

会员条款与细则

MEMBERSHIP TERMS & CONDITIONS

1. 计划概述 Programme Summary

柏飡集(以下简称“本计划”)为广州柏悦酒店(以下简称“酒店”)推出的生活方式及餐饮会员计划。本会员条款与细则(以下简称“条款”)适用于会员参与本计划及酒店(如适用, 包括其关联方)开展的相关活动, 并构成会员(以下简称“会员”)与酒店之间具有法律约束力的协议。

Dine at the Park ("Programme") is the lifestyle and dining membership programme operated by Park Hyatt Guangzhou (the "Hotel"). These membership terms and conditions ("Terms") govern participation in the Programme and any related activities carried out by the Hotel and, where applicable, its affiliated entities, and constitute a legally binding agreement between the individual member ("Member") and the Hotel.

会员在注册前应仔细阅读并充分理解本条款。会员确认参与本计划即表示其已阅读、理解并同意受本条款约束。任何不同意本条款的个人, 不得继续注册或参与本计划。

Individuals must carefully read and fully understand these Terms prior to registering for the Programme. By confirming participation, an individual acknowledges that they have read, understood, and agreed to be bound by these Terms. Any individual who does not agree to these Terms must not proceed with registration.

2. 定义 Definitions

2.1 会员 Member

“会员”系指持有有效柏飡集会员账户的个人。

"Member" means an individual holding a valid Dine at the Park membership account.

2.2 会员账户 Membership Account

“会员账户”系指由酒店向会员发放的数字化会员账户。

"Membership Account" means the digital account issued to a Member.

2.3 会员等级 Tier

“会员等级”系指会员所持有的等级, 包括普通会员、金卡会员及黑卡会员。

"Tier" means the membership level held by a Member (Member, Gold, Black).

2.4 会员权益 Benefits

“会员权益”系指与会员等级相关的各项礼遇、优惠及权益, 包括适用于所有会员的基础权益。

"Benefits" means the privileges, discounts, and offers associated with a Tier, including the core benefits applicable to all Members.

2.5 参与餐饮场所 Participating Outlets

“参与餐饮场所”系指由酒店指定、参与本计划的餐厅、酒吧或其他经营场所。

"Participating Outlet" means a restaurant, bar, or other venue designated by the Hotel as participating in the Programme.

2.6 不适用日期 Blackout Dates

“不适用日期”系指部分会员权益不适用的日期，包括公共假期、特殊活动期间或需求高峰时段。

"Blackout Dates" means dates on which certain Benefits may not apply, including public holidays special events, or periods of high demand.

2.7 有效状态 Good Standing

“有效状态”系指会员账户处于激活状态，未被暂停或终止，且未受到任何限制或调查。

"Good Standing" means that a Membership Account is active, not suspended or terminated, and not subject to any restriction or investigation.

2.8 包厢用餐 Private Dining

“包厢用餐”系指在独立包厢内或基于定制合同条件(包括最低消费或定制菜单)安排的餐饮体验。

"Private Dining" means dining experiences arranged in private rooms or under customized contractual terms, including minimum spend requirements or bespoke menus.

3. 参与酒店 Participating Hotels

3.1 计划运营范围 Programme Scope

本计划由广州柏悦酒店运营。除非另有明确说明，本计划的完整会员权益仅适用于广州柏悦酒店。

The Programme is operated by the Hotel. Full Programme Benefits apply only at Park Hyatt

Guangzhou, unless otherwise expressly stated

3.2 其他酒店适用权益 Other Hotels

部分有限权益(如有)可由以下酒店酌情提供，具体以各酒店实际安排为准:广州富力君悦大酒店、重庆凯悦酒店、济南凯悦酒店、宁波湖畔凯悦尚萃酒店及海南富力海洋欢乐世界度假区凯悦酒店。

Certain limited privileges, if any, may be extended, at the discretion of the respective hotels, at Grand Hyatt Guangzhou, Hyatt Regency Chongqing, Hyatt Regency Jinan, Hyatt Centric Ningbo Lakeside, and Hyatt Regency Hainan Ocean Paradise Resort.

3.3 酒店名单调整 Right to Amend

酒店有权不时调整参与本计划的酒店名单。

The Hotel reserves the right to amend the list of participating hotels at any time.

4. 会员资格与注册 Membership Eligibility and Registration

4.1 最低年龄 Minimum Age

任何年满十八(18)周岁并具有完全民事行为能力的自然人，均可申请加入本计划。

Any natural person aged eighteen (18) years or above with full civil capacity may apply to join the Programme.

