

RULES OF OCCUPATION

RESERVATION PROCESS

To reserve Accommodations at your Home Resort you can email Lavisun Luxury Stay and provide us with your vacation dates and the Accommodation type and the number of travellers so we can proceed with assisting you with the booking process. Your Customer Service Representative will be in touch with you as soon as possible. All reservations are subject to availability. Guest Members can only book as per our Membership Level.

RESERVATION CANCELATION POLICY

Cancellation Policy

To cancel a confirmed reservation, the guest must notify the seller (you) at least **45 days** prior to their arrival date. Upon receiving notice of cancellation within this period, the seller will provide a **full refund** of the Service Fee paid.

Please note the following conditions:

1. **Emergency Cancellations:** In the event of an emergency, the guest may request a full refund of the Service Fee, if evidence of the emergency is submitted. All emergency cancellations will be reviewed on a **case-by-case basis**, and the guest understands that the seller reserves the right to request supporting documentation (e.g., medical certificate, family emergency details, etc.) to verify the situation.
2. **Late Cancellations:** If the guest fails to notify the seller at least **45 days** prior to the arrival date, the Service Fee will be **forfeited**. This policy is in place to cover the administrative costs incurred by the seller in processing the booking.
3. **Refund Processing:** Refunds will be issued within **14 business days** after a cancellation is confirmed. Refunds will be made via the original method of payment or in cash (if applicable).

This policy ensures fairness to both the guest and the seller while allowing for flexibility in case of emergencies.

TYPES OF GUESTS

“Guest” means those persons accompanying the Member at the Home Resort. The Guest, while traveling with the Member is entitled to use of the Member benefits.

“Guest Member or Guest Members” means those persons utilizing the Membership of the Member to vacation at the Home Resort. The Guest Member is entitled to limited use of the Member benefits.

BENEFITS FOR ALL GUEST MEMBERS

Guest Members related special events Up to 35 specialty restaurants A 25% discount on alcohol and all non-member restaurants and bars within Hilton Al Habtoor, The V, and The Metropolitan. Transportation to and from the Grand Habtoor Resort.

Club Affiliated Hotels in Dubai

Here are the Club affiliated hotels:

Al Habtoor Lifestyle Luxury Resort

Hilton Dubai at Al Habtoor City

Habtoor Palace

V Hotel

Habtoor Grand Resort

Metropolitan Hotel

Peak Travel Periods

The peak travel periods for each hotel are as follows:

| | |
|--|-------------------------------|
| Al Habtoor Lifestyle Luxury Resort: | 01-Oct - 31-Dec |
| Hilton Dubai at Al Habtoor City: | 01-Oct - 31-Dec |
| Habtoor Palace: | 19-Dec - 03-Jan |
| V Hotel: | 30-Dec - 01-Jan |
| Habtoor Grand Resort: | 29-Dec - 01-Jan |
| Habtoor Polo Event @ Al Habtoor Lifestyle Luxury Resort: | 27 – 30 January (Arab Health) |
| Metropolitan Hotel: | 16 – 20 February (Gulf Food) |

AIRPORT PICKUP / ARRIVAL

To arrange VIP transport from Dubai International Airport (DXB) to your hotel, please provide your Customer Service Representative with your flight information at least ****Five (5) business days**** prior to your arrival. If this information is not provided on time, the Club will not be responsible for your transportation.

AIRPORT TRANSPORTATION / DEPARTURE

Your Customer Service Representative will also assist with arrangements for your return to Dubai International Airport. This must be organized at least ****Two full days**** prior to your departure. Please note that you are responsible for your luggage and belongings at all times, and the Club accepts no liability for them.

For any questions, you can contact our Customer Service Department at +971-04-528-9211

SPECIAL REQUESTS

Any special requests should be emailed to your Customer Service Representative a minimum of seven (7) days prior to your arrival. Special requests include, but are not limited to, specific accommodations, cribs, highchairs, if traveling with a child or someone with special needs. Your Customer Service Representatives will do their best to accommodate your requests, all requests are subject to availability.

RESTAURANT RESERVATIONS

Once you have arrived at the hotel/resort, you will be greeted by one of our Customer Service Representatives who will assist you with your restaurant reservations for the duration of your stay. If you have any questions, please contact our Customer Service Department at +971-04-528-9211. Guest Members have access to up to 35 specialty restaurants, each offering a special menu. Your Customer Service Representative can provide you with the details and menus.

LA PERLE

A new era of entertainment has swept over Dubai with the debut of La Perle. With its one-of-a-kind theatre built in the heart of Al Habtoor City, La Perle is the region's first resident show, featuring a cast of 65 artists, bringing their own unique set of skills to the performance, ranging from acting, acrobats, aquatic and aerial stunts. These often gravity-defying performers will mesmerize as they dive into an on-stage pool or fly through the air, creating a visually captivating experience both below and above stage level.

