



Future Club Rewards Terms and Conditions

1. Future Club Rewards (herein FCR or the Program) membership is offered at the sole discretion of Future Inns UK and all interpretations of the terms & conditions of the Program shall be at their sole discretion. Future Inns UK reserves the right to add, delete or change any of the rules or benefits of the Program with or without notice.
2. Future Inns UK reserves the right to terminate the Program with six months written notice to members.
3. In the event that you do not remain an active member, with at least one hotel stay every twelve months, your membership will be cancelled and all points forfeited.
4. You cannot have more than one FCR membership. Program memberships are individual and can only be used by the member whose name is listed on the account. Corporations, associations and groups cannot enrol in FCR.
5. Points cannot be transferred from one member to another with the exception of a couple living at the same household address.
6. Points will be awarded for qualifying charges on your room account based on the GBP spent on qualifying room rate, restaurant & bar charges.
7. Points cannot be earned on wholesale rates including pre-paid channels, such as but not limited to expedia.com, hotels.com, hrs.com, hotwire.com, lastminute.com, etc. tour operator or other vouchers or for certain other discounted rates including airline vouchers, tour operator rates; wholesaler rates; free night rewards, industry rates, or employee rates. Points cannot be awarded for stays which are not paid for by the guest, for example where a company is billed for the guest's stay. Points can be earned on monies spent by the guest during their stay for example food & beverage spends.
8. Points can only be earned for amounts actually paid with respect to Qualifying Charges. Points cannot be earned in conjunction with complimentary, contra or reward stays. If you are a registered guest, you may receive points for Qualifying Charges up to three rooms (i.e., your room plus two others) if all such rooms are co-registered in your name and you personally settle all room charges upon checkout. Points can be earned on charges for no-shows and early departure fees.
9. If you are not properly credited for your Points within 15 days, send a copy of the hotel bill in question with your membership number to Future Inns, Hemmingway Road, Cardiff, CF10 4AU. You must apply for adjustments and retroactive credits within 120 days of the checkout date of the hotel stay.
10. Credit will not be issued for stays completed more than 30 days prior to your enrolment in Future Club Rewards.
11. We reserve the right to deduct any reward points credited to your account in error.
12. Rewards and associated point values are subject to change without notice.
13. Points and awards are not redeemable for cash.
14. Awards may be made out to third parties if the request is made at the time of issue.
15. Reward nights are for single/double occupancy only and include the cost of your hotel room and room tax/service charge. All other hotel charges are the responsibility of the member.
16. Rewards Club redemptions are subject to blackout dates, during which points cannot be used for bookings.
17. Credit cards are required to guarantee reward night reservation. Standard guarantee policies apply.