4.2 个人信息 Personal Information

会员须提供真实、准确的个人信息，包括法定姓名、出生日期及有效的政府签发身份证明文件。该等信息须与会员当前有效身份证明文件一致，且注册完成后原则上不得更改。

Members must provide truthful and accurate personal information, including full legal name, date of birth, and valid government-issued identification. Such information must be consistent with the Member's current valid identity document and generally may not be amended after registration.

4.3 会员账户 Membership Account

每位会员仅可持有一个(1)会员账户

Each Member may hold only one (1) Membership Account.

4.4 审核权利 Right to Review

酒店保留自行决定是否批准或拒绝任何会员申请的权利。

The Hotel reserves the right to approve or refuse any membership application at its discretion.

5. 会员等级 Membership Tiers

5.1 等级结构 Tier Structure

本计划设有三(3)个会员等级:普通会员、金卡会员及黑卡会员。

The Programme comprises three (3) tiers: Member Gold, and Black.

5.2 默认等级 Default Tier

注册成功后，会员将自动成为普通会员。付费会员相应等级到期后，会员将自动降级为普通会员。普通会员等级不收取任何费用。

Upon registration, individuals are enrolled at the Member tier. Upon expiration of a paid membership tier, Members will be downgraded to the Member tier. Membership at the Member tier is free of charge.

5.3 付费等级 Paid Tier

金卡及黑卡会员等级可通过付费方式获得，具体费用、有效期及适用条件以酒店公布信息为准。

Gold and Black tiers are available for purchase, subject to fees, validity periods, and conditions published by the Hotel.

5.4 权益属性 Benefits

会员权益仅限会员本人使用，不得转让、出售、赠与 或以任何形式让与他人。

Membership Benefits are personal to the Member and non-transferable, irrespective of the Member's Tier.

6. 基础权益 Core Benefits

以下基础权益适用于所有会员，不论会员等级，具体以酒店当期运营及实际情况为准。

The following core benefits apply to all Members, regardless of Tier, subject to availability and operational conditions.

6.1 免费停车 Complimentary Parking

会员于酒店用餐、入住或使用酒店设施时，原则上可享受免费停车服务。该服务仅适用于酒店经营管理范围内的指定停车场，具体安排将视停车场当日的实际承载情况而定。

Members who dine, stay, or otherwise use the facilities of the Hotel may, in principle, enjoy complimentary parking. This benefit applies only to designated parking areas within the Hotel's operational management scope and is subject to daily capacity.

6.2 免费网络 Complimentary Internet Access

会员于酒店用餐、入住或使用酒店设施时，原则上可享受免费网络服务，具体视酒店网络运行情况而定。

Members may, in principle, enjoy complimentary internet access when using Hotel facilities, subject to network availability.

6.3 生日月礼遇 Birthday Month Gift

会员原则上可于生日当月获赠生日礼遇一次，礼遇形式及内容由酒店视当期安排决定，每自然年度限享一次。

Members may, in principle, receive a birthday gift during their birthday month. The form and availability of the gift are determined by the Hotel and offered once per calendar year.

7. 餐饮优惠 Dining Discounts

7.1 适用交易类型 Eligible Transaction Types

餐饮优惠仅适用于符合条件的食品或饮品价格，不适用于服务费、税费或小费，除非另有明确说明。

Dining discounts apply only to eligible food or beverage prices and do not apply to service charge, taxes, or gratuities unless expressly stated.

7.2 使用条件 Availability

餐饮优惠须视当日供应情况而定，并可能需要提前预订，具体以酒店或参与餐饮场所的安排为准。

Dining discounts are subject to availability and may require advance reservation, as determined by the Hotel or the Participating Outlet.

7.3 不适用日期 Blackout Dates

餐饮优惠可能不适用于不适用日期, 包括公共假期、特殊活动期间或酒店指定时段。
Dining discounts may not apply on Blackout Dates, including public holidays, special events, or periods designated by the Hotel.

7.4 适用项目 Eligible Items

餐饮优惠仅适用于符合条件的项目, 并不构成对整张账单的统一折扣; 如点选多项商品, 仅对符合条件的项目适用优惠。
Dining discounts apply only to eligible items ordered and do not constitute a blanket discount on the entire bill unless expressly stated.

7.5 会员在场及结账 Member Presence and Settlement

享受餐饮优惠或会员最低价保障时, 会员须本人在场并作为该笔消费的付款人。
To qualify for dining discounts or the Member Best Price Guarantee, the Member must be present and must be the bill payer for the eligible transaction.

7.6 用餐人数 Party Size

餐饮优惠适用于每次用餐的一(1)桌及一(1)张账单, 用餐人数原则上不超过六(6)人(含会员本人), 除非另有说明。
Dining discounts apply to one (1) table and one (1) bill per visit, with a maximum of six (6) diners including the Member, unless otherwise specified.