Created and produced by Franco Dragone, who is internationally recognized for his Vegas spectacles, including Celine Dion, and The House of the Dancing Water, La Perle engulfs its audience with an immersive experience. Performers are found in the world-class venue that is built around a large pool and features several dynamic water features. Experience this groundbreaking production as you are whisked away to a magical world that engulfs onlookers with intense drama, action, and heart-stopping stunts. A show that promises to entertain adults and children alike, La Perle is the spectacular masterpiece that is a **MUST SEE!**

Here's the revised version of this section:

RESTAURANTS

We offer a wide variety of up to 35 specialty restaurants across our hotels, each providing a unique culinary experience. If you have any questions, please contact our Customer Service Department at +971-04-528-9211.

Members can enjoy any of these specialty restaurants (as outlined in the Annex of your Membership Agreement), regardless of their accommodation, with the exception of the Al Habtoor Palace restaurants, which are only accessible to Villa Level Membership (VG/VP/VS) and only if Members are staying at the Al Habtoor Palace.

Your Customer Service Representative can provide further details or answer any questions you may have. Each restaurant has a specific Members-Only menu, and your Representative can provide you with this information.

RESTAURANTS ARE AS FOLLOWS:

HILTON DUBAI AT AL HABTOOR CITY:

Firefly (VG/VP/VS)

Firefly is an effortlessly chic, urban lounge by the poolside. Organic and comfortable, it is an escape of soothing colours and plush seating, ideal for lounging or dining outdoors. Guests enjoy food to share from the open kitchen in an intimate and vibrant atmosphere for group gatherings and one on ones.

Ribs and Brew (RS/JS/PS/VG/VP/VS)

A unique and modern take on an American gastropub, serving as the primary public food and beverage space and centre of activity of the hotel. A bar-centric food hall where handcrafted cocktails are stirred, brews are drawn and plates are passed, encouraging guests to share and engage.

The Café (RS/JS/PS/VG/VP/VS)

The perfect location for a break between meetings, with access to both fresh ingredients and indulgent bites, made healthy, The Cafe caters to the senses in a space that is organic, open and clean. The menu promises a 'naughty and nice' contrast that will add variety and speak to a wide variety of guests.

The Market (RS/JS/PS/VG/VP/VS)

The Chefs at The Market choose seasonal, nutritious ingredients, Maximizing their use of our recipes. The Chef's choice is at the core of The Market. With a wide variety of global foods, cooked smartly, choose to indulge in your favourite flavours, whilst focusing on wellness.

Babiote (VG/VP/VS)

Overwhelm your senses with the awe-inspiring view of Burj Khalifa, Sheikh Zayed Road, Dubai Business Bay and the majestic Burj Al Arab whilst enjoying premium handcrafted Mediterranean dishes. The jewel atop Hilton Dubai – Al Habtoor City invites you to settle in and enjoy a luxurious and vibrant atmosphere from mid-day to late in the night. Whether you are joining for lunch, dinner or to simply witness breathtaking sunsets from our beautiful terrace, be sure you will have a memorable Dubai experience and something to look forward to for your next visit. Reservation Required

V HOTEL AL HABTOOR, DUBAI:

Level Seven (RS/JS/PS/VG/VP/VS)

Level Seven is a celebration of Mediterranean cuisine brought to you in the vibrancy of a market setting by lively, in-the-know servers. A bustling, social hotspot to share stories and an abundance of fresh, tasty food.

Summer Place (VG/VP/VS)

Taking over the 31st floor of the V Hotel, enjoy the best Korean food in town while you take in the best views of the sunset over the Dubai Water Canal in this social setting. Reservation Required.

V Deck (VG/VP/VS)

Live it up or wind down at the city's most sociable setting, sleekly lavished with all the fundamentals of chic, contemporary fun: cabanas, DJ booth, tantalizing cocktails, and talk-of-the-town events. Stay as day transitions into night and your refreshments go from fruit platters to exotic cocktails and shisha poolside.

V Lounge (RS/JS/PS/VG/VP/VS)

Toast the town at V Lounge 30th floors above Sheikh Zayed Road. Groove to global rhythms and shake things up as the city's most buzzworthy scene plays out against its stunning skyline.

Zoco (VG/VP/VS)

Located on the 1st floor of The Atrium at Al Habtoor City, ZOCO is an urban, refined, and ultra-cool Mexican and Latin American eatery, serving up soulful and reimagined traditional dishes

alongside an eclectic selection of drinks and distillations in an authentic setting. Reservation Required.

The Rose & Crown (VG/VP/VS)

A delicious range of hearty British delights await with a menu of classic English Food prepared with love. Think fish & chips, Britain's favourite chicken tikka masala, cracking savoury pies, gooey burgers, traditional roasts, and lots more.

The City Grill (VG/VP/VS)

The City Grill is the perfect place for an economical "South African Steakhouse" dining experience. Step in and you will notice how outside influences subside, cares melt away and the whiff of sizzling meats take over your senses. Uniquely styled with a sophisticated décor, expect a wide variety of seafood dishes with modern and intense flavours as well as a generous selection of premium beefs and authentic wines. Reservation Required.

