

# Horseshoe Resort

## Preferred Membership Application

**Please complete the application and submit:**

By email: preferred@horseshoeresort.com

By mail: Guest Services Horseshoe Resort 1101 Horseshoe Valley Road Barrie, ON L4M Y48

In person: Guest Services in main chalet

Name(s): \_\_\_\_\_

Two common law or spouse per membership\*

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

**Credit Card Info (if mailing/emailing)**

Number: \_\_\_\_\_

Expiry and CVC: \_\_\_\_\_

I agree to the terms and conditions of the membership (on reverse)

**Office Use:**

Membership #: \_\_\_\_\_

Notes:



# HORSESHOE RESORT PREFERRED MEMBERSHIP TERMS AND CONDITIONS

## I. Food & Beverage

1. 25% discount for parties of one to five people applies at Eleven01 Taphouse + Kitchen and Crazy Horse Sports Bar & Grill. The discount applies on all regular priced menu items, restaurant “features”, restaurant buffets and table d’hôte menus.
2. The discount applies to regular rates on food and non-alcoholic beverages. Ontario law states that alcohol cannot be discounted.
3. The dining discount does not apply on conference department pre-organized events, golf course food carts or takeout orders.
4. The dining discount does not apply on restaurant “specials” as they have already been discounted.
5. The dining discount is not applicable on special occasion meals, including: Valentine’s Day Dinner, Easter Brunch, Mother’s Day Brunch, Father’s Day Brunch, Christmas Eve Dinner, Christmas Day Brunch and Dinner, New Year’s Eve Dinner, New Year’s Day Brunch, Barrielicious and Golf events.
6. A child ordering from the menu, including the children’s menu, is considered to be one person in the dining party.
7. Members are required to provide their Preferred Membership card to their server prior to dining.
8. Although service gratuities are at the discretion of our Preferred Members, Horseshoe Resort encourages compensating service on pre-discounted totals.
9. Horseshoe Resort’s Food & Beverage Managers and Supervisors reserve the right to discontinue memberships if a member or members engage in unruly behaviour or conduct in relation to the specific limitations described above.

## II. Accommodation

1. 20% room night discount is valid for members only and one room per stay (based on availability and subject to blackout dates).
2. Added bonus feature: Each Preferred Membership is entitled to one complimentary night stay in select accommodation Sunday through Thursday (based on availability and subject to blackout dates). **Resort fee and HST are applicable (currently \$29.95 + HST, subject to change without notice).**
3. Complimentary night use and discounted room rate cover single/double occupancy (two adults). Two children 18 and under may share parents’ room at no charge. Charges for additional adults apply (currently \$30.00 each). **Complimentary night blackout dates: Holidays, long weekends, December 31st, special event weekends and other periods as determined by the resort.** A limited number of complimentary nights are allotted on any given day and reservations are booked on a first come, first served basis no more than 90 days prior to date of stay.
4. Room discounts and the complimentary night cannot be used in conjunction with other packages and promotions or applied to change any current room reservations. No more than one complimentary night may be used per reservation.
5. A deposit equal to one night’s accommodation is required at time of booking a room reservation, fully refundable up to 7 days prior to arrival. 7 days prior to arrival, the balance is charged to the credit card, at which time the entire amount becomes non-refundable if cancelled/shortened.
6. In the event of cancellation of all or part of a booking, the deposit will be refunded when Horseshoe Resort receives a minimum 7 days notice, after which any deposit/prepayment will be non-refundable.
7. Reservations are required for accommodation and the complimentary night cannot be redeemed without advance notice to the Horseshoe Resort reservations team. Room discount must be applied prior to check-in. Those who purchase their membership on site are not entitled to the room discount. It can only be applied to future stays, if available.
8. Two and three night minimum stays may be in effect throughout the year.
9. Membership expiration deadline cannot be extended. Be sure to use your complimentary night before the expiration date printed on your card.

