



VIP Loyalty Rewards Program



Terms and Conditions

We are excited to welcome you to our family and to Denver's pre-eminent restaurant rewards program.

Upon enrollment, you will immediately begin earning one point for every dollar you spend in Randolph's Restaurant, Bar or the Livingroom and pool of Warwick Denver Hotel.

Watch your points grow and enjoy the benefits of your VIP Membership!

We encourage you to read the following terms and conditions carefully:

General Conditions

1. VIP Membership and its benefits are offered at the discretion of Warwick Denver Hotel and Randolph's Restaurant and Bar (collectively, "Randolph's"), and Randolph's has the right to terminate the Program or to change the Program Rules, regulations, benefits, conditions of participation or award levels, in whole or in part, at any time, with or without notice, even though changes may affect the value of the points already accumulated. Randolph's may, among other things, withdraw, limit, modify or cancel any award; increase the points or number of points required for any award; modify or regulate the transferability of awards or benefits; add an unlimited number of blackout dates; or limit the number of awards available to any or all destinations. Members, in accumulating points, may not rely upon the continued availability of an award or award level, and members may not be able to obtain all offered awards or use awards to all offered destinations.
2. Participation in the VIP Membership Program (the "Program") is subject to any terms and conditions, rules, regulations, policies, and procedures ("Program Rules") that Randolph's may, at its discretion, adopt from time to time. Randolph's has the sole right to interpret and apply the Program Rules. Any failure to follow Program Rules, any abuse of Program privileges, any conduct detrimental to the interests of Randolph's, or any misrepresentation of any information furnished to Randolph's or its affiliates by any member, or anyone else acting on the member's behalf, may result in the termination of his or her membership, the cancellation of accrued points, certificates, awards or benefits, or both.
3. Randolph's reserves the right to audit any and all membership accounts at any time for compliance with the Program Rules, without notice to the Program member. In the event that an audit reveals discrepancies or possible violations, the processing of award redemption requests may be delayed pending completion of the audit.
4. Each member shall be responsible for remaining knowledgeable as to the Program Rules and the amount of points in his or her account. Randolph's shall attempt to advise active members of various matters of interest through such means as may be appropriate, such as newsletters and its Web site, but Randolph's shall have no liability for any failure to do so. Randolph's will not be responsible for correspondence lost or delayed in the mail. Each member shall be responsible for advising Randolph's of any change of address, and Randolph's shall have no liability for misdirected mail or any consequences thereof.
5. The accumulation of points or certificates and the redemption of awards are subject to specific Program Rules enacted by Randolph's. Each member is responsible for reading those materials in order to understand his or her rights and responsibilities under the Program. No points, benefits, certificates or awards earned or granted under the Program may be transferred or assigned except as expressly permitted by Randolph's in writing.
6. The VIP Membership Program is maintained for the benefit and participation of individual members only. Only individuals are eligible for VIP membership, and each member may maintain only one account. Duplicate accounts will be subject to cancellation. Only the member named on the account will be entitled access to individual's account information.

7. Accrued points do not constitute property of the member. Neither accrued points nor certificates are transferable (i) upon death, (ii) as part of a domestic relations matter, or (iii) otherwise by operation of law.
8. VIP Reward points have no cash value and may not be redeemed for any goods or services other than as defined in the Awards Level / Enrollment brochure.
9. It is requested that the VIP Member advise the Restaurant, by making reservations, of their birthday and wedding anniversary to receive celebratory benefits by virtue of VIP Membership.
10. Any claims that you may have with regard to the goods and services purchased or reserved through this package must be addressed directly to the Randolph's.

Prohibition of sale or barter

11. The sale or barter of any such points, certificates, awards or benefits other than by Randolph's is expressly prohibited. Any points, certificates, awards or benefits transferred, assigned or sold in violation of the Program Rules, in addition to exposing the member to the penalties otherwise associated with violations, may be confiscated or cancelled. The use of award points that have been acquired by purchase, barter, or other conduct in violation of Program Rules may result in the confiscation of the points, denial of benefits with respect to the point holder, and, at Randolph's discretion, completion of the award only upon payment of an applicable retail price of the award.

Account activity

12. Receive one point for each dollar spent in Randolph's Restaurant "Restaurant", Bar or the Livingroom and pool of Warwick Denver Hotel.
13. VIP Reward point balance may be determined by presenting your Membership card at Randolph's Restaurant or by calling 303.318.7272.
14. Any member who has failed to earn points for a calendar quarter may, at Randolph's option, be excluded from receiving newsletters, statements, correspondence or other materials, including notifications of Program changes or special promotions, until the next quarter in which he or she earns points. Any member who fails to earn points during the first twelve months after enrollment in the Program may be removed from the Program.
15. Award points will expire if there is no current activity for 18 months consecutive from the date of membership commencement.
16. "Account activity", for purposes of these Rules, shall be deemed to occur when a member accrues points in his or her account in any manner set forth in these Rules, or as otherwise approved by Randolph's, or when the member redeems any points or award by the use of points in the member's account.

Point expiration

17. Points accrued in a member's account shall be maintained in the account until it is redeemed for an award or until it expires, whichever occurs first.
18. Currently, points expire after 18 months of no activity on your account. Member reward points expire at intervals of 18 months from the anniversary of membership enrollment.
19. Any reward points not redeemed prior to expiration will be surrendered in full and point balance will revert to zero.

