

LOYALTY CLUB-Terms & Conditions

1. Program Characteristics

The ATLANTICA LOYALTY CLUB PROGRAM offered by Atlantica Hotels & Resorts, the company that manages loyalty program for customers of Atlantica Hotels & Resorts, is designed to enable holders of the ATLANTICA LOYALTY CARD to benefit from the advantages outlined below when they stay at any Atlantica Hotel & Resort.

The Program is dedicated to Atlantica customers, aged 18 or over. The Card is free of charge, nominative and strictly personal. It may not be sold or lent. It does not constitute a means of payment. Each Card is inscribed with the Holder's name, the individual identification number.

Cardholders accept that the Program may be partially or totally modified at any time. In this case, Holders will be notified of the new General Terms and Conditions and the date on which they enter into force. Notification will be sent by e-mail to the address specified in the Card Application Form or updated with the ATLANTICA LOYALTY CARD Department.

2. Program Membership and Card Attribution

Any individual fulfilling the required conditions who wishes to enter the Program should complete a Card Registration Form. Card Registration Forms are available in the Atlantica Hotels & Resorts homepage: www.atlanticahotels.com. The ATLANTICA LOYALTY CARD will be directly sent to the postal address the Holder has indicated when joining the Program.

The ATLANTICA LOYALTY CARD has no expiration date. Cancellation of the Card, due to fraudulent use, will result in the correlative and immediate cancellation of Compliments Points accumulated by the holder. The holder will not be entitled under any circumstances to claim compensation.

3. Program Benefits Earning Compliments Points:

For any stay at any Atlantica Hotel & Resort that includes at least one paying night spent, the Holder will be credited with Compliments Points, on the basis of 1 Compliment Point per any eligible expense of €1. Eligible expenses include costs linked to the Holder's accommodation (and that of his/her children in a separate room, if applicable) and to related services (such as minibar, telephone, room service, laundry, meals taken by the Holder in the hotel restaurant and drinks at the hotel bar, etc.) which are charged to the hotel bill and paid upon check-out.

The following do not entitle the cardholder to Compliment Points:

Stays that are booked by or paid to any other booking service other than that of the Atlantica Hotels & Resorts or a travel agency or any other intermediary. Only the expenses for related services (such as minibar, telephone, room service, laundry, meals taken by the Holder in the hotel restaurant and drinks at the hotel bar, etc.) that have been directly paid to the hotel are eligible for Compliments Points. As the Program is intended for individual Atlantica customers, no Compliments Points will be credited for expenses incurred during corporate seminars, banquets, or any other event, even of a private nature, that gives rise to an aggregate settlement by the Holder. Likewise, expenses related to Spa treatments or outings organized by the hotel will not be entitled to the award of Compliments Points.

If for any reason the stay is not paid upon check-out, only the expenses for related services that have been directly paid to the hotel are eligible for Compliments Points.

Should a new Card be requested, previously accrued Compliments Points will be transferred to new Card's Points account.

Compliments Points may not be transferred to another Holder.

4. Possibility of late departure:

Subject to availability and provided the cardholder has informed reception at the time of check-in, cardholders may keep their room until 14.00 at no additional expense.

5. Card Usage

To benefit from the aforementioned advantages, the Holder should indicate his/her Card

number and name when making a reservation and present his/her Card upon check-in. For Compliments Points to be credited, the Holder must also present his/her Card when checking out, when it will either be swiped by a Card reader or recorded by manual statement. These provisions must be respected in order for the benefits to be granted.

6. Complimentary Stays

Once the Holder earns a total of 60,000 Compliments Points, he/she may convert them into a complimentary stay for 7 days in the standard room type of each hotel, 2 persons on Half Board basis at any Atlantica Hotel & Resort, upon request and availability. The Holder may convert his/her Compliments Points either by sending a request to the ATLANTICA LOYALTY CARD Department clubs@atlantichotels.com. 60,000 points is the maximum to be redeemed per stay.

7. Rate Benefits

The Cardholder's rate advantage consists of a discount on the price of the room. The maximum number of points to be used for each stay is 8000, which equals to €200. This discount will be deducted from the final bill upon checkout. These points cannot be used as a further discount to our offer of complimentary stays in section 6.

8. Card Withdrawal

Cancellation of the Card, due to fraudulent use, will result in the correlative and immediate cancellation of Compliments Points accumulated by the holder. The holder will not be entitled under any circumstances to claim compensation. Each holder may also request at any time the immediate cancellation of his/her Card by sending an e-mail to the ATLANTICA LOYALTY CARD Customer Service. clubs@atlantichotels.com

9. Other

Holder's are entitled to access any personal information that is processed by computer and to correct this information through the ATLANTICA LOYALTY CARD Department. These General Terms and Conditions shall take precedence over any prior document.

In the event of litigation between a Holder and Atlantica Hotels & Resorts, the parties undertake to seek an amicable settlement. CYPRIOT LAW WILL BE THE ONLY APPLICABLE JURISDICTION. Any dispute or litigation relating to these General Terms and Conditions that cannot be resolved through an amicable settlement between the parties shall be submitted to the competent Nicosia courts.