### III. Golf, Spa and Recreation

1. 20% discount on golf green fees Monday - Friday and after 11am on Saturday and Sunday. Applicable for cardholders only, based on availability. Tee time reservations are required.
2. 20% discount on regular priced spa services is applicable for cardholders only, based on availability. Reservations are required. RMT massages and spa discounted packages are not included.
3. 20% off Alpine Lift Tickets, Monday - Friday (Winter).
4. 20% off Horseshoe Day Pass (Summer).

### IV. General Terms and Conditions

1. All interpretations of the Preferred Membership's Terms and Conditions are at the sole discretion of Horseshoe Resort.
2. Discounts cannot be combined with any other promotions, discounts, group rates or offers.
3. Membership benefits are only for those listed on the card. Presentation of card and photo identification may be required at each visit.
4. Membership may be transferred amongst spouses/common-law partners only.
5. Membership expires one year from the date of registration and benefits, including complimentary room nights, will not be extended.
6. Preferred Members must be at least 18 years of age. Personal identification will be required upon check-in or during the stay.
7. The Preferred Membership Program has no predetermined termination date and may continue until, at any time, Horseshoe Resort decides to terminate the membership, with or without notice. Members have three months from the termination date to redeem the complimentary one night stay.
8. Horseshoe Resort reserves the right to add, modify, delete or change any of the terms, rules, procedures, conditions or benefits at their sole discretion, with or without notice, even though changes may affect the value of reward certificates already issued.
9. Horseshoe Resort reserves the right to discontinue the Preferred Membership for any member who appears to be using the program in a manner inconsistent with these Terms and Conditions, or the intent of the program or any one of the program benefits offered, including, but not limited to, reward redemption or complimentary night use. Horseshoe Resort also reserves the right to discontinue membership for any member who, as deemed by Horseshoe Resort, engages in unruly behaviour or conduct unbecoming of a guest of the resort, or who acts in a manner inconsistent with local or federal laws.
10. A fee of \$50.00 + tax is charged to replace lost or stolen cards and it is the responsibility of the member to report lost or stolen membership cards.
11. Memberships are non-refundable.
12. A minimum of 10 business days for processing is required.

### Frequently Asked Questions

#### **Does my Preferred Membership give me daily access to the pool and gym on property?**

The Preferred Membership does not apply to the pool and gym. Please speak with the Front Desk at The Inn at Horseshoe about purchasing a Fitness Membership.

#### **Can I use my complimentary night in a suite or condo?**

The complimentary night stay is available for rooms at The Inn at Horseshoe only and is based on availability.

#### **If I want to dine with another Preferred Member, can we both use our membership discount cards when we eat together?**

Yes. Multiple membership cards are accepted when guests dine together. Please refer to section I for more details.

#### **Can I receive my food discount on a take-out order?**

The Preferred Membership is a dining program. To receive any food discounts, you must dine in at Eleven01 Taphouse + Kitchen or Crazy Horse Sports Bar & Grill. Dining discounts are not applicable on take-out.

#### **Why did I not receive my Preferred Membership discount off my entire dinner and drinks bill?**

Due to the liquor laws, we cannot discount alcohol. The Preferred Membership discount is only off the food portion of your bill.

#### **What is the \$29.95 + HST resort fee on my room reservation?**

All reservations are subject to the resort fee. The resort fee includes many amenities for you to use during your stay such as parking, WIFI in guestrooms and public space, in-room tea and coffee service, indoor and outdoor pools, hot tub, pool towel service, fitness room, board games, Lake Horseshoe access, stand-up paddle boards, corcls, life jacket usage, hiking trails, beach volleyball court, cross country bike trails, snowshoe trail pass, cross country trail pass and ski storage.

**# Cards per membership/Identification:** Only two (2) cards per membership will be issued. Guests must present their cards in order to be eligible for discounts. Additional photo identification may be required at the time of purchase.

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### Contact Information

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