

# WHARF HOTELS

NICCOLO  
HOTELS

MARCO POLO  
HOTELS

**For Immediate Release**

## **SIXTY SECONDS WITH ... MR AND MRS OSS**

28 September 2018 (Hong Kong) – DISCOVERY Platinum level member, Robert Oss and Ana Arroyo, tell us about why they have been returning to Marco Polo Hotels since 1996 and how the loyalty programme has cultivated local experiences for them to discover.



Exterior, Marco Polo Hongkong Hotel

### **Mr Oss, what is it about Marco Polo Hotels that keeps you coming back?**

*That's easy, it's the people. We are creatures of habit – we stay where we like and where the staff know us and treat us well - I'm a happy camper whenever I have stayed at Marco Polo in Hong Kong over the past 20 years! When we travel to Hong Kong, it's amazing to see how many of the staff at the hotel are the friendly familiar faces we see on each visit – and have become global friends with. The hotel's Continental Club Lounge team have been welcoming guests for so long, which shows me how well the hotel must be looking after them for them to still be there years later. After all when you travel, a familiar face is a great way of making you feel at home and that's what the Marco Polo team do for us. And there are quite a few characters there with whom we have had great conversations with over the years too, we really enjoy their company! In remembering us and building their loyalty to us, we have built ours to the brand and to DISCOVERY.*

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## **How did you hear about Marco Polo Hotels to begin with?**

*My wife's parents originally stayed at the Marco Polo Hongkong Hotel many years ago, she has so many fond memories of her stays here. She introduced the hotel group to us, which provided us with the opportunity to stay at their hotel in Davao where we discovered the Mindanaon culture through the DISCOVERY local experiences that the hotel offers. And now, as frequent guests of the group, the staff ensure we are very well looked after.*

## **Can you share a story with us where you faced a challenge at the hotel, and what guest relations did to make you feel at ease?**

*Most recently, we were in Hong Kong during a typhoon and the signal rose to T10 by the Hong Kong Observatory. Marco Polo Hongkong Hotel's team handled their guests with precision and care, to ensure that my wife and I as well as all other guests, were calm and safe – it was a busy weekend for the hotel! The determination of every individual staff member showed us their commitment and we truly felt we were their first priority. Many staff including the senior leadership team were with us at the hotel instead of in their own homes. The dedication to us is testament enough to how well we were taken care of.*

## **What makes you appreciate the DISCOVERY programme during your travels?**

*The programme is founded on the concept that the best travel experiences come from truly exploring the heart and soul of a destination. Whilst we have many more places we wish to visit, we try to pick a DISCOVERY hotel whenever we travel to a city where there is a member hotel. The extra recognition we receive including room upgrades and local experiences makes all the difference. Hopefully in the future we will have more time to make use of the thousands of rewards they have in their programme, particularly the adventure and cultural ones which appeal to us that have been specially curated for b-leisure travellers like ourselves. We have recommended their hotels to many of our friends and so far, all have been very satisfied.*

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**What are the 3 things you recommend to your friends to enjoy when they travel to Hong Kong?**

*Have a drink or dine at the hotel's classic Italian restaurant and terrace, Cucina, which overlooks the most spectacular views of Hong Kong's skyline and Victoria Harbour. Take the Star Ferry right at its door step. And stay at Marco Polo!*

Mr Robert Oss and Ms Ana Arroyo dancing at a friend's wedding

To make a reservation at 13 Marco Polo Hotels across China, Hong Kong and the Philippines, visit [marcopolohotels.com](http://marcopolohotels.com). DISCOVERY Platinum level members can enjoy local experiences in Hong Kong including the Tales of the City Tour, Harbour Adventures and room upgrades. To become a DISCOVERY member and enjoy benefits at over 500 hotels in 78 countries, visit [discoveryloyalty.com](http://discoveryloyalty.com).

## **About Wharf Hotels**

The Spirit of Discovery

Emanating the spirit of discovery, Wharf Hotels, a wholly owned subsidiary of The Wharf (Holdings) Ltd, is based in Hong Kong and currently operates 16 owned or managed hotels under Niccolo or Marco Polo Hotels in Hong Kong, China and the Philippines. Niccolo Hotels was added to the group's portfolio in 2015 as the new luxury collection, positioning the brand as contemporary chic. The Murray, Hong Kong, a Niccolo Hotel, opened in January 2018 as the brand's flagship hotel, with 2 new Niccolo hotels currently under development in China following successful openings in Chengdu and Chongqing. Marco Polo's deluxe hotels in established locations maintain their ethos to explore, discover and experience a destination, drawing on the philosophies of its namesake, Marco Polo: an adventurer, a traveller, an entrepreneur and a connoisseur of culture - just as Marco Polo's modern travellers are today. Further details are available at [wharfhoteles.com](http://wharfhoteles.com).

## **About Global Hotel Alliance**

Global Hotel Alliance (GHA) is the world's largest alliance of independent hotel brands, bringing together 32 brands with over 500 hotels in 78 countries. GHA uses a shared technology platform to drive incremental revenues and create cost savings for its member brands. GHA's award-winning loyalty programme, DISCOVERY, provides 12 million members exclusive opportunities to immerse themselves in local cultures wherever they travel. For more information, visit [discoveryloyalty.com](http://discoveryloyalty.com).

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## **About DISCOVERY Loyalty**

A memorable trip demands more than a comfortable stay. DISCOVERY, an award-winning global loyalty programme, provides 12 million members recognition and perks across over 500 hotels, resorts and palaces in 78 countries. Elite members have the opportunity to immerse themselves in local culture through Local Experiences, distinctive activities that capture an authentic taste of each destination. For more information, visit [discoveryloyalty.com](http://discoveryloyalty.com)

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