

## **bePrivilege TERMS & CONDITIONS**

**bePrivilege** is Privilege Aluxes loyalty program with unrestricted and free access, which aims to reward our private and independent guests who book through [www.privilegehotels.com](http://www.privilegehotels.com) and our Call Centre with special content, communications and high-value benefits which will improve their experience before, during and after their stay.

Accessing the **bePrivilege** program and carrying out operations on the [www.privilegehotels.com](http://www.privilegehotels.com) website and our Reservations Department telephone booking service implies acceptance of the following conditions of use:

- accepting the Privilege Aluxes website's privacy policy
- to restrict access via the [www.privilegehotels.com](http://www.privilegehotels.com), to confidential information about the **bePrivilege** program account so that it can only be accessed by the member or with their consent, you will be required to enter your personal details, a unique personal email, and a password.
- if a member forgets their password, they can request that it be sent to the email address they have registered with, that is their username. To do so, you will need to go to the [www.privilegehotels.com](http://www.privilegehotels.com) website, try to access the **bePrivilege** area and click on the option: "Have you forgotten your password?"
- the guest is responsible for safeguarding the password selected. Privilege Aluxes will not be responsible for the consequences of the possible illegitimate use, by third parties, of the guest's access code.

### **1. OBJECTIVE**

**bePrivilege** Program is based on guests attaining exclusive advantages when registering for the program and making bookings on [www.privilegehotels.com](http://www.privilegehotels.com) and/or with our Call Centre when identifying oneself as a **bePrivilege** guest.

### **2. BENEFICIARIES**

The beneficiaries of the **bePrivilege** program (hereinafter "the member") are of-age individuals (identified by their personal data) registered on the **bePrivilege** Program via the [www.privilegehotels.com](http://www.privilegehotels.com) or from our Reservations Department.

To benefit from the exclusive advantages, the person making the bookings must be the member, who will first need to log into the **bePrivilege** section of the website.

Bookings made by persons other than the member will not be accumulated in the member's **bePrivilege** account.

The **bePrivilege** guest, as the primary person on the booking and guest during the corresponding stay, is the only person who may benefit from the exclusive advantages of the program and to whom all communications will be addressed. In a multiple-room booking, the benefits will apply only and exclusively to the room the member is staying in, not applying to the other rooms included in the booking.

Invoices shall be paid with the credit card used in the booking process. If a booking is not pre-paid, payment will be requested from the guest upon arrival at the hotel.

### **3. THE ACCOUNT**

Each guest participating in the **bePrivilege** program, can access a private area within [www.privilegehotels.com](http://www.privilegehotels.com) where the corresponding booking transactions made at [www.privilegehotels.com](http://www.privilegehotels.com) and via the Call Centre in the last 6 years are stored:

- a) The account shall remain permanently active, as long as the guest does not decide to unsubscribe from the program.
- b) The guest may, at any time, request and obtain voluntary cancellation within the personalised area.
- c) Booking movements generated by a guest may not be transferred to the account of another guest.
- d) No change of members is allowed.

### **4. TRANSACTIONS**

Bookings are credited to the **bePrivilege** account once the guest has registered for the program.

For the purposes of calculating the **bePrivilege** level and applying the benefits, only bookings made by the **bePrivilege** account member in [www.privilegehotels.com](http://www.privilegehotels.com) and/or the Call Center will be accumulated automatically, after logging in or identifying or in **bePrivilege**, after enjoying the corresponding stay (day after check-out) in a period of 24 months and as of July 06<sup>th</sup> 2016 (all bookings prior to this date will not be counted to calculate the level).

If a booking has been generated without previous login or identification in **bePrivilege**, the **bePrivilege** benefits will not be applied during the stay and will not be automatically taken into account in the Program account for calculating the level.

If making with the Member's account two or more bookings with the same date, only one booking will be considered in the Program's stay counter.

### **5. COMMUNICATIONS**

Privilege Aluxes will send regular notifications regarding exclusive current personalised offers to all **bePrivilege** program clients.

## **6. LEVELS Y BENEFITS**

There are currently 4 **bePrivilege** guest levels (in force since October 28th, 2020):

- ✓ **Private Level:** Sign up for our loyalty program to enjoy exclusive benefits:
  - 3% Discount on accommodation reservations (Entry level)
  - Birthday/anniversary surprise.
  - Advance communication of corporate campaigns.
  - Priority in the allocation of rooms.
  
