



Policy and terms of use

You have the choice to exchange your points for free night stays, discounts on your night stays, gifts or exclusive rewards. Certain conditions apply. Please read the Terms of Use.

You must make your bookings for free rooms at the Cofortel Hotel by phone or on our website at cofortel.com.

Companies or entities cannot benefit from Reward points earned by their employees.

The accumulation of points begins only on the day you subscribe to the program. Previous stays are not eligible. Membership is renewable every year to maintain your points. If you do not renew your membership, the collected points will be lost. A 30 days' notice will be sent to you by email.

By becoming a member of the Rewards Club, you authorize the hotel to contact you by email or by mail with information, contests or promotions related to this program. If you no longer wish to receive these communications, you can inform the hotel and be removed from the mailing list.

Members can only collect points for a room that they occupy, even if they are responsible for the payment of several rooms on the same stay. Each point transaction will be recorded in your customer file and the balance of your points will be available on the registration card when you arrive. In some cases, it may take 24 hours before your points are updated.

Points are awarded to a single person and are in no way transferable to a third party. There can only be one (1) account holder and only the account holder can collect or redeem points.

Points are neither sellable nor exchangeable for cash and are not negotiable. The value of the points is set by the Rewards Club program, which has absolute control over it at all times, all of which is subject to change without notice.

Free rooms booked by an agent or an online booking centre other than the Cofortel Hotel are not eligible for points. Free rooms only cover accommodations fees. All other costs are the customer's responsibility.

A valid credit card number is required to guarantee your booking at the Hotel Cofortel. All bookings made with an invalid credit card number will be cancelled at 4 PM. In case you do not arrive for your booking, the points incurred will be debited from your account and, if applicable, the balance will be debited from the method of payment provided to guarantee the room, all without notice.

If the Rewards Club ends the program, you can redeem your points for rewards and conclude all your free stay discounts within 90 days of the end of the program. The General Conditions and the interpretation of the program are under the sole authority of the Issuer, which may modify, add or delete certain Conditions, all without notice. The Issuer can end the program at any time without recourse. Members waive all recourse against the Rewards Club. The rules can be modified at any time and are under the exclusive governance of the Issuer. Members undertake to respect the Conditions of Membership of the Rewards Club.