



MEDPLAYA AMIGO CARD LOYALTY PROGRAMME: TERMS AND CONDITIONS

1. INTRODUCTION

The MED PLAYA MANAGEMENT, S.L. Amigo Card Loyalty Programme is regulated by the following conditions.

The conditions detailed below explain how the Amigo Card programme works and may be consulted at any time on the MedPlaya Hoteles website: www.medplaya.com.

The Amigo Card loyalty programme uses an Amigo Card identification card to identify the card holder as a member of the Amigo Card programme. The Amigo Card is the property of MedPlaya.

By accepting these conditions, the Amigo Card member hereby states that they are aware of the conditions detailed herein, which shall be applicable as long as they are registered as an Amigo Card member.

The advantages offered by the Amigo Card loyalty programme are applicable to all MedPlaya hotels, except Resort Giverola & Bella Vista Beach Club. It is not possible to exchange points at Giverola / Bella Vista for discounts, services or gifts.

Each establishment shall determine the services that are included in the Amigo Card programme and these may vary depending on the establishment.

MedPlaya reserves the right to amend the conditions of the Amigo Card programme.

2. REGISTERING FOR THE AMIGO CARD PROGRAMME

Any natural person who is over 18 years of age may register for the Amigo Card loyalty programme by completing the registration form and accepting the established conditions. Legal persons are excluded from the Amigo Card programme.

The natural person will then become the Amigo Card member. Each person may only register for one Amigo Card. In the event that a person registers more than once, MedPlaya reserves the right to reject any subsequent registrations.

Various established channels may be used to register for the Amigo Card programme. The channels that may be used to register for the Amigo Card loyalty programme are as follows:

- The www.medplaya.com website, by completing the online registration form with your personal details and accepting the established conditions. Online Amigo Card registrations are automatically awarded 20 points to welcome the card holder to the Amigo Card programme.
- In MedPlaya Hotels by filling in the registration form, using a QR code.

Registration for the Amigo Card programme is free. You must have an email address to register for the Amigo Card programme. The same email address may not be used for more than one registration.

3. THE AMIGO CARD

The Amigo Card identifies its bearer as having registered for the Amigo Card loyalty programme. The Amigo Card displays the member's full name and MedPlaya identification number (ID MedPlaya).

The Amigo Card is available in digital format.

Once the Amigo Card registration process has been completed, the Amigo Card member will receive a welcome email with their virtual Amigo Card as an attached file.

The Amigo Card member will have access to the virtual card in their Amigo account dashboard to download or print.

. The Amigo Card is personal and non-transferable.

4. BENEFITS OF THE AMIGO CARD

The Amigo Card member will be able to enjoy all the advantages of the Amigo Card programme at all MedPlaya hotels (Exclusions apply in the case of Resort Giverola/Hotel Bella Vista).

These benefits are as follows:

- a) Additional discount on your booking by redeeming your points. Only applicable to bookings made through our www.medplaya.com website, our MedPlaya Call Centre or in any of our MedPlaya hotels according to the following conditions:
 - Applicable on **all reservations** with a minimum price of 130€
 - Value of discount does not exceed 50% of the value of the reservation
 - Points cannot be redeemed for cash



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- Applicable only when customer is a member of Amigo Card at the moment of check in at the hotel.
- b) Option to redeem points for services/gifts at any of our MedPlaya hotels.
- c) Check available services/gifts on arrival at your hotel. These services/gifts may vary depending on the establishment.
- d) Fast check-in by presenting your virtual Amigo Card on arrival.
- e) Exclusive additional promotions and discounts for registered Amigo Card members.

4.1 POINTS

Each Amigo Card point has a value of €0.50 when you redeem your points for a discount on your accommodation. This value is exclusively for redeeming points for a discount on your accommodation and will only be applicable to bookings made via our website www.medplaya.com, our MedPlaya Call Centre or in our MedPlaya hotels and according to the conditions detailed in BENEFITS

It is not possible to apply Amigo Points as a discount on 100% Non-Refundable reservations made through our www.medplaya.com website, our MedPlaya Call centre or in any MedPlaya Hotel.

Details about the services/gifts included in the Amigo Card programme and their Amigo Card value in points will be provided at each MedPlaya hotel. Any services/gifts that are not specified in the Amigo Card programme are not included in the programme.

Points are non-transferable between Amigo Card members and may not be redeemed for cash.

Amigo Card points are valid for two years from the date on which they are obtained.

4.2 EARNING POINTS

Please show your virtual Amigo Card at check-in so that the points that correspond to your stay can be awarded to your Amigo Card account. Points will be automatically awarded during check-in, never before you arrive at the hotel.

Amigo Card member may obtain points in the following ways:

a) For each stay at a MedPlaya hotel.

This condition is applicable to all booking channels. The following points will be awarded:

- o 1st - 5th stay: 20 Amigo Card points per stay
- o 6th - 10th stay: 35 Amigo Card points per stay
- o 11th - 15th stay: 50 Amigo Card points per stay
- o More than 15 stays: 60 Amigo Card points per stay

Stays include all stays at any MedPlaya hotel and are calculated from the moment you register for the Amigo Card loyalty programme.

Two consecutive bookings by the same client will not be considered a new stay and points will therefore not be awarded for the second stay.

b) For bookings made using the following channels:

- i. www.medplaya.com
- ii. MedPlaya Call Centre
- iii. MedPlaya Hotels

At check-in the equivalent of 8% of the total booking fee will be automatically awarded in Amigo Card points. Extra services related to your booking are excluded from this condition.