METROPOLITAN HOTEL:

Al Safa (RS/JS/PS/VG/VP/VS)

Offers you a buffet that will surely wake up your taste through different regions in the world, thanks to fresh, unique and rich tastes.

The Red Lion (RS/JS/PS/VG/VP/VS)

Established within the original Metropolitan Hotel in 1979, The Red Lion is one of Dubai's original pubs and a much-loved institution within itself. A traditional English public house like no other in the city, serving up hearty British fare alongside live sports, music, quiz nights and a hearty dose of warm, welcoming charm from the pub landlord!

Don Corleone (RS/JS/PS/VG/VP/VS)

Reflects Italian spirit and romance while adding authentic and traditional Italian cuisine to Dubai. With a typical decor, the guests have the impression of having been teleported to Rome, Milan and even Venice in one go.

Tropicana (RS/JS/PS/VG/VP/VS)

Located at the rooftop of the Metropolitan Hotel, Tropicana offers an impressive selection of drinks, dishes, shisha, and snacks.

Al Sheif (RS/JS/PS/VG/VP/VS)

Choose to relax in the lounge or the shisha courtyard at this all-day venue serving up middle eastern light bites and specialties alongside a selection of teas, coffees and a full bar menu.

HABTOOR PALACE (Only for Members that are staying in Palace):**BQ French Kitchen & Bar (VG/VP/VS)**

Established as the social centre of Dubai's culinary scene, the space recreates the vibrant ambiance of a neighbourhood restaurant within a contemporary and relaxed setting. The adjacent patisserie is the place to enjoy an espresso and fresh pastry throughout the day. Takeaway is available for those on the go.

Champagne Lounge (VG/VP/VS)

The Champagne Lounge is devoted to serving the finest champagnes—all accompanied by a sumptuous range of caviars, canapés, and the most decadent of settings. Sidra Tea Lounge (VG/VP/VS) Sidra, meaning 'heavenly tree' in Arabic, is a relaxing lounge. We serve fine tea blends paired with delectable pastries and homemade cakes that taste just like heaven.

World Cut Steakhouse (VG/VP/VS)

Set within an elegant space of natural dark wood, glamorous light fixtures, and leather upholstered furniture, World Cut Steakhouse presents American steakhouse favourites with a modern flair. Premium meats, a variety of seafood, and robust wines and handcrafted cocktails promise an unforgettable dining experience.

Le Patio (VG/VP/VS)

The perfect retreat from the hustle and bustle of the city's fast pace, Le Patio is an outdoor escape surrounded by olive trees and water features. The menu offers a range of authentic Middle Eastern flavours full of global inspiration. Shisha flavours are also on offer –including the signature 'Le Patio Blend'.

Polo Bar (VG/VP/VS)

The Polo Bar exudes an aura of sophistication that makes it a choice venue for the influential and well-heeled. Filled with refined sports references, this hangout is an ode to timeless classics loved the world over.

HABTOOR GRAND RESORT:

Luciano's (Set Menu 1) (RS/JS/PS/VG/VP/VS)

Located at the poolside in the resort area, Luciano's romantic and rustic Italian feel makes it one of Dubai Marina's best-loved neighbourhood restaurants. Dine amongst the kitsch interior, or Al-Fresco under the palms, as we offer up a hearty range of authentic dishes including antipasti, fresh pizza, pasta, and home-made ice-cream.

Pool Bar (RS/JS/PS/VG/VP/VS)

While relaxing by the pool at Habtoor Grand Resort, quench your thirst at the Pool Bar, the best way to cool off from the hot Dubai sun. Better still, if you are already in the pool, swim up to the bar for a conveniently exotic way to enjoy your favourite beverage. This shady poolside restaurant refreshes with a wide range of beverages, ice creams and sodas, along with light fare and snacks.

Polo Bar (RS/JS/PS/VG/VP/VS)

This sophisticated bar is ideally perfect for friends looking for great cocktails and classic beverages in a relaxed and friendly atmosphere. Freshly brewed coffees and teas, iced beverages and light bites are also on the menu, making it an ideal meeting spot throughout the day. Live Entertainment: Background Music Kids are restricted to enter Polo Bar

Underground Pub (RS/JS/PS/VG/VP/VS)

Bringing the Best of British to Dubai Marina, this quirky London Underground themed pub offers all-England style home comforts from quiz nights, all the latest sporting action and weekly live bands. Kids at the Underground Pub should always be accompanied by the parent/ guardian. They should be seated in one table without roaming around. After 9 PM- kids won't be allowed.

Al Manara (RS/JS/PS/VG/VP/VS)

Is the resort's relaxed beachside bar with chilled beverages and snacks to keep you satisfied while soaking up the Arabian rays and picture-perfect sunset on our private beach.

