- Access to member-only rates
- Rates lower than those available through OTAs

Tier 3

VOYAGER



Qualification: Complete 5 separate qualifying stays

Benefits:

- 12% discount on direct bookings
- Complimentary coffee during each stay (applicable to all guests included in the room reservation)
- 10% discount on Grab & Go meals (Applicable to room only bookings)
- Access to member-only rates
- Rates lower than those available through OTAs

Qualifying Stays

- A qualifying stay is a completed reservation made directly through SleepOver channels.
- Multiple nights within a single reservation count as one stay.
- Separate reservations completed on different occasions count as separate stays.
- Cancelled, no-show, or refunded reservations do not qualify towards tier progression.

Tier Progression

- Members are automatically upgraded once the required number of qualifying stays has been completed.
- Tier upgrades are processed through the SleepOver Loyalty Club system and reflected on the member profile.
- Benefits associated with the new tier become available once the upgrade has been processed.

Complimentary Benefits

- Complimentary hot beverage benefits (including coffee, tea, and hot chocolate, where available) apply to each guest occupying the same room reservation (including double, twin, or family room configurations). Each registered guest is entitled to one (1) complimentary hot beverage per night of stay, redeemable via the restaurant coffee machine, unless otherwise specified.
- Grab & Go breakfast 10% discount applies only to the grab and go meal and cannot be exchanged for cash or any other monetary value.

General Conditions

- Loyalty benefits are non-transferable and may only be used by the registered member.
- Discounts cannot be combined with other promotional offers unless specifically stated.
- SleepOver reserves the right to amend, suspend, or terminate the loyalty programme and its benefits at any time.
- Abuse or misuse of the loyalty programme may result in membership suspension or termination.
- Benefits are subject to availability and may vary by property.

How to Join

Joining the SleepOver Loyalty Club is simple:

1. Visit the SleepOver website.
2. Sign up for a free membership account using your email address.
3. Start booking directly.
4. Enjoy immediate Wanderer benefits and progress through the tiers as you complete qualifying stays.

Book direct. Save more. Stay more. Earn more.