



Policy and terms of use

You can exchange your points for discounts on your night stays, gifts or exclusive rewards. Certain conditions apply.

Anyone who has stayed and paid for at least two separate stays during a year can join for free and become a member of the Rewards Club.

You must make your bookings at the Cofortel Hotel by phone or on our website at cofortel.com. Rooms booked by an agent or an online booking centre other than the Cofortel Hotel are not eligible for points. Rebates only cover accommodations fees. All other costs are the customer's responsibility.

Companies or entities cannot benefit from Reward points earned by their employees, nor the employees whose company pays for their room.

The accumulation of points begins only on the day you subscribe to the program. Previous stays are not eligible.

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 under their name. Each point transaction will be recorded in your customer file and the balance of your points will be available on the registration card at the check-in. In some cases, it may take 24 to 72 hours before your points are updated.

Your membership will be reviewed in January 1st of each year. If the minimum number of nights for your Elite level is not reached between January 1st and December 31st of the past year, you level will be downgraded to Distinctive. However, a level change does not affect your points balance in any way.

If no stay has been made at The Hotel Cofortel in the past two years, your Rewards Club subscription will be cancelled and the points will be lost. A 30 day notice will be sent by email.

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.

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 terminates 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.