Al Dhiyafa Grand Kitchen (RS/JS/PS/VG/VP/VS)

The stylish new all-day-dining restaurant serves up an elaborate spread of international dishes around the clock. The open kitchen dishes up made-to-order pizza fresh from the ovens, spicy delights cooked live from the Tandoor, healthy deli-style salad options and pudding counters

with free-flowing chocolate and home-made ice-cream. The relaxed bar also offers up a great spot for a cocktail, any time of day or night.

Acaia Lounge (RS/JS/PS/VG/VP/VS)

In the heart of the resort, the bright and beautiful lobby lounge offers the perfect surroundings in which to relax, catch up with friends or hold an informal meeting. A range of afternoon teas, coffees, home-made pastries, and cakes are available alongside an all-day light bites menu.

Salamar (RS/JS/PS/VG/VP/VS)

Salamar is a chic and upbeat restaurant bar with shisha service and a resident DJ, 2 bars with a selection of stylish beverages. Salamar is a great space, you can share some tapas and enjoy the funky beats of the resident DJ.

Grand Grill (VG/VP/VS)

Offering a wide selection of fresh, homemade South African dishes and specifically known for its large selection of well matured, international beef selections which offer rich flavours that can only be found in this high quality of meat. Reservation Required.

Olival (RS/JS/PS/VG/VP/VS)

Greek restaurant, enjoy sumptuous delicacies including fresh daily catches from our sea food menu as well as your huite of freshly picked Oysters from our featured Oyster bar in an alfresco luxury setting amongst Olive trees and garden greenery's creating the perfect ambiance for a vibrant and exuberant dining experience.

Andreea's Beach Club (RS/JS/PS/VG/VP/VS)

Andreea's invites you to settle in and enjoy the chic atmosphere. Features now include an elegant new interior design, the crystal-blue waters of the newly expanded pool, and a palm tree spattered terrace. Reservation Required.

AL HABTOOR – LIFESTYLE LUXURY VACATION RESORT

Andalucia (RS/JS/PS/VG/VP/VS)

Dine around the mosaic fountain in the atrium courtyard, secluded by arabesque inspired mashribya screens, Andalusia is the perfect place to start the day. As you descend the sweeping staircase to exquisitely prepared dishes influenced by the shores of the

Mediterranean, allow the restaurant team to take care of your every need. Breakfast: 6.30 am – 10.30 am Daily

The Grill Pit (RS/JS/PS/VG/VP/VS)

An Argentinian inspired 'Parilla' Grill Room. Born from the ashes of Asado embers on the plains of the Pampas; Gauchos, Criollo knives and Mate tea; this is the life of the Argentinian horseman. Hand-selected dry-aged cuts, line-caught seafood and a variety of South American preparations await our most discerning guests. Flames rise from the Asado grills and wood flavours infuse dishes from the Josper Grill. We welcome you to our signature restaurant.

The Horse & Hound (RS/JS/PS/VG/VP/VS)

Paying homage to British tradition, the pub dates back almost 2,000 years starting as a great Italian wine bar. Here at the Horse & Hound you may enjoy the more modern trappings of gastro excellence with your chalice of choice, diligently prepared by our brigade of homegrown publicans and mixologists. Open Daily from 12NN to 1AM.

The Equestrian Lounge (RS/JS/PS/VG/VP/VS)

This is located around Maswar Courtyard with two terraces overlooking the polo fields. It is the lobby lounge serving tea, coffee, and pastries 24 hours. The Equestrian Lounge also celebrates the time-honoured tradition of afternoon tea offering a wide range of Qirat tea, a local based tea brand.

Oasis Pool & Bar (RS/JS/PS/VG/VP/VS)

A poolside outlet, Oasis is the ideal place to enjoy a cool drink, freshly squeezed juice or graze from our menu designed to meet your poolside cravings. Our poolside butlers attend to every need whilst guests enjoy the cool waters of the pool or lounge in the sun in our cabanas. In the evening, Oasis continues the relaxed vibe as the sun sets and offers an exclusive Arabic dining and lounge experience until late at night enhanced with a quality shisha service.

Polo Bar (RS/JS/PS/VG/VP/VS)

Refined choices. Elegant ambiance. Come experience a new space.

HOTEL DESCRIPTIONS

AL HABTOOR – LIFESTYLE LUXURY VACATION RESORT (HOME RESORT)

This equestrian-inspired resort boasts an impressive 151 guestrooms, featuring 30 suites and 25 villas and offers the refined sophistication of a luxurious, world-class destination in Dubai. Ideally located 19 minutes from the airport, and 20 minutes from downtown, the Al Habtoor - Lifestyle Luxury Vacation Resort features 6 restaurants and bars guaranteed to offer you a unique culinary experience, while a full-service spa awaits to pamper your every need. Daily activities include riding, golf, tennis and a pool area with sunbeds, cabanas, a swim-up bar, and a dedicated kids' pool. On top of all of this, you will receive a 25% discount on non-members food & beverages.

