



SSR MEMBERSHIP

TERMS & CONDITIONS

Effective date: 08 August 2025

1. Overview

The Siyam Rewards Membership Program ("Program") provides exclusive benefits to guests who book directly with participating SSR resorts ("Resort(s)"). By enrolling or using Program benefits, you ("Member") agree to these Terms & Conditions ("Terms").

2. Eligibility and Enrolment

- ▶ Age: Membership is free and available to individuals aged 18+.
- ▶ One account per person. SSR may merge or close duplicate accounts.
- ▶ Name match: The lead guest name on the reservation must match the Member's name.
- ▶ Participating properties: Benefits apply only at Participating Resorts (see Section 11).

3. Qualifying Direct Bookings

- ▶ Direct only: Benefits apply to bookings made via SSR official websites, SSR call centres, or directly with a Resort.
- ▶ Not eligible: Bookings via online travel agencies (OTAs), wholesalers, tour operators, corporate negotiated rates, group bookings (10+ rooms), complimentary or barter stays.
- ▶ Existing bookings: Reservations made before enrolment are not eligible unless the Resort elects to extend benefits at its sole discretion.

4. Rates, Taxes and Currency

- ▶ Discounts apply to the published Best Available Rate (BAR) unless otherwise stated.
- ▶ Rates are exclusive of taxes, fees and service charges.
- ▶ Currency conversions are for reference only; the Resort's billing currency prevails.

5. Member Discount and Offers

- ▶ Members receive 10% off published BAR on qualifying direct bookings.
 - Blackout dates and capacity controls may apply.
 - Non-stackable: May not be combined with other rate promotions, coupons, or packages unless expressly stated by SSR.
- ▶ Year-Round Member-Only Offers: SSR may issue additional promotional offers exclusively to Members.
 - Such offers may include specific terms (e.g., dates, lengths of stay, prepayment).
 - If there's a conflict, the offer-specific terms prevail over these general Terms.

6. In-Resort Member Privileges

- ▶ GM Cocktails: complimentary invitation to a weekly members-only GM cocktail where scheduled. If an event is not held during the stay, the benefit is forfeited. Unless stated otherwise, limited to two (2) adults per room.
- ▶ Complimentary 1-hour Spa Treatment for Two
 - Valid once per stay for bookings of 5 nights or more.
 - For two registered adult guests sharing the room; on selected treatments only and subject to availability.
 - Non-combinable with other offers or discounts.
 - No cash value; non-transferable; unused portions are forfeited.





- 15% off all water sports activities and excursions
- Early check-in and late check out upon availability
- Members-only welcome amenities.
 - No cash value; non-transferable.
 - One per room per stay.
- Members are automatically entitled to “Dine Around”
 - Advanced reservations required and subject to outlet availability.
 - Menu exclusions/supplements for premium items, special menus, chef’s tables, experiences, room service and third-party venues.
 - Excludes retail products, salon services, packages, medical/wellness clinic services, promotions and already discounted items.
- Complimentary Room Upgrade
 - Next best available category at check-in, subject to availability
 - Excludes signature/villas/residences unless the next contiguous category is one of these.
 - Applies to one room per stay; does not include meal plan, or other add-ons.
- Referral Benefit: USD 200 resort credit per room for all referrals made by the member, applicable after the stay of the referee.
 - A “Referral” is a first-time guest who joins the Program and books direct using the referrer’s unique referral mechanism (e.g., code or link).
 - The referred guest must not be in SSR’s guest database within the last [36] months.
 - Referral benefits are applicable for stays with a minimum of 3 room nights.
 - Self-referrals not allowed; one referrer per booking; not combinable with other discounts unless stated.
 - SSR may at its discretion, implement caps or suspensions to manage abuse of inventory (e.g., limit of [10] successful referrals per referrer per calendar year).
 - If a referred booking is cancelled/no-show, the referral will not count.
 - Not applicable to Trade partners.

7. Stay Definition and Counting

A Stay is consecutive nights at the same Resort under one reservation confirmation number, regardless of check-outs/check-ins. Back-to-back reservations may be merged and treated as one Stay.

8. Modifications, Cancellations and No-Shows

- Reservations are subject to the rate plan rules booked (deposit, cancellation window...)
- If a booking is modified to a non-qualifying rate/channel, Program benefits may be removed.
- No-show or early departure policies apply per the booked rate; unused benefits are forfeited.

9. Transferability and Misuse

- Membership and benefits are personal and non-transferable.
- SSR may suspend or terminate membership or refuse benefits in cases of suspected abuse, misrepresentation, resale, or violation of these Terms.

10. Privacy & Communications

- By enrolling, Members consent to SSR processing their personal data to operate the Program and to receive Program communications.
- SSR will handle personal data per its [Privacy Policy](#). Members can manage preferences or opt out of marketing at any time (operational emails may still be sent).





11. Participating Resorts

The Program is valid at Participating Resorts: Sun Siyam Olhuveli, Sun Siyam Iru Veli, Sun Siyam Vilu Reef, Sun Siyam Iru Fushi, Siyam World and Sun Siyam Pasikudah. SSR reserves the right to update or amend the list at any time without prior notice.

12. Program Changes and Termination

SSR may change, suspend, or terminate the Program or any benefit at any time with or without notice. Where required, SSR will honour benefits already confirmed on existing fully paid reservations.

13. Liability

To the maximum extent permitted by law, SSR's liability arising from the Program is limited to the value of the disputed benefit. SSR is not liable for indirect or consequential losses.

14. Governing Law and Disputes

These Terms are governed by and shall be construed in accordance with the laws of the Republic of Maldives. Courts of The Republic of Maldives shall have exclusive jurisdiction.

15. Contact

- For any questions or assistance, please contact us at book@sunsiyam.com.

