

Terms & Conditions for Complimentary Room Upgrade Promotion

1. Promotion Overview: The Complimentary Room Upgrade promotion (the "Promotion") is available to customers who make a hotel booking with participating Out Of Office partner hotels in the month of February ("Booking Period"). This promotion entitles eligible customers to a complimentary room upgrade, subject to the following terms and conditions.

2. Eligibility:

- The Promotion is available only for bookings made between **February 1st, 2025 and February 28th, 2025**.
- To be eligible for the complimentary room upgrade, a **deposit payment** must be made during the Booking Period.
- The Promotion is valid only for bookings made through **Out Of Office partner hotels**.
- This offer is limited to **one (1) room upgrade per itinerary**.

3. Room Upgrade:

- The complimentary room upgrade will be to the **next room category** from the original room category booked, where available.
- **Upgrades are limited to one category higher** than the original booking and cannot exceed that room category.
- The **maximum upgraded stay duration is three (3) nights**.
- The upgrade will apply only at the same property booked and is not transferable to other properties.
- Room upgrades are subject to **availability** at the time of check-in. If the next category is unavailable, the hotel reserves the right to provide an alternative or no upgrade.

4. Restrictions:

- **Only Out Of Office partner hotels** are eligible for this Promotion. The list of participating hotels can be found on the Out Of Office website or by contacting your travel specialist.
- The Promotion cannot be combined with any other offers or discounts.
- The Promotion is non-transferable and cannot be redeemed for cash or any other

monetary equivalent.

5. Booking and Payment:

- To qualify for the upgrade, a **deposit payment** must be made for the booking during the Booking Period (February 2025). Full payment may be required at a later stage as per Out Of Office terms and conditions.
- The Promotion applies only to bookings made directly with the participating Out Of Office hotels and cannot be used for existing or pre-existing reservations.

6. Cancellation Policy:

- Standard cancellation policies apply to all bookings made during the Booking Period. Cancellations made after the deposit payment may not qualify for a refund of the deposit.

7. Additional Terms:

- Out Of Office reserves the right to change, modify, or cancel the Promotion at any time without prior notice.
- Any misuse or violation of these terms may result in disqualification from the Promotion.
- By participating in this Promotion, the customer agrees to comply with these Terms and Conditions.

8. Liability:

- Out Of Office and the participating partner hotels are not responsible for any unforeseen circumstances or interruptions related to the Promotion, including but not limited to natural disasters, technical issues, or hotel overbooking.

9. Governing Law:

- These Terms and Conditions are governed by the laws of the jurisdiction in which the participating hotel is located.

For any questions or further details, please contact **Out Of Office customer service**.