You will also receive transportation from and to the Dubai Mall* / Dubai International Airport/ access to up to 35 specialty restaurants as a Guest Member.

Accommodations:

| | |
|---|----------------------------|
| Junior Suite (Lawn View/Courtyard View) | Max Occupancy: 2-4 people |
| Presidential Suite (1-Bedroom) | Max Occupancy: 2-4 people |
| The Royal Suite (2-Bedroom) | Max Occupancy: 4-6 people |
| Royal Villas (2 story 4-Bedroom) | Max Occupancy: 8-10 people |
| Royal Villas (3 story 4-Bedroom) | Max Occupancy: 8-10 people |

* Varies on your Membership Level

HABTOOR GRAND RESORT

A year-round destination, the Habtoor Grand Resort is located in the heart of the prestigious Dubai Marina at the very beginning of the world-famous Jumeirah Beach Strip. Highlighting 446 guest rooms and suites, each offers a generous variety of 5-star accommodations that have either direct or partial sea views or embrace our landscaped gardens. The hotel is just 25 minutes away from Dubai International Airport and just 30 minutes from Al Maktoum International Airport and is surrounded by the Arabian Gulf, shopping malls and Dubai's most featured restaurants. The Habtoor Grand Resort provides its patrons with three pools (one being a kid's pool with water slide), a variety of indoor and al fresco dining outlets, superb fitness, and spa facilities, as well as an advanced Convention and Banqueting Centre. Additionally, you will receive a 25% discount on non-members food & beverages and access up to 35 specialty restaurants.

You will also receive transportation from and to the Dubai Mall* / Dubai International Airport and access to up to 35 specialty restaurants as a Guest Member.

Accommodations:

Junior Suite (Tower/Resort Garden)

Junior Suite Plus (Club)

Junior Suite Plus (Club (ocean front) Tower/Family/Resort)

Ambassador (1-Bedroom)

Presidential Suite (2-Bedroom)

Royal Suite (3-Bedroom)

Chairman Suite (3-Bedroom)

* Varies on your Membership Level

HABTOOR PALACE

Habtoor Palace Dubai is home to 234 guestrooms that include 52 opulent suites designed with rich ambiance, each being comprised of impeccable details. This illustrious landmark is located on the banks of the Dubai Water Canal and grants each guest with exclusive access to facilities and services including up to 35 restaurants and lounges, three swimming pools, two spas, a 24-hour fitness facility, and an indoor tennis academy. Additionally, you will receive a 25% discount on non-members food & beverages and access up to 35 specialty restaurants. Only Members staying in this marvellous hotel get access to its astonishing restaurants.

You will also receive transportation from and to the Dubai Mall* / Dubai International Airport/ access to up to 35 specialty restaurants as a Guest Member.

Accommodations:

Presidential Suite (Royal/Grand/Duchess/Ambassador/Empire/ Diplomat/1-Bedroom)

Bentley Suite (2-Bedroom)

Winston Churchill Suite (3-Bedroom)

* Varies on your Membership Level

HILTON DUBAI AL HABTOOR CITY

Located off the vibrant Sheikh Zayed Road, the Hilton Dubai Al Habtoor City is framed by the tranquil oasis of the Dubai Water Canal in the heart of the city. Comprised of 1,004 guestrooms, including 142 suites, this immaculate 44-story resort provides guests with countless 5-star amenities that include an expansive spa, four rooftop pools, access to 23 restaurants, as well as a Kids' Club for our younger patrons. Additionally, you will receive a 25% discount on non-members food & beverages and access up to 35 specialty restaurants.

You will also receive transportation from and to the Dubai Mall */ Dubai International Airport/ access to up to 35 specialty restaurants as a Guest Member.

Accommodations:

Junior Suite

Junior Suite Plus (Executive)

1-Bedroom (Executive/Canal)

2- Bedroom (Family)

3- Bedroom (Presidential)

3-Bedroom (Chairman)

* Varies on your Membership Level

V HOTEL DUBAI

Make your travels memorable when you visit V Hotel Dubai. The V Hotel features 356 rooms- including a two-bedroom Sky Villa Suite- each designed with modern and contemporary décor and has spared no expense. This 33-storied hotel is home to a pool deck that features private cabanas, a complimentary state-of-the-art fitness centre, two restaurants, two lounges, one nightclub, and an on-site La Perle water-themed show. The vibe is chic, as the V Hotel is located a stone's throw away from some of Dubai's key attractions, malls, and the Financial District. Additionally, you will receive a 25% discount on non-members food & beverages and access up to 35 specialty restaurants.

You will also receive transportation from and to the Dubai Mall* / Dubai International Airport/ access to up to 35 specialty restaurants as a Guest Member.