Award redemption

20. The awards available to be redeemed and the amount of points necessary to redeem each award will be set by Randolph's and published to the members. Randolph's shall establish the process for award redemption, but redemption shall basically mean the exchange of point in a member's account for a specified award.
21. Awards may, at the request of the member, be issued by Randolph's in the name of the member. If an award is to be issued in the name of someone other than the member, Randolph's may require the member to execute the request for the award transfer in person at Randolph's Restaurant location, by endorsing the same in favor of the specified designee and providing official photographic identification.
22. Points earned in two or more different accounts may not be combined to redeem any award.
23. The award structure is subject to modification, cancellation or limitation at Randolph's discretion, with or without notice. The amount of points required to redeem any award may be substantially increased, any award may be withdrawn, and restrictions on any award or its redemption may be imposed at any time. The accumulation of points does not entitle Program members to any vested rights with respect to any awards or the Program.
24. Once VIP Reward points are redeemed for the reward level of Member's choosing, the applicable point value of the respective award level will be deducted from total earned points on Member's account.
25. Reward VIP Member is responsible for all taxes and gratuities based upon the full retail value of the reward level redeemed.
26. Reward VIP Card must be presented to Restaurant server at time redemption of points is requested.

27. Reward VIP Member agrees, by accepting said Membership, to indemnify and hold harmless Warwick Denver Corporation, dba Warwick Denver Hotel and Randolph's Restaurant and Bar from any loss, liability, damage or costs, including court costs and attorney fees, that they may incur to participation in any activity associated with this VIP Loyalty Rewards Program, whether caused by negligence of Warwick Denver Corporation or otherwise.
28. Reservations must be made a minimum of 14 days in advance and are based upon availability for all point level redemptions valued between 600-1,200 points. Reservations must be made directly with a Member of Randolph's Restaurant management team by calling 303.318.7272. Reservations are only accepted Monday- Friday from 8a.m. - 5p.m.
29. Reservations are required a minimum of 30 days in advance for redemption of the 1,500 point award level – Complimentary Stay at Warwick Denver Hotel with a Five-Course Chef's table dinner for up to five people. Reservations for the overnight stay and restaurant dining are based upon availability. Reservations must be made directly with the Office of the General Manager by calling 303.861.2000. Reservations are only accepted Monday- Friday from 8a.m. - 5p.m.
30. Reservations are required a minimum of 45 days in advance for redemption of the 5,000 point award level – Two Night stay at Warwick San Francisco including dinner for two on one evening and roundtrip airfare. Hotel, Air and Restaurant reservations are based upon availability. Reservation/Redemption requests must be made directly with the office of the Hotel General Manager (as above) by calling 303.861.2000. Reservation/ Redemption requests are only accepted Monday- Friday from 8a.m. - 5p.m.
31. Reservations are required a minimum of 45 days in advance for redemption of the 8,500 point award level – Two Night stay at Warwick New York including dinner for two on one evening and roundtrip airfare. Hotel, Air and Restaurant reservations are based upon availability. Reservation/Redemption requests must be made directly with the office of the Hotel General Manager (as above) by calling 303.861.2000. Reservation/ Redemption requests are only accepted Monday- Friday from 8a.m. - 5p.m.
32. Any VIP Member award redemption for travel excursions to San Francisco or New York City do not include airport transfers in city of origin (Denver) or destination of travel.
33. All travelers must travel on the same itinerary for any VIP Member award redemption for travel excursions to San Francisco or New York City. Individual travelers cannot be added or deleted from itinerary once reservations are booked and confirmed. Travel must be conducted in whole, not partial award redemption at time of booked travel nor for future use by one party (of the two persons receiving award) are permissible.
34. Reward Member will bare all air and hotel cancelation and/or change fees if itinerary is altered or changed after reservations are booked and confirmed.
35. Reward Member will surrender the applicable reward level points should travel excursion itinerary be canceled and such points will be deducted from total earned points on Member's account.
36. Reward Member is responsible for all taxes, gratuities and service charges as assessed by airlines / hotels when redeeming award levels that include air/hotel.
37. Randolph's reserves the right to book air travel at the best available fare, which may include alternate city lay-overs and/or changing of planes. Non-stop air travel can not be guaranteed. Furthermore, Randolph's reserves the right to choose and book the airline and times of travel and agrees to confirm same with Reward Member prior to finalization of booking process. The specific hotel can not be changed, but changes to room-type may be requested.
38. Randolph's will assume cost of air-travel (excluding taxes and assessed service charges) up to a maximum of \$300.00 per ticket for roundtrip travel between Denver and San Francisco. Such assumption of maximum cost of air-travel does not include change and/or cancellation fees which will be borne by the Reward Member if applicable.
39. Randolph's will assume cost of air-travel (excluding taxes and assessed service charges) up to a maximum of \$500.00 per ticket for roundtrip travel between Denver and New York City. Such assumption of maximum cost of air-travel does not include change and/or cancellation fees which will be borne by the Reward Member if applicable.
40. Should Reward Member desire additional night's hotel accommodations in San Francisco or New York, procurement of reservation and all costs associated with additional night's stay (above and beyond the two night stay allowed for as the Reward redemption) are to be borne by and is the responsibility of the Reward Member.
41. Reward Members are encouraged to purchase travel insurance as such coverage is not provided herein in conjunction with any travel award levels.
42. Reward Members will be required to execute a waiver of liability for any travel award level redemptions.
43. Randolph's reserves the right to cancel this program and/or memberships at any time, for any reason, at its sole discretion.