7.7 早餐自助优惠 Breakfast Buffet Discount

金卡及黑卡会员于指定餐饮场所用餐时, 原则上可享自助早餐五折优惠。该权益须视餐厅当日接待能力及服务时段而定。
Gold and Black Members may, in principle, enjoy a 50% discount on buffet breakfast when dining at designated outlets, subject to daily capacity and service periods.

7.8 单点菜品优惠 À La Carte Food Discount

金卡及黑卡会员于悦厅、悦轩或悦景轩用餐时, 原则上可享指定单点菜品七五折优惠。该优惠不适用于包厢用餐、套餐、推广菜单、特殊活动或酒店另行指定不参与优惠的项目。
Gold and Black Members may, in principle, enjoy a 25% discount on designated à la carte food items when dining at Dining Room, Living Room, or Yue Jing Xuan. This discount excludes Private Dining, set menus, promotional menus, special events, and items otherwise designated by the Hotel.

7.9 包厢用餐优惠 Private Dining Food Discount

金卡及黑卡会员于悦厅、悦轩或悦景轩进行包厢用餐时, 原则上可享食品八五折优惠。该优惠可能不适用于酒店指定的部分项目。
Gold and Black Members may, in principle, enjoy a 15% discount on food for Private Dining at Dining Room, Living Room, or Yue Jing Xuan. This discount may exclude items designated by the Hotel.

7.10 酒水优惠 Beverage Discount

黑卡会员于悦吧消费指定杯装酒水时，原则上可享八五折优惠。该优惠仅适用于指定酒水项目，并须视当期运营情况而定。

Black Members may, in principle, enjoy a 15% discount on designated beverages sold by the glass at The Roof Bar, subject to outlet designation and operating conditions.

7.11 会员最低价保障 Best Price Guarantee

金卡及黑卡会员原则上可享自助餐、套餐、推广餐饮产品及季节性商品的会员专属价格。相关会员价格原则上优于任何其他公开销售渠道所提供之价格，具体以酒店当期指定为准。

Gold and Black Members may, in principle, access member-exclusive pricing for buffet dining, set menus, promotional dining offers, and seasonal merchandise. Such prices shall, in principle, be more favourable than prices offered through other publicly available sales channels.

7.12 凯悦天地积分 World of Hyatt Points

凡享受餐饮折扣、会员专属价格、会员最低价保障或其他不符合凯悦天地积分累积规则之价格或优惠的消费，均不可累积凯悦天地积分。

No World of Hyatt points may be earned on any transaction that is subject to dining discounts, member-exclusive pricing, the Member Best Price Guarantee, or any other rate or offer not eligible under World of Hyatt programme rules.

8. 其他优惠 Other Discounts

8.1 适用交易类型 Eligible Transaction Types

本节所述优惠仅适用于符合条件的服务项目或房价，不适用于服务费、税费、附加费或任何第三方费用，除非另有明确说明。

The discounts set out in this Section apply only to eligible services or room rates and do not apply to service charges, taxes, surcharges, or third-party fees unless expressly stated.

8.2 使用条件 Availability

所有优惠须视当期供应情况而定，并可能需要提前预订或预约，具体以酒店相关部门安排为准。

All discounts are subject to availability and may require advance reservation or appointment, as determined by the Hotel.

8.3 不适用日期 Blackout Dates

本节所述优惠可能不适用于酒店指定的不适用日期，包括但不限于公共假期、特殊活动期间或需求高峰时段。

The discounts set out in this Section may not apply on dates designated by the Hotel, including public holidays, special events, or periods of high demand.

8.4 会员身份与结算 Eligibility and Settlement

享受本节所述任何优惠时，会员须作为该笔消费或预订的实际付款人。

To qualify for any discount under this Section, the Member must be the payer for the applicable transaction or booking.

8.5 不可叠加 Non-Combination

本节所述优惠不得与任何其他折扣、促销活动、协议价或第三方优惠同时使用，除非酒店另有明确书面说明。

The discounts under this Section may not be combined with any other discounts, promotions, contracted rates, or third-party offers unless expressly approved by the Hotel in writing.

8.6 水疗优惠 Spa Discount

原则上，柏臻集金卡及黑卡会员于酒店水疗中心消费时，凡单次理疗时长不少于六十（60）分钟之指定理疗项目，可享八折优惠。相关优惠适用于酒店指定理疗项目，具体安排以水疗中心当期运营情况为准。

In principle, Gold and Black Members may enjoy a 20% discount on designated spa treatments of at least sixty (60) minutes. This benefit applies only to treatments designated by the Hotel and is subject to the spa's current operating conditions.