Accommodations:

Junior Suite Presidential (Vantage/Deluxe/Valor/V Suite) (1-Bedroom)

Presidential (Grand/Mega/Vibrant) (1-Bedroom)

Presidential (Penthouse/Very Deluxe) (1-Bedroom)

Presidential (Penthouse/Very Deluxe) (1-Bedroom)

* Varies on your Membership Level

ADDITIONAL INFORMATION YOU MAY FIND USEFUL:

KID'S CLUB

If you have young children, you may want to take advantage of our Kid's Club. The Kid's Club is located in the Habtoor Polo Resort and a variety of activities are offered to keep the little ones amused.

CHILDCARE SERVICES

If you require childcare services while on vacation, please speak to your Customer Service Representative where you checked in.

TOPLESS BATHING

Please note that topless sunbathing is not common in Dubai, therefore, topless swimming or sunbathing is not permitted in our public areas, beaches and pools.

TAXI SERVICES

If you are interested in getting out of the resort and you require a taxi service this can be arranged by each reception in each hotel.

EXCURSIONS

If you would like to find out more information about various excursions offered, please contact the Customer Service Department, working hours are from 9:00 am - 6:00pm, Monday through Sunday, you can reach Customer Service at: +971 - 04-528-9211.

SPA SERVICES

The Mirage at Al Habtoor: +971 044954440

Touch Wellness

Metropolitan Hotel Dubai: +971 0585579881

Wellness Valley

Habtoor Palace Dubai: +971 044355500

Silk

Hilton Dubai Al Habtoor City: +971 0522604981

Elixir Habtoor

Grand Resort: +971 04084266

Elixir

TELEPHONE CALLS

International or local telephone calls while in the resort will result in additional fees. Please confirm these rates with your reception. If you are using your cell phone, you may also want to check with your telephone provider regarding any and all additional fees.

SERVICE ISSUES

In order to ensure that any issues you may have with any of our services while you are in the resort are dealt with expeditiously, please bring them to the attention of the Customer Services Department. If you have any questions, please contact the Customer Service Department at: +971 - 04-528-9211. You will be receiving daily visits from the staff of our Customer Services Department. Please bring any issues to their attention.

CHECK-IN AND CHECK-OUT POLICIES

Check-in 3.00 p.m. Check-out 12.00 p.m. for all of the hotels with the exception of the Metropolitan Hotel, in this specific hotel, check in is at 2:00 p.m. and check-out is at 12:00 p.m. Guest Members staying beyond check-out time without prior notice/agreement will be charged automatically for one additional day. Extra charges: such as laundry services, telephone charges, etc. are to be promptly and fully paid during the check-out process. All Guest Members must check-out at the same desk to which they checked-in at the beginning of their vacation. Guest Members are to use their Accommodation for the agreed period according to the registration card signed by guests.

If the period of Accommodation is not stipulated in advance, guests are to check out by 12.00 p.m. on the last day of their stay at the latest and they are obliged to have vacated the room by this time. If a Guest Member fails to do so, the hotel is entitled to bill the Guest Members for another days' stay. In the event that the hotel has already reserved this Accommodation beforehand and the Guest Member fail to heed requests to vacate the room, or if Guest Member is not present in the resort, the hotel reserves the right – with a three-member committee in attendance – to catalogue the Guest Members possessions and to store them in a safe place so that the Accommodation can be used by other guests for whom it has been reserved.

PAYMENT OF SERVICE FEES

The Service Fees will be due prior to the confirmation of the booking, for each Week requested for use. The Service Fee rates are provided to you at point of purchase.

ALL-INCLUSIVE RATES

The fee for “all-inclusive” is determined by the hotels / resorts that you book and is subject to change by those hotels / resort. All-inclusive rates may vary based on Accommodations and/or seasons. The all-inclusive fees are payable to the different hotels that you book and this fee is mandatory in all Club affiliated Hotels (The Mirage at Al Habtoor Lifestyle Luxury Resort, Royal Villas at Al Habtoor Lifestyle Luxury Resort, The Hilton, The V, The Al Habtoor Grand and the Metropolitan), the all-inclusive must be paid where applicable, upon arrival at hotel receptions, at a per person per day- rate for all Members and Guests. Lavisun Luxury Stay or Luxury Lifestyle Vacation Club does not determine the cost of “all-inclusive”.

TOURISM FEE

This fee currently amounts to AED 20.- (USD 5.55) chargeable by the government of Dubai a night per room, for Villas the fee amounts currently to AED 100.- (USD 27.-). Tourism Fee is payable by the Guest Members in the hotel upon check in

RED SEASON:

Means from Jan 1st - Dec 31st each year.

VISITORS

Contact your Customer Services Representative for information regarding day/night passes for visitors. The Customer Service Department should be notified of any and all visitors. All visitors need also to be registered at the front desk.

MEDICAL FACILITY

All hotels have a 24-hour doctor on call service upon request (the guest should dial the operator# 0, and the hotel will arrange for a doctor). The consultation fees are currently at AED 500.-.

Habtoor Grand Resort has a nurse available from 9.00am to 6.00pm + 24- hour doctor on call service, just dial #0 and reception will arrange for a nurse/doctor.