Reservations made through other distribution channels are excluded from condition (b).

The Amigo Card member will simultaneously receive points for each stay and booking if they meet the conditions detailed above.

4.3. EARNING POINTS: CONDITIONS

- o In the event that the Amigo Card member has made several bookings, they will only be awarded Amigo Card points for the sum corresponding to the room in which they are personally registered.
- o If the Amigo Card member pays for several bookings, they shall not be awarded more points for the extra bookings.
- o In the event that more than one guest who is registered for the Amigo Card programme is staying in the same room, Amigo Card points will only be awarded to one card member.
- o If any changes are made to your booking during your stay, MedPlaya reserves the right to review and amend the allocation of Amigo Card points prior to the booking amendment.
- o Amigo Card points shall be awarded to a card holder irrespective of the person who paid for the booking.



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5. REDEEMING AMIGO CARD POINTS

It is essential that you show your virtual Amigo Card at reception, or to the person responsible for the Amigo Card programme at the hotel, to redeem your points for discounts and/or services during your stay.

a) REDEEMING POINTS FOR SERVICES/GIFTS

You may ask to redeem your points for services/gifts at reception, or ask the person at the Amigo Card “Loyalty-Fidelidad & Community Manager” desk, by showing your Amigo Card.

Reception, or the Amigo Card representative, will issue a pass/voucher for the requested service/gift and charge the corresponding points to your Amigo Card account. The Amigo Card member shall present the pass/voucher to the department providing the service so that these points can be redeemed.

Passes/vouchers issued during your stay will expire at the end of your stay.

Check which services/gifts are available to be redeemed with your Amigo Card points at reception or at the “Loyalty-Fidelidad & Community Manager” desk. These services/gifts may vary depending on the establishment.

Points may only be redeemed for additional room services if the Amigo Card member is registered as staying in the room.

a) REDEEMING POINTS FOR DISCOUNTS ON ACCOMMODATION

The Amigo Card member may ask to redeem their points for a discount on their accommodation when they check in.

Redeeming points for a discount on your accommodation will only be applicable to bookings made via our website www.medplaya.com, our MedPlaya Call Centre or at any of our MedPlaya hotels. This discount will be applicable to the amount corresponding to the accommodation and meal plan; any additional services will not be included.

Discounts will be applied according to the following conditions:

- Applicable on reservations with a minimum price of 130€
- Value of discount does not exceed 50% of the value of the reservation
- Points will not be redeemed for cash
- Applicable only when customer is a member of Amigo Card at the moment of check in at the hotel.

Each Amigo Card point has a value of €0.50 that is only applicable when you redeem your points to obtain a discount on your accommodation.

Bookings made through other channels, or our www.medplaya.com website, our MedPlaya Call Centre or in our MedPlaya hotels with the 100% Non-refundable Cancellation Policy are excluded from the offer to redeem points for a discount on your accommodation.

In the event that the Amigo Card member makes several bookings, points may only be redeemed for a discount on accommodation in the room where the Amigo Card holder is staying.

Points may not be redeemed to pay for any sums related to taxes and fees.

6. MEDPLAYA.COM – AMIGO CARD

Once registration for the Amigo Card programme has been completed, the card holder may access their private Amigo Card area on www.medplaya.com by identifying themselves with their email address or MedPlaya identification number (ID MedPlaya) and password.

In the Amigo Card private dashboard you can:

- Download / Print your Amigo Card
- check details of transactions made using the points on your Amigo Card account and view your balance in points;
- Check and update your personal details;
- View your booking history and rapidly make new bookings;
- Amend your access settings for the Amigo Card private area.

On the www.medplaya.com website there is a Help section where you can contact us at any time using the contact form or by sending an email to: contact@medplaya.com

7. CANCELLING THE AMIGO CARD

Membership of the Amigo Card programme may be cancelled for the following reasons:

- The user may request to cancel their membership of the Amigo Card programme by sending an email to: contact@medplaya.com



AMIGO Card

- Amigo card members who revoke their consent for their personal data to be processed shall be automatically excluded from the AMIGO CARD programme.
- MedPlaya management reserves the right to the temporary or permanent cancellation of the Amigo Card members membership under the following circumstances:
 - o Improper use of the Amigo Card.
 - o Failure to comply with the Terms and Conditions accepted when registering for the programme.
 - o Inappropriate behaviour at the hotel.
 - o Detection of incorrect data provided when registering for the Amigo Card programme.
 - o The demise of the Amigo Card member.
 - o When no transactions or bookings have been made using points from your Amigo Card account during the past five years.

8. PRIVACY POLICY – DATA PROTECTION

By completing the registration request for the AMIGO CARD programme, the user accepts and authorizes MED PLAYA MANAGEMENT, SL to use and process the personal data provided for the purposes of the customer loyalty programme of the MED PLAYA group, such as the improvement of the commercial relationship with the client and making personalized offers.

Similarly, for the proper fulfilment of the programme, your personal data will be transferred to companies of the MED PLAYA group for the purposes described above.

The Personal Data that you provide will be processed to identify you as a user of the programme and to give you access to the various features and services that are available to users registered in the programme.

The user can, at any time, revoke consent for the processing of their personal data by sending an email to rgpd@medplaya.com. However, the revocation of consent will imply the exclusion of the client from the AMIGO CARD programme.

