

The

EXCLUSIVE

Hanoi

It is an honor to have you as a member of
THE EXCLUSIVE HANOI.

We hope you enjoy the prestigious privileges
and high-standard services of our hotel.
We wish you health, happiness and prosperity.

Thank you.

MEMBERSHIP PRIVILEGES



Annual Membership Fee

- **VND9,900,000**

Special vouchers for members

- 01 food voucher with the value of **VND1,000,000** to use at Red River Restaurant
- 01 The Brunch Buffet voucher (main dish included) for 02 persons, applied from Monday to Friday
- 01 Saturday Dinner Buffet voucher at Grill63 restaurant for 02 persons
- 01 afternoon tea voucher at The Lounge Sky for 02 persons
- 01 birthday cake from Delica-Hans used at F&B outlets
- 01 voucher for 02 glasses of mocktails at Top of Hanoi
- 01 food voucher with the value of **VND500,000** to use at Pharaoh's Bar & Upper
- 01 Spa treatment of Hanoi Signature for 01 person
- 01 complimentary room night at Deluxe Room for 02 persons (with breakfast)

FOOD & BEVERAGE PRIVILEGES



Food Discount Offers

- Up to 5 guests: **20%** discount
- 6 ~ 20 guests: **15%** discount
- More than 20 guests: **10%** discount

Bakery Discount Offers

- Discount **20%** on all items

Beverage Discount Offers

- Discount **10%** on all items including alcoholic beverages (only applies to drinks with alcohol content below 15%)

Notes

- Discount offers cannot be applied to Tim Ho Wan Restaurant - LOTTE HOTEL HANOI
- Food discounts are offered per table
- Discount offers cannot be combined with any other events or promotions
- Discount offers cannot be combined with any credit card discounts
- Discounts and vouchers cannot be used at the same time

L7 WEST LAKE HANOI by LOTTE Offers

- Discount **10%** on F&B Outlets for The Exclusive Hanoi's membership owners.
Apply at all F&B services under L7 WEST LAKE HANOI by LOTTE including Tim Ho Wan, Layered, Lush Salon, and Hedonist (not apply to alcoholic beverages)

LOTTE HOTEL SAIGON Offers

- Discount **10%** on F&B Outlets for The Exclusive Hanoi's membership owners.
Apply at all F&B services under LOTTE HOTEL SAIGON, excluding Crystal Jade restaurant (not apply to alcoholic beverages)

SPA PRIVILEGES



- Discount **20%** on all treatments except beauty services

ACCOMMODATION & SPA

Accommodation

A distinctive collection of 318 stunning five-star hotel rooms with natural light from floor-to-ceiling windows, setting the perfect stage unforgettable moments.



Location: 40F ~ 61F
Phone: 024 3333 1000
Email: hotelhanoi@lotte.net



Rebalance your body and mind with cutting-edge treatments amidst Alpine-inspired tranquility.



Location: 35F
Opening Hours: 10:00 AM ~ 10:00 PM
Phone: 024 3333 1723
Email: spa_concierge@lotte.net

RESTAURANTS & BARS

TOP OF HANOI

Unique bar on the rooftop with a 360-degree view over Hanoi's cityscapes.



Location:	Rooftop
Opening Hours:	5:00 PM ~ 0:00 AM
Phone:	024 3333 3016
Email:	topofhanoi@lotte.net



Luxurious atmosphere with live music, stunning Hanoi night views, and premium services.



Location:	63F ~ 64F
Opening Hours:	5:30 PM ~ 1:00 AM
Phone:	024 3333 1704
Email:	pharaohbar@lotte.net

RESTAURANTS & BARS

GRILL 

Signature restaurant for premium steak, perfect wine, and finest buffet.



Location: 63F
Opening Hours: 06:00 AM ~ 10:00 AM
11:30 AM ~ 02:30 PM
05:30 PM ~ 09:30 PM
Phone: 024 3333 1701
Email: grill63@lotte.net

**THE
LOUNGE
sky**

The exclusive place for afternoon high tea, cocktails and spirit.



Location: 38F
Opening Hours: 8:00 AM ~ 10:00 PM
Phone: 024 3333 1720
Email: loungesky@lotte.net

RESTAURANTS & BARS



The luxurious taste of modern Asian cuisine.



Location: 36F ~ 37F
Opening Hours: 11:30 AM ~ 02:30 PM
05:30 PM ~ 10:00 PM
Phone: 024 3333 1730
Email: redriver@lotte.net

DELICA-HANS
BY LOTTE HOTELS

As the luxury boutique pastry shop, Delica-Hans will make your life a little bit sweeter.



Location: C09-C10, 1F
LOTTE Department Store
Opening Hours: 9:30 AM ~ 10:00 PM
Phone: 024 3333 1756
Email: delicahans@lotte.net

THE EXCLUSIVE HANOI USER GUIDE

1. You are provided with an account to access the membership website:
<https://lottehotels-giftcards.e-sign.vn/auth/login>
Please log in to view your membership information and available offers & vouchers.
2. To be applied benefits, please present your membership card or your e-card information at the ***Profile/Account Information*** on the membership website.
3. After acquiring THE EXCLUSIVE HANOI card, you will receive e-vouchers via your registered emails. You can check voucher information in your email or on the membership website at ***Profile/Voucher***.
4. To use a voucher, please present it from your email or from the membership website.
5. Please mention that you are a member of THE EXCLUSIVE HANOI and request the privilege you wish to redeem when making your room or restaurant reservation.

TERMS & CONDITIONS

1. Discount vouchers in THE EXCLUSIVE HANOI cannot be combined with any other discount offers, promotions or vouchers.
2. Membership is limited to individuals. Corporations are not eligible.
3. The membership card and vouchers are valid for one (1) year from the date of issue (no extension of validity date).
4. The membership card can only be used by the member, and cannot be lent, transferred, used as collateral or for any other purpose. (Only the coupon is transferable to another party)
5. A member must notify LOTTE HOTEL HANOI immediately when the issued membership card is lost, stolen or damaged due to a fault on the member's part. LOTTE HOTEL HANOI shall deliberate whether or not to reissue another card.
6. Vouchers issued to members cannot be reissued and are not redeemable for cash or other products. The validity period of issued vouchers cannot be extended in any circumstances.
7. Member privileges provided by LOTTE HOTEL HANOI cannot be combined with any other discount or benefit.

TERMS & CONDITIONS

8. LOTTE HOTEL HANOI reserves the right to forfeit membership rights or discontinue membership when:
 - A member provides false information on the membership application form
 - A member uses his or her membership card for any wrongful purpose
 - A member violates the terms and conditions
9. If membership rights are forfeited and membership is terminated, the previously paid annual membership fee shall not be refunded.
10. LOTTE HOTEL HANOI reserves the right to change, add or cancel any part of the membership card system and member benefits if deemed necessary. In addition, LOTTE HOTEL HANOI reserves the right to change, add or cancel any part of the membership card system and member benefits if partners change partnership conditions unilaterally or a business crisis event arises such as discontinuance of operations, natural disaster and unforeseeable hotel management circumstances.



LOTTE HOTELS

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