SECURITY

All Guest Members (foreign and local) are required to provide a valid photographic proof of identification and proof of address such as a passport, identity card, as per current government regulations. When vacationing with us your wellbeing and safety are extremely important to us. If you have any issues or concerns, please do not hesitate to contact our Customer Service Department during normal business hours.

Please store all valuables in the safe located in your Accommodation. Neither Lavisun Luxury Stay or LLVC, nor the resort will in any way be responsible for the loss of guests' belongings left in the room or any other property not stored in the provided safe or left in public areas without surveillance. Please make sure that you close all doors properly when leaving the Accommodation. The security staff is there to assist guests and is not an assurance of safety. The Club is not responsible for injuries to persons or property.

HEALTH AND HYGIENE

All our restaurants and bars adhere to the strictest standards when it comes to food preparation. Water used in food preparation is purified. The water we serve at our restaurants/ bars along with the ice we serve is also purified for your safety. All staff always adheres to proper hygiene procedures. We also ask all our guests to take personal responsibility for their own

personal hygiene. We recommend that you use bottled water when brushing and rinsing your teeth. Please be aware that excessive consumption of food and beverages along with the heat/humidity and sun may contribute to ill health. We recommend that you use moderation when consuming beverages and to use sunscreen at all times.

PETS

Pets of any kind are not allowed.

ENVIRONMENT

We are committed to environmental conservation and its continuous improvement through the identification of the surrounding property needs and the active involvement in the solution of all problems encountered. We recognize the impact of our presence on the environment, as well as our responsibility to minimize such an impact through the following:

- Norms and procedures implementation according to the prevailing environmental laws.
- Emphasize on water and energy saving by monitoring and implementing advanced technology.
- Minimize the volume of solid, liquid and gas waste to prevent pollution.
- Chemicals use control to minimize their impact on the environment.
- Coordinate the purchasing of environmentally low impact products.
- We appreciate all help in protecting our environment.
- Saving electricity in turning off the lights when not needed.
- Turning off the A/C while not in the room.
- If possible, by using only one pool towel per day.
- Please press on the “maid button” on your control panel in your room when you want your sheets to be changed / room cleaned.
- Please leave your dirty towels on the floor and hang up the towels you want to reuse.

GENERAL RULES

All Guest Members have to observe the house rules of the hotel / resort they are staying at. If you have any issues or concerns, please do not hesitate to contact our Customer Service Department during normal business hours. We ask you to remember that you are sharing this facility with other guests also trying to enjoy their vacation, as such, loud, overbearing noise or actions that disturbed others is not allowed.

CONDUCT

Member and Club agree that any Guest Members whose conduct shall be deemed by the Club and an appropriate committee appointed by the Club to be improper or likely to endanger the harmony or good reputation of the Club or its Members, or the ability of the Club to provide the Club benefits or services to its Guest Members, may result in such Guest Members being reprimanded, suspended or expelled from the Club without refund of any amounts previously paid. The Club, as assisted by a committee appointed by the Club, shall be the sole judge of what constitutes improper conduct or conduct likely to endanger the harmony or good reputation of the Club, or the ability of the Club to provide the Club benefits or services to its Guest Members (including any breach of the Rules of Occupation). Improper conduct or conduct likely to endanger the harmony or good reputation of the Club includes, but is not limited to, filing, joining in or assisting anyone in any lawsuit or other legal proceeding against (1) the Club or (2) LLVC or (3) any of the Club's directors, officers, employees, managers, or committees as well as (4) your Home Resort.

RESOLVING ISSUES

To promote the harmony of the Club and its Guest Members and to assist the Club in its continued ability to provide and deliver the benefits and services of the Club to its Guest Members, (and to avoid any exasperation, expansion or confounding of any dispute or complaint Guest Members may have regarding the Club) Guest Members and Club agree that any disputes or complaints as may arise between the Guest Members and the Club (or any of its officers, directors, committees or escrow agent), including any disputes or complaints regarding services performed or to be performed by the Club, fees charged by the Club, facilities available to the Guest Members, or Club procedures, including procedures for reservations and fulfilment of vacations, shall be handled and addressed confidentially between solely and exclusively the Guest Members and the Club.

In furtherance of the foregoing, Guest Members shall not publicize or communicate such complaints or disputes to third parties or the public and Guest Members shall not seek to include third parties or the public in any aspect of any such dispute or complaint, including the resolution thereof.

The foregoing shall specifically prohibit Guest Members from communicating, distributing or providing information or materials regarding any such dispute or complaint (i) to, on, with or via any media, internet or blog postings, (ii) to the public or segments of the public or (iii) to any other members of the Club and shall also prohibit Guest Members seeking to associate or include others into the dispute or complaint by communicating, distributing or providing information or materials by any other means or facility. Any violation of this paragraph may be addressed by the Club enjoining the offensive conduct in respect to which the violating Guest Members shall be responsible for all attorney's fees and costs associated with enforcement, which action may be acted upon as set out in paragraph CONDUCT hereinabove or, at the discretion of the Club, within the jurisdiction chosen by the Club.