- ✓ **Amber level:** 6% Discount on accommodation reservations (minimum **15** Nights stayed, in case of not having stayed in the past 730 days, return to the previous level)
  - Birthday/anniversary surprise.
  - Advance communication of corporate campaigns.
  - Priority in the allocation of rooms.
  - VIP Check-in
  - Welcome gift in the room upon arrival.
  - 5% discount on massages in our SPA
  
- ✓ **Ruby level:** 11% Discount on accommodation reservations (minimum **30** Nights stayed, in case of not having stayed in the last 730 days, return to the previous level)
  - Birthday/anniversary surprise.
  - Advance communication of corporate campaigns.
  - Priority in the allocation of rooms.
  - VIP Check-in
  - Welcome gift in the room upon arrival.
  - 5% discount on massages in our SPA
  - Pool Towels directly in your room
  - Late check-out, subject to availability (up to 2 PM)
  - Free upgrade to 1 upper category (maximum up to Premium Suite, subject to availability)

- 20% discount on reservations at any other establishment of our chain, Hoposa Hotels
- ✓ **Diamond Level:** 15% Discount on accommodation reservations (minimum **45** Nights stayed, in case of not having stayed in the last 730 days, return to the previous level)
  - Birthday/anniversary surprise.
  - Advance communication of corporate campaigns.
  - Priority in the allocation of rooms.
  - VIP Check-in
  - Welcome gift in the room upon arrival.
  - 5% discount on massages in our SPA
  - Pool Towels directly in your room
  - Late check-out, subject to availability (up to 2 PM)
  - Free upgrade to 1 upper category (maximum up to Premium Suite, subject to availability)
  - 20% discount on reservations at any other establishment of our chain, Hoposa Hotels
  - Free 25-minute massage in our SPA (max 2 for each reservation)
  - A day of Balinese bed on the beach free, subject to availability

Apart from the exclusive benefits of booking at [www.privilegehotels.com](http://www.privilegehotels.com):

- Best online price
- Last rooms available
- Online pre-check-in\*\*

To enjoy the **bePrivilege** discount on bookings at [www.privilegehotels.com](http://www.privilegehotels.com) (discount on accumulating stays) and the **bePrivilege** benefits during your stay, you must log in to the **bePrivilege** area or identify yourself as a **bePrivilege** guest if the booking made is through the Call Centre. Only one **bePrivilege** benefits package will be applied per stay, regardless of the number of rooms in the booking. The benefits only apply to the room where the **bePrivilege** account owner is staying.

Specifications of some benefits of **bePrivilege** (limitations)

- Special requests: When booking at [www.privilegehotels.com](http://www.privilegehotels.com) or through our Reservations Department. Always subject to availability. The request must be made at least 48 hours beforehand. The following are not considered to be special requests: Currency exchange, requests for medication or medical assistance, transfers, food products that are not available, upgrades and other services with a cost offered by the hotel and which do not feature on our itemised list of special requests.

- Online pre-check-in: does not replace the guest identification process (handing over ID document and collection of room key), which the hotel must carry out.
- VIP check-in: any guest must still provide ID for identification purposes.

## **7. MODIFICATIONS**

1. Privilege Aluxes reserves the right to modify, in total or partially, these General Terms and Conditions. Guests can always check their updated benefits on this page.
2. Privilege Aluxes may end the participation of a member in the **bePrivilege** program with immediate effect when a member does not comply with the general Terms and Conditions or when any fraudulent use of the account is detected. Fraudulent use of the account includes bookings made under the account of a **bePrivilege** member for other non-members so that they benefit from the conditions of the program, without the actual member making use of the stay.
3. Members can unsubscribe from the program in the private area of **bePrivilege** at [www.privilegehotels.com](http://www.privilegehotels.com). You can also unsubscribe from communications using the link provided for this purpose on newsletters sent from Privilege Aluxes.
4. Privilege Aluxes reserves the right to amend or cancel, either completely or partially, without prior notice, these general Terms and Conditions, or any other aspect relating to the program or the participation of its members.