

# Terms & Conditions of Membership

## 1. CONDITIONS OF MEMBERSHIP

These Terms & Conditions supersede all previous terms and conditions of the THE LOYALTY PROGRAM OF PARALOS HOSPITALITY.

### 1.1 Definitions

- THE LOYALTY PROGRAM OF PARALOS HOSPITALITY is the loyalty program of Paralos Hospitality, from now on called as “**Program**”.
- “**Member**” is a person who has completed an official registration and accepted the Program’s Terms & Conditions.
- “**Card**” is the membership card issued by the Program to a person who is a Member of the Program.
- “**Points**” are the reward currency earned by using the Card.
- “**Redemption**” is a form of payment using Points as a tender to acquire goods and services defined by the Program.
- “**Awards & Vouchers**” are the offers, which can be redeemed using Points and include “**Redemption Vouchers**”.
- “**Benefits**” are the amenities and services provided to Members as a benefit of membership.
- “**Program Partner**” is a third party, which offers benefits or awards to Members.
- “**Official Website Program**” is the official website of the Program, from now on called as “**Website**”, <https://veritymsportal.azurewebsites.net/signIn>
- “**Participating Hotels**” are the Hotels that are participating in the Program from now on called as “**Hotel**”, list of the Hotels can be found at the Website.

**1.2** The Card is issued by and remains the property of the Program It is not a credit card and is free of charge.

**1.3 Cancellation of Membership:** The Program reserves the right to decline to issue or withdraw a Member’s membership at any time, or to terminate the validity of the Program membership together with the benefits attached thereto at any time. The Card must be returned immediately to any participating Hotel when requested. Cancellation of membership will result in the loss of all accumulated Points.

**1.4 Termination Date:** The Program has no predetermined termination date and may continue until the Program decides to terminate it, with or without notice. The Program accepts no responsibility for any points that remain in members’ accounts after such termination.

**1.5 Program Changes:** The Program reserves the right to amend, update or change any aspect pertaining to the program including the Terms & Conditions, at any time in whole or in part without advising Members. Continued participation in the Program will constitute a Member’s acceptance of any such amendment, modification, or supplementation. Members are responsible for remaining knowledgeable of the Program Terms and any changes, modifications, or additions to the Program.

**1.6 Partners responsibility:** Program is not responsible for the Program partner withdrawals from the Program, which may affect the Awards offered.

**1.7 Program Notifications:** The Program will endeavor to advise Members of matters of interest, including notification of changes to details of promotions and other offers. However, the Program accepts no liability for correspondence lost or delayed in the postal system or via electronic mail.

**1.8 Program Corrections:** The Program reserves the right to change the printed and online offers at any time and to correct any typographical errors, errors of description, or errors regarding participating properties and Program Partners at any time without informing members.

**1.9 Printed information & Website:** All details mentioned in the website supersede anything appearing in any printed or other material of the Program and form part of these Conditions of Membership.

**1.10 Sale or Barter of Points:** The sale or barter of Program Points, Awards & Vouchers or other card benefits is prohibited, between the Members.

**1.11 Lost / Stolen Cards:** In case the Card is lost, stolen or damaged the Member must inform the Program Membership Services immediately in writing to the email indicated below.

**1.12 Contact Details:** Any correspondence sent to Members is based on the contact details provided to the Program. Each Member is responsible for updating his/her information on the official website.

**1.13 Interpretation of Terms:** All interpretations of these Terms & Conditions of Membership shall be at the sole discretion of the Program

**1.14 Legal Jurisdiction:** These Conditions of Membership are governed by the laws of and are applicable in the Hellenic Republic. In the event of any dispute, the Member agrees to submit to the exclusive jurisdiction of the courts of Greece.

**1.15 Availability at Hotels:** Members are responsible to check with the relevant Hotel for the availability of any special offer that could affect the enjoyment of their visit. The Member should ask on arrival at the Hotel for any additional benefits valid for that property. All services, amenities and benefits are subject to availability and subject to the terms and conditions of each Hotel. Not all services, amenities and benefits are offered at all Hotels. Program may update benefits shown as available or credited to a Member at any time.

**1.16 Limited by Length of Stay:** Selected Benefits may be limited depending on length of stay.

**1.17 Availability:** All Benefits, Vouchers and Awards are subject to availability.

**1.18 Program communication:** The Program will communicate with members via e-mail, post or any other medium, which is considered appropriate.

**1.19 Privacy Policy:** This Privacy Policy together with our Cookies Policy provide information regarding the handling of all information by Paralos Hospitality.

## 2. Application for Membership

**2.1 Eligibility:** Membership in the Program is free of charge and is available to any individual over the age of 18 who:

2.1.1 Possesses the legal authority to agree to the Program Terms.

2.1.2 Resides in a jurisdiction that legally permits participation in the Program.

2.1.3 Provides valid and accurate personal information when enrolling in the Program

2.1.4 He/she is not a member of the travel trade; employee of Paralos Hospitality SA and associated companies.

**2.2 Mandatory Fields:** Program may reject any application if mandatory information is not supplied accurately and in full.