8.7 洗衣及干洗优惠 Laundry Discount

原则上，柏臻集金卡及黑卡会员于酒店使用洗衣及干洗服务时，可享八折优惠。该优惠不适用于当日加急服务或酒店另行指定不参与优惠的项目。

In principle, Gold and Black Members may enjoy a 20% discount on laundry and dry-cleaning services provided by the Hotel. This discount does not apply to same-day express services or items otherwise designated by the Hotel.

8.8 客房房价优惠 Room Rate Discount

原则上，柏臻集黑卡会员通过 Hyatt.com 预订酒店客房时，可享官网标准价九折优惠。该优惠每晚最多适用于九（9）间客房，且仅适用于酒店指定房型及入住日期，具体安排将视酒店当日客房供应情况而定。

In principle, Black Members may enjoy a 10% discount off the Hyatt.com Standard Rate when booking guest rooms through Hyatt.com. This discount may be applied to a maximum of nine (9) rooms per night and applies only to designated room types and stay dates, subject to the Hotel's availability.

8.9 凯悦天地积分 World of Hyatt Points

凡享受本节所述任何优惠之消费或房价，均不可累积凯悦天地积分，亦不计入凯悦天地计划项下的合资格消费金额或合资格房晚。

No World of Hyatt points may be earned on any transaction or room rate that is subject to the discounts set out in this Section, nor shall such transactions or stays qualify as eligible spend or eligible nights under the World of Hyatt programme.

9. 费用、有效期及续费 Fees, Validity, and Renewal

- 9.1 有效期 Membership Validity
付费会员等级的有效期以购买时所示期限为准。
Paid memberships are valid for the period specified at the time of purchase.
- 9.2 会员费用 Membership Fees
会员费用一经支付不予退还，法律另有规定的除外。
Membership fees are non-refundable except where required by applicable law.
- 9.3 续费 Membership Renewal
会员续费条件及价格由酒店确定，并于会员有效期届满前另行通知。
Renewal terms and pricing are determined by the Hotel and communicated prior to expiry.
10. 会员义务与不当使用 Member Obligations and Misuse
- 10.1 个人使用 Personal Use
会员资格及会员权益仅限会员本人非商业用途使用。
Membership and Benefits are for personal, non-commercial use only.
- 10.2 不得转让 No Transfer
会员资格及相关权益不得转让、出售、赠与或以任何形式让与他人。
Membership and Benefits may not be transferred, sold, or assigned.
- 10.3 暂停与终止 Suspension and Termination
如发生滥用、欺诈或其他损害本计划或酒店利益的行为，酒店有权暂停或终止会员资格。
The Hotel reserves the right to suspend or terminate membership in cases of misuse, fraud, or conduct detrimental to the Programme.
11. 取消与终止 Cancellation and Termination
- 11.1 取消 Cancellation
会员可随时申请取消会员账户，已获得但未使用的会员权益将自动失效。
Members may cancel their Membership Account at any time. Unused Benefits will be forfeited.
- 11.2 权益终止 Cessation of Benefits
会员资格被终止或取消后，所有会员权益将即时终止。
Upon termination or cancellation, all Programme Benefits shall immediately cease.
12. 计划调整与暂停 Programme Changes and Suspension
- 12.1 计划调整 Programme Changes
酒店保留随时修改、暂停或终止本计划、任何会员等级或会员权益的权利。
The Hotel reserves the right to amend, suspend, or terminate the Programme, any Tier,

or any Benefit at any time.

12.2 接受 Acceptance of Changes

会员继续参与本计划即视为接受相关调整。

Continued participation constitutes acceptance of such changes.

13. 隐私与数据使用 Privacy and Data Use

会员在参与本计划过程中所提供的个人信息，将按照酒店隐私政策及适用法律法规进行处理。

Personal data collected in connection with the Programme will be processed in accordance with the Hotel's privacy policy and applicable laws.

14. 责任与免责声明 Liability and Disclaimer

所有会员权益均以“按现状提供”为原则。在法律允许的范围内，酒店不对会员参与本计划所产生的任何损失承担责任。

All Benefits are provided on an “as available” basis. To the extent permitted by law, the Hotel shall not be liable for losses arising from Programme participation.

15. 适用法律与解释权 Governing Law and Interpretation

本条款适用中华人民共和国法律。酒店保留最终解释权。如中英文版本存在不一致之处，以中文版本为准。

These Terms are governed by the laws of the People's Republic of China. The Hotel reserves the right of final interpretation. In case of inconsistency, the Chinese version shall prevail.

16. 联系与咨询 Contact and Enquiries

如对柏飨集有任何疑问，会员可通过酒店官方客户服务渠道进行咨询。

For enquiries relating to the Programme, Members may contact the Hotel through official customer service channels.