



Ambassador Rewards

Welcome to Ambassador Rewards, one of the most rewarding hotel loyalty programs in Ontario!

Membership is free and points can be earned with every qualifying stay at both the Ambassador Hotel in Kingston, ON and the Valhalla Inn in Thunder Bay, ON.

Ambassador Rewards

- Earn 10 points for every qualifying \$1 spent on lodging or dining at the hotel restaurant (not including gratuity & tax)

Ambassador Gold Rewards

- Upgrade to Gold status once you have reached 20,000 lifetime points
- Earn 10 points for every qualifying \$1 spent on lodging or dining at the hotel restaurant (not including gratuity & tax)

- Receive a 15% discount at the hotel restaurant (excluding liquor)
- Early check-in, late check-out, free local calls

Ambassador Platinum Rewards

- Upgrade to Platinum status once you have reached 50,000 lifetime points
- Earn 12 points for every \$1 spent on lodging or dining at the hotel restaurant (not including gratuity & tax)

- Receive a 25% discount at the hotel restaurants (excluding liquor)
- Early check-in, late check-out, free local calls
- Room upgrades upon availability and last room availability for free night point redemption

Redeem your points!

With all these earning opportunities, points in your account will add up quickly!

Redeem your points at either the Ambassador Hotel or the Valhalla Inn for free night stays and for food & beverage dining credits. Now that's rewarding!

Guest Room Redemption *

20,000 points = one night stay standard room
 21,500 points = one night stay ground floor room
 23,000 points = one night stay deluxe king
 44,000 = one night stay Jacuzzi suite

Dining Redemption *

750 points = \$5 dining credit
 1,500 points = \$10 dining credit
 3,000 points = \$20 dining credit

Ambassador Gift Card Redemption *

750 points = \$5 gift card
 1,500 points = \$10 gift card
 3,000 points = \$20 gift card

* See complete program rules and regulations for full details.



