



JÜSTA
HOTELS & RESORTS

ADVANTAGE

MEMBER'S EXCLUSIVE

FAQs

www.justahotels.com

Q. How do I join Advantage Programme?

A. You can join anytime online or at any participating property.

Q. How much does it cost to join Advantage Programme?

A. We have Black and Gold for INR 59,999 & INR 29,999 respectively.

Q. What benefits do I receive as an Exclusive Member?

A. All Exclusive Members receive 16/8 certificates along with meal vouchers at participating hotels.

Q. Do I receive Advantage benefits if I sign up during a hotel stay?

A. If you enrol during check-in at a participating property, you will receive benefits for your stay.

Q. Is my room upgrade guaranteed?

A. Room upgrades are based on availability at check-in.

Q. How do you define “room upgrade”?

A. A room upgrade is based on availability at check-in, and can include, but is not limited to upgrade to a higher floor, a room with a superior view, or higher room category.

Q. How do I arrange an early check-in and/or late check-out?

A. Prior to your arrival, please notify the hotel of your estimated time of arrival. You may arrange your late check-out with the front desk staff during your stay.

Q. I wish to be removed from the program. How can I cancel my membership?

A. Membership cannot be cancelled.

Q. I forgot to carry my certificate at the time of check-in. What to do?

A. Carrying certificated in original is mandatory.

Q. Can I only use Meal Vouchers, such as lunch/dining in the hotel restaurant but not stay?

A. Yes, you can. You can use both, stay certificates and meal vouchers at your convenience.

Q. Are my past stays eligible for points?

A. Advantage Programme is non-points-based programme.

Q. Do Certificates expire?

A. Yes. Certificates are only valid for 1 year from date of purchase.

Q. I booked a stay at a hotel that is no longer a participating hotel. Will I still receive membership benefits?

A. You will receive membership benefits at hotels that are currently participating at the time of your stay, regardless of their participation status when you made your reservation. Participating hotel list is dynamic and is available on our website www.justahotels.com

Q. How do I merge two profiles, or transfer membership benefits between two accounts?

A. Email your request to advantage@justahotels.com and include your membership number and all relevant details.

Q. Can I book Stay Night(s) for a friend or family member?

A. You may book Stay Night(s) for someone else only by presenting physical certificate at the time of check-in.

Q. Does my friend or family member need to present anything else at the hotel for stay?

A. Membership certificates is a must and rest of the general formalities.

Q. Will my family and friends receive Advantage benefits?

A. As typical to any Member stay, the hotel will confirm availability of a complimentary room upgrade, early check-in, and late check-out upon check-in. Other benefits, such as enhanced internet service and welcome amenities will be delivered.

Q. How can I make a change to my reservation?

A. To make any changes, you will need to cancel your reservation and re-book by sending email at advantage@justahotels.com.

Q. How do I receive my Stay Certificates?

A. Your Stay Certificates will be delivered at the time of purchase with a unique, secure code. Present stay certificates at a participating hotel for verification and acceptance.

Q. How should I present my Certificate to a participating hotel?

A. To facilitate acceptance, it is suggested that you advise the hotel at the time of check-in if you plan to use a Stay Certificate during your stay.

Q. I have lost the original Certificate. How do I request for a reprint?

A. Lost or stolen certificates cannot be reissues.

Q. Do I get partial refund if I do not use the Certificate(s)?

A. No. Certificates are valid at the full value amount only.



UDAIPUR • CHITTORGARH • NATHDWARA • DHARAMSHALA • MANALI
PALAMPUR • RISHIKESH • MUKTESHWAR • MASHOBRA • GOA
RAMESWARAM • MUNNAR • BANGALORE • DELHI/NCR

9590 777 000 | book@justahotels.com | www.justahotels.com