

Are there any hidden charges?

Please note that Marble Hotel adds a fixed percentage (approx. 10%) as service charge for all services provided in Marble Hotel for all customers; not just members. This is a common addition to payments by restaurants and hotels in order to cover the tipping charge that is otherwise added separately to the total transaction amount.

What fees apply?

An application fee of Rf50.00 is charged for new applications, renewals upon expiry, or replacement for damaged/lost/stolen cards. A replacement fee of Rf100.00 will be charged for lost/stolen/damaged cards.

How much discount is given to MMC holders?

As a MMC holder you are entitled to discounts from the total cash bill value. A Marbles Member will be offered a discount of 50% off their cash bills upon presentation of their MMC.

What is the eligibility level for becoming a Marbles Member?

You are considered eligible for acquiring a MMC if you are a frequent customer who maintains an excellent discipline while in Marble Hotel and is aged 18 or above. If you are under 18 years of age, you must acquire consent from a guardian or parent.



**MARBLES
MEMBER**

For further enquiry please
contact our Front Desk:

[00] 960 330 2678
themarbles@marblehotel.net

Frequently
Asks
Questions



MARBLES MEMBER

What is a Marbles Member Card (MMC)?

The Marbles Member Card (MMC) is a privilege card that needs to be carried at all times by all Marbles Members at Marble Hotel. Marbles Members will be able to enjoy the benefits of being a member at Marble Hotel if only they possess an MMC. MMC must be presented prior to any transaction whether it is for dining or accommodation purposes at Marble Hotel. MMC holder is an honored Marbles Member (who abides by the Rules & Regulations of Marble Hotel) and has the privilege of acquiring discounts, special promotions, access to Marble Hotel's Health Club, and get special benefits during events organized by Marble Hotel.

What are the benefits received by using MMC?

The MMC gives you discounts from cash sales, priority on bookings made at the café' and hotel accommodations, gives you access to use WIFI internet services, access to Marble Hotel Health Club, and other services and facilities available at Marble Hotel. All Marbles Members will be notified about promotions, special events and recreational activities held by Marble Hotel.

Is the MMC accepted with Cash Card transactions?

Yes, the MMC is accepted by Marble Hotel with transactions made using Direct Debit Cash Cards. However, MMC will not be accepted by Marble Hotel for transactions made with credit card payments or under any credit arrangement.

Is the MMC accepted at all times?

Yes, you are required to possess the MMC at all times when using the facilities and services provided at Marble Hotel.

What to do if MMC is lost, stolen or damaged?

Call and inform Marble Hotel's Front Desk [00] 960 330 2678, as soon as possible so we can cancel the card and make arrangements for replacing your lost/stolen/damaged card. You will be asked to provide proof of membership or show any other form of identification. After your previous MMC has been cancelled, your new MMC will be given to you after charging a card replacement fee of Rf100.00.

NOTE: It is critical for you to notify Marble Hotel as soon as possible if your MMC has been lost or stolen. We advice for you to keep a note of your MMC number on a separate piece of paper, as it may be required by our staff to cancel and renew your stolen/lost MMC.

Does the MMC have an expiration date?

The validity of a MMC is for one year from the date of issue. Your Membership registration will not be affected if you were to renew your MMC within the year. You must keep renewing your membership under an annual fee if you want to continue using the privileges gained from possessing a MMC without any interruptions.

What are the terms & conditions that apply?

All the terms & conditions were presented to you in our Marbles Membership Agreement during your registration as a Marbles Member. It can be made available upon request from Marble Hotel Front Desk or is downloadable from our website.

How to activate your MMC?

In order to activate your Marbles Membership/MMC, you must put your signature on the back of the card. For your own protection, during any Customer Services calls, we may request for you to provide your MMC details on the back of your card. Additional information on identification (phone number, date of birth, or ID number) may also be asked. We are under the obligation of holding all the information that you've provided in utmost confidence in accordance with the section entitled "Privacy Policy" under our Terms & Conditions.

Where can I use the MMC?

The MMC is exclusive to Marble Hotel's services & facilities. MMC will not be accepted in any other retail establishment or ATMs.