**2.3 Termination of Account:** The Member may terminate membership by submitting a written notice via email. Membership will be terminated immediately upon receipt of such notice. All unredeemed Program Points will be forfeited immediately and will not be reinstated or transferred.

**2.4 Inactive Membership** Members become inactive if they have not received any Point for the period of three (3) years and (5) years for Platinum Members. Inactive Members cannot redeem their Points. As soon as the Member revisits a Participating Hotel, membership will be re-activated. The Program reserves the right to cancel memberships that remain inactive for a period of five (5) years.

**2.5 Fraudulent Activity.** If a member suspects or learns of any fraudulent activity related to its Program account, including, without limitation, unauthorized redemption or transfer of Points, the Member must report the fraudulent activity within 60 days of it occurring to the Program Head Office. Credit or debit of any Points in question to the Member will be at Program' sole discretion. The Program reserves the right to cancel any Membership account that has been registered using fraudulent details.

## 3. The Cards & Categories

**3.1** The Program Card is **not transferable**. It can only be used by the cardholder.

**3.2** Each issued Program Card has an **exclusive membership number**.

**3.3** The membership is personal and is available only to **individuals**. Not to families, companies, partnerships, associations, groups or other entities. Program may refuse membership without a given reason.

### 3.4 Card Categories:

**First Tier Card (Silver):** The First Tier Card is issued upon application and is valid until the Member reaches Second Tier status.

**Second Tier Card (Gold):** the Second Tier card is issued when the Member has collected 40000 points and is valid (for life) until the Member reaches Third Tier Status.

**Third Tier Card (Platinum):** the third Tier card is issued when the Member has collected 70000 points and is valid (for life).

Please refer to Program's Website for the most updated Card Categories and their qualification criteria.  
<https://www.paraloshospitality.com/loyalty>

## 4. Earning Loyalty Points

Please refer to Program's Website for correct points earning methods.  
(<https://www.paraloshospitality.com/loyalty>)

**4.1 Status & Award Points:** Points are the reward currency of the Loyalty.

There are two types of Loyalty Points:

- **Status Points:** are credited for each eligible transaction and cannot be redeemed. Status Points reflect the Tier category of the Member.
- **Award Points:** are credited for each eligible transaction by the Member and can be redeemed, as per the redemption scheme in the Program Club Website.

**4.2 Presentation of Card:** To receive points, Members must present a valid Program Card to the Hotel Reception at the time of check-in or to Partners before ordering a service. In the event that the card is not shown, Program Points will not be credited. Allow **14 days** after the transaction (departure from the hotel) for Program Points to reach the Members' Account.

**4.3 Errors:** Program reserves the right to correct any Program Point values or statements at any time or when the error is realized.

**4.4 Missing points:** If the Member wishes to claim any adjustment to the number of Points credited or for retroactive Program Points, the Member must do so within **twelve months** from date of any Hotel visit, by email to Program Membership Services, with a copy of the bill for which the Member did not receive the correct number of Points. Failure to supply the adequate documentation may result in the denial of such Points' credit. Program reserves the right to decline any retroactive Points requests.

**4.5 Member's Account:** Members may view their Points on <https://veritymsportal.azurewebsites.net/signIn> . After every transaction, the Loyalty Member is responsible to check the accuracy of the numbers of points

earned.

**4.6 One Card / Room:** Points will be credited only to one card for each room bill. The points will be credited to the main name on the reservation.

**4.7 Booked Room Type:** For visits to a Hotel, the number of Points awarded will be based upon the room type booked and paid for, even if a different room type is provided.

**4.8 Non-Resident bookings:** Members will not earn points when making a reservation for another person even if the reservation is in the Member's name.

**4.9 Non-eligible accommodation rates** (therefore without receiving any points) are defined as:

4.9.1 Airline crew rates

4.9.2 Travel industry employee rates

4.9.3 When the Member's accommodation is paid by other party with special rates (e.g. company events, conferences, corporates)

4.9.4 Paralos Hospitality SA. employee rates.

4.9.5 Barter, complimentary and redemption (free) stays.

#### **4.10 Eligible Charges**

Eligible charges will receive points only if they are charged to the room bill.

Members receive points on hotel services including:

4.10.1 Food & drinks in the hotels restaurants and bars

#### **4.11 Non-Eligible Charges**

4.11.1 Taxes and service charges

4.11.2 Any item that is paid to a Hotel department directly in cash

4.11.3 Conference, banqueting and event charges

4.11.4 Any bills paid on behalf of the Member to a third party and charged to their room bill.

**4.12 Transferring Points:** Points cannot be transferred to any other Member account.

**4.13 Pre-membership Points:** Points cannot be credited for visits to a Hotel before the Guest completes the loyalty registration process.