Ambassador Hotel Program Rules & Regulations

- These Ambassador Rewards Official Rules & Regulations are effective June 1, 2014.
- The Ambassador Rewards Program rules, rewards, and point levels may be changed at any time without notice by the Ambassador Hotel. The Ambassador Rewards Program may be converted into a different awards program and existing member points may be exchanged for points of such program having a different value at any time without notice by the Ambassador Hotel. This means that point levels may be increased or and redemption levels may change.
- The Ambassador Rewards Program may be terminated upon six months' notice. A member's right to accumulate and redeem can be terminated six months after notice of termination is given.
- Points in the Ambassador Rewards program do not expire, however, member accounts and all accumulated points in the account will be terminated without notice after 18 months of no account activity. Account activity is any activity that results in a change of a member's account balance (i.e. earning or redeeming of points).
- Fraud or abuse in connection with the Ambassador Rewards Program is subject to administrative and/or legal action by the Ambassador Hotel. This may include, but is not limited to, the forfeiture of all points in a member's account, and/or termination of the member's participation in the Ambassador Rewards Program.
- The Ambassador Hotel makes no guarantees, warranties, or representations of any kind, expressed or implied, with respect to Ambassador Rewards including but not limited to, hotel stay and dining discount rewards, and shall not be liable for any loss, expense, accident, injury or inconvenience that may arise in connection with the use of such rewards.
- Ambassador Rewards points in a member's account do not constitute property of the member, have no cash or monetary value, cannot be transferred and cannot be combined with the Ambassador Rewards of other members. Accounts can only be assigned to one individual; no joint accounts will be permitted. In the event of the death of a member, their points are not transferable and cannot be given to survivors or beneficiaries.
- To earn Ambassador Rewards on a hotel stay, a member must pay a qualifying rate at the Ambassador Hotel in Kingston, ON or at the Valhalla Inn in Thunder Bay, ON. Ten Ambassador Rewards are awarded for each lodging dollar spent*. Charges for telephone calls, taxes, movie rentals, other incidentals charged to a guest's room, or payment with a Ambassador Rewards Gift Card do not qualify for Ambassador Rewards. A qualifying rate is defined as any publically available rate, such as rack, corporate rates, AAA/CAA, and senior. Contract rates, such as airline crews, employee rates, and Travel Vouchers are excluded. Rates booked on any third party internet sites such as, but not limited to, Expedia, Priceline, Booking.com, are also excluded from the Ambassador Rewards program. *12 Points are awarded for each lodging dollar spent for members achieving the Ambassador Rewards Platinum level. See Rule #17.
- Ambassador Rewards can also be earned at JM's Restaurant & Lounge at the Ambassador Hotel. Points can also be earned at all Valhalla Inn in Thunder Bay, ON food & beverage outlets: Runway 25, Timbers, The Lounge and The Brew Crew. Ten Ambassador Rewards will be awarded for each qualifying dollar spent on food and beverages, (points not awarded on tax or gratuity). Points will be awarded after any applicable Ambassador Rewards discounts or other coupons are applied.
- A membership card must be presented during the visit at either the Ambassador Hotel in Kingston ON or the Valhalla Inn in Thunder Bay ON to earn Ambassador Rewards. If the member does not have the membership card with them, the original room folio can be mailed within 90 days to: Ambassador Rewards 1550 Princess Street, Kingston, ON, K7M 9E3. The Ambassador Hotel will not be liable or responsible for any room folios that are not actually received by reason of them being misplaced or lost during mailing. Ambassador Rewards cannot be earned on stays prior to obtaining membership.
- In the event of questions or disputes about Ambassador Rewards account balances or stays, no adjustments will be considered after 90 days from the date points are credited to the member's account.
- Point statements will not be mailed but all point balances may be obtained by visiting the website at www.ambassadorhotel.com or by calling toll free at 1-800-267-7880 or direct at (613) 548-3605.
- Once a member has accumulated 20,000 lifetime Ambassador Rewards, they will automatically be elevated to Ambassador Rewards Gold membership, which includes special Ambassador Rewards benefits including, free local telephone calls and free incoming faxes. Gold Members will also receive a 15% discount on all food purchases (not including liquor, tax and gratuity) at JM's Restaurant & Lounge Runway 25, Timbers, The Lounge and The Brew Crew.
- Once a member has accumulated 50,000 lifetime Ambassador Rewards, they will automatically be elevated to Ambassador Rewards Platinum level. These benefits include everything that a Gold Member receives, plus room upgrades upon check-in when available. Ambassador Rewards Platinum Members will also receive 12 Ambassador Rewards points for each lodging dollar spent. Platinum Members will also receive a 25% discount on all food purchases (not including liquor, tax and gratuity) at JM's Restaurant & Lounge, Runway 25, Timbers, The Lounge and The Brew Crew.
- Only a Ambassador Rewards member who pays for and stays in a guestroom can earn Ambassador Rewards. A member will not receive credit for multiple rooms paid for by him/her, unless the other rooms are for members of his/her immediate family (i.e. spouse, children, parents and siblings). A member may receive Ambassador Rewards on up to three guestrooms per night, provided the stay meets the above criteria.
- Ambassador Rewards will not be awarded in connection with groups. Travel agents, corporate travel planners, tour operators, group leaders and/or other persons who book or pay for guests' stays will not be credited with Ambassador Rewards points when another person is staying in the guestroom.
- A member may only redeem their Ambassador Rewards points in-person at the Valhalla Inn or at the Ambassador Inn or at JM's Restaurant & Lounge, Runway 25, Timbers, The Lounge or The Brew Crew. No on-line or third party redemption vehicles apply.

Room Night Redemption schedule:

20,000 points = one night stay standard room
 21,500 points = one night stay ground floor room
 23,000 points = one night stay deluxe king
 44,000 = one night stay Jacuzzi suite

Advanced reservations are recommended to use Ambassador Rewards for room night credits. "Day of stay" redemption is available only if hotel is less than 80% occupied for the night in question. If the hotel's occupancy is 80% or more, then "day of stay" redemption is not allowed. Platinum members may use points for "day of stay" reservations at any time, with no occupancy restrictions.

Dining Redemption Schedule:

750 points = \$5 dining credit
 1,500 points = \$10 dining credit
 3,000 points = \$20 dining credit
 Dining credits can be used towards food and tax charges at JM's Restaurant & Lounge at the Ambassador Hotel or at Runway 25, Timbers, The Lounge, The Brew Crew restaurants in the Valhalla Inn. Dining redemption cannot be used for liquor purchases. No cash back will be given if redemption credit exceeds purchase amount.

Ambassador Gift Card Redemption Schedule:

750 points = \$5 gift card
 1,500 points = \$10 gift card
 3,000 points = \$20 gift card

Ambassador Hotel gift cards can be used towards charges for hotel stays or for food & beverage purchase at the Ambassador Hotel, JM's Restaurant & Lounge, or at Runway 25, Timbers, The Lounge and The Brew Crew at the Valhalla Inn.