RIGHTS OF OCCUPATION

- (i) Applications for allocation received subsequent to ninety (90) days prior to commencement of the requested booking to which the application relates may be made by Guest Members but such applications shall be subject to availability and Founder Member may reject the application altogether on the grounds of non-

availability of the requested dates and/or requested Accommodations without offering an alternative. If the application is rejected, or if an alternative Week is offered but is not acceptable, the Guest Members shall not be entitled to carry forward his entitlement. The Weeks unallocated to Guest Members by virtue of the preceding provisions shall belong to the Founder Member.

- (ii) Requests for a particular Accommodation or Accommodation at any particular resort, may be made at the time of the request for reservation. Reservations shall be made within the limits provided in sub-clauses i, ii, iii, and iv and such reservations shall be accepted, and a particular Accommodation allocated by the Club thereunder on a “first come, first served” basis subject to Accommodation availability.
- (iii) The Club reserves the right to grant alternative Accommodations to the Guest Members should the Club deem the move necessary in order to maintain the harmony of the Resort and/ or the Club and allow for the peaceful enjoyment of the Resort by the Guest Members.

FURTHER OBLIGATIONS OF MEMBER

Each Guest Member shall be subject to the following further obligations. The Guest Member shall procure that any person occupying an Accommodation with the Guest Member or with the Member's permission complies with these obligations insofar as they are applicable to the occupation of an Accommodation.

- a) To occupy an Accommodation only between the specified check-in time on the first day and the specified checkout time on the last day of each period of occupation allocated to him.
- b) To notify the Club in writing in advance of the commencement of the relevant Week.
- c) To keep and maintain the interior of the Accommodation occupied in a good and tenantable state and condition during the period of the Guest Members occupancy, and to pay or indemnify the Club and/or the hotel/resort against any damage, deterioration or dilapidation (other than as a result of fair wear and tear, of which the Club shall be the sole judge), which may have occurred during his occupancy period.
- d) In the event that any repair or maintenance work is required to an Accommodation or its contents while a Guest Member occupies it, to allow reasonable access on reasonable notice, except in the case of emergency (in which case no notice shall be given), to enable such work to be carried out. Should Management deem it necessary, the Guest Members shall be given alternative Accommodations in order to carry out said repair or maintenance.
- e) Not to make any alterations to any Accommodation or its contents.
- f) To pay all other expenses howsoever incurred by the Guest Members (including all telephone calls made), and to pay any deposit as the Club and/or the management of the hotel/resort may demand against its charges, such as food, beverages and any services of the Accommodation.
- g) To notify in writing the Club forthwith of any change in his permanent address. A Guest Member failing to do so shall be solely responsible for all of the consequences thereof, including (but not limited to) any consequences arising out of the Guest Member not receiving any invoices, demands, notices or other communications sent to him.

h) At all times to observe the Rules of Occupation as amended from time to time and any regulations applicable to the Accommodation / resort at the location at which the Guest Members stay.

i) Not to do anything which would make void or avoidable the insurance of the Accommodation or the Club or which may operate to increase the premium.

j) To pay, prior to the confirmation of the reservation the Service Fee applicable to the type of Accommodation being requested.

k) The Founder Member shall be entitled to levy a charge on any Guest Member who is in breach of any of the foregoing obligations for the amount of any loss or damage incurred or to be incurred as a result of such breach and until such time as such charge has been paid in full by the Guest Members, they shall be suspended as a Guest Member and shall not be entitled to occupy and shall not be entitled to any of the benefits of the Club, nor shall be entitled to utilize any of the facilities of the International Exchange Organization.

l) To maintain his status with the Accounts Department of the Club in Good Standing.

MODIFICATIONS

The Founder Member has the authority, on behalf of the Club, to adopt, publish and enforce the Rules of Occupation for the general good and well-being of the Members. All Members are bound to abide by the Rules of Occupation and agree to cooperate in securing compliance by their families and guests.

APPLICABLE LAW AND COURT

The Club Documentation is governed by the laws of the Emirate of Dubai, United Arab Emirates. A dispute (if any) shall be referred to and finally resolved by arbitration under the DIFC – LCIA, which rules are deemed to be incorporated by reference into this clause. The seat, or legal place of arbitration shall be DIFC in Dubai, UAE. The language to be used in the arbitral proceeding shall be English. Any notice of dispute shall be served on the address indicated in this Agreement.

TAXES

Fee or payment provided and quoted herein in the Rules of Occupation Agreement are exclusive of taxes and/or Value Added Tax (VAT). If a tax of any kind, including sales, value added (VAT) and similar taxes, is or becomes chargeable, imposed or required to be paid now or at any time in the future, in UAE, or any applicable law, then the Club shall have the right to charge and claim for any such additional amounts and payments, whereby the Guest Member is obligated to pay and the Club will only be acting as a collection agent on behalf of the government.