#### **4.14 Partners**

A Member cannot earn any Program Points by purchasing merchandise or services from Partners, unless explicitly specified under Program Partner's agreement in the Program's Website.

#### **4.15 Corporate Points**

4.15.1 If the reservation of the Member is paid by an employer, principal or client the Member is responsible for notifying the employer, principal or client of any Program Points received and for complying with any

applicable laws, gift policies and incentive policies.

4.15.2 The Member agrees to indemnify and hold harmless the Program and associated companies from any liability, costs and damages relating to claims of any third party arising from a failure to disclose the receipt of Program Points or any other incentives.

#### **4.16 Non Direct Booking Pre Arrival Communication**

For non-direct bookings (a direct booking is considered one made only directly through the hotel website) please contact us prior to your arrival at [loyalty@paraloshospitality.com](mailto:loyalty@paraloshospitality.com) in order to be able to enjoy your tier-benefits.

The Program is not able to identify loyalty members and their respective future reservations, if the email is not available (the email is provided to the Program only through direct bookings).

### **5. Discounts**

**5.1 Presentation of Card:** To receive discounts from a Hotel or Program Partner (shops, car hire, etc.), a valid Program Card must be presented at the time of ordering/reservation and before payment is concluded. Failure to do so will result in no discount.

- ✓ **5.2 Cash transactions:** Hotel service discounts (food & drinks, spa, etc.) are not available on cash transactions.

### **6. In Hotel Benefits & Services (to be defined)**

*Direct bookings are considered those made directly with the hotel via its website, or by email, or by phone.*

- ✓ *Priority Check In Upon Arrival, Complimentary Early Check In, Complimentary Late Check Out, Free Room Upgrade: Benefits applied upon availability*
- ✓ *Luxurious Hotel Beach Bag, Beauty Basket with branded local products, In-Room Breakfast, Free laundry service, Free Spa treatment: Benefits applied if minimum stay of 3 days is fulfilled and offered once per stay*
- ✓ *Reserved sunbeds at the beach, Reserved Gazebo: Benefits applied if available by the hotel*
- ✓ *Free Transfer from/to Heraklion airport: Benefits applied if available by the hotel and a minimum stay applies depending on the hotel*
- ✓ *Complimentary a la carte Dinner: Benefits applied once per week and minimum stay of one fully completed week is required*

### **7. Redemption of Program Points**

*Please refer to Program's website for current redemptions options.*

*Redemption offers are **subject to availability and stay days** which may limit offering all products and services offered by the Program or any of the Program Partners. Redemption may also be limited during certain times of the year.*

**7.1 Inactive Members** are not eligible to redeem points for free nights until their membership has been re-activated.

**7.2 Declined Redemption:** Program reserves the right to decline a Redemption if the correct procedure is not adhered to.

**7.3 Registered Member:** Program Points may only be redeemed by the registered Member for Redemption as specified by the Program.

**7.4 Available Points:** In order to qualify for a redemption offer, the Member must have sufficient Points in their account before the requested redemption date. Points collected during current stays cannot be redeemed.

**7.7 Not-exchangeable:** Program Points are not exchangeable for cash and no change for outstanding amounts will be given. Program Points can only be used in exchange for Redemption Vouchers.

**7.8 Transaction Date:** Program Points are deducted from the Member's account on the day that the Redemption activity is made.

**7.9 Points Required:** The number of points required for each redemption is in accordance with the current Program Redemption List on web site.

**7.11 Fraudulent Use:** Vouchers believed to have been bartered, sold, exchanged, or issued fraudulently, or issued to someone other than the eligible Program Member, will be void and will not be honored.

### **7.13 Redemption for Free Stays**

Please sign in into the Program's Website and select the preferred option (<https://veritymsportal.azurewebsites.net/signUp>)

The standard Hotel's cancellation policies will apply to Loyalty reservations - redemptions including, without limitation. Based on all minimum length of stay requirements, charges for late cancellation, no-shows and early checkout.

**No-Show** penalty: 100% of the full stay points.

**Early checkout:** For non-emergency early departures, 100% of the remaining stay points will be charged.

**7.14 Benefits & Points during Free Stay:** All Program benefits are valid during the free stay. Points will not be credited during a free stay.

## **8. Data Protection**

By submitting their information on the Membership Application Form, the Members indicate their consent for Paralos Hospitality SA to process their personal details in relation to their membership to the Program. Our company collects and processes personal data in accordance with our Personal Data Protection Policy, with Members' explicit and specific consent and for a specified purpose.

**9. Terms and Conditions** are subject to change and can be modified anytime by Paralos Hospitality. All modifications will apply to all existing, active or inactive and any future memberships from the date of the modification onwards and will overwrite any previous statements.