



## Loyalty Program Regulations

### MPM Hotele SPA Friends Club

The following Regulations define the rules of participation in the loyalty program for the customers of the Organizer - MPM Hotele SPA sp.z o.o. with headquarters in 05-822 Milanówek, ul. Brzozowa 3, KRS no 0000175947, who use the hotel facilities belonging to the Organizer:

- 1) Villa Park Med & Spa, ul. Warzelniana 10, 87-720 Ciechocinek,
- 2) Głęboczek Vine Resort & Spa, Wielki Głęboczek 1, 87-313 Wielki Głęboczek,
- 3) No. 4 Residence, Nowogrodzka 4a, 00-513 Warsaw.

#### § 1

##### [Glossary]

The expressions used in the following Regulations should be understood in accordance with the following guidelines:

Facility - any of the Organizer's hotel facilities, i.e.:

- 1) Villa Park MED & SPA, ul. Warzelniana 10, 87-720 Ciechocinek,
- 2) Głęboczek Vine Resort & Spa, Wielki Głęboczek 1, 87-313 Wielki Głęboczek,
- 3) No. 4 Residence, Nowogrodzka 4a, 00-513 Warsaw.

Program - the loyalty program of the MPM Hotele SPA Friends Club, the rules of which are set out in the present Regulations

Qualified Services - services provided by the Organizer in the Facility, purchased by the participant of the Program at basic (public), corporate or promotional rates, except for the following rates:

- 1) rates for group bookings,
- 2) rates offered by the Organizer to associates of its partners business companies from the realm of travel, tourism etc.,
- 3) crew rates (airlines, shipping companies, etc.),
- 4) rates offered by the Organizer for its own employees and for employees and associates of the MPM group companies,
- 5) rates for tour operators.

Qualified Services are not stays booked with an external seller, a tour operator or an online travel agency (such as Expedia.com, booking.com e.t.c.).

## **§ 2**

### **[General conditions for participation in the Program]**

1. The Program may be joined by a person using the Organiser's services in one of their Facilities.
2. To join the Program, you must complete the registration form.
3. You can join the Program:
  - 1) during the stay at the Facility, with the help of the Facility reception;
  - 2) by registering on the website [mpmhotelespa.pl](http://mpmhotelespa.pl);
  - 3) by any other means made available for this purpose by the Organizer.
4. Natural persons with full capacity to a legal act may participate in the Program.
5. In order to join the Program, it is necessary to have an active, individual e-mail address. The same e-mail address may only be used by one participant of the Program.
6. Joining the Program is tantamount to consenting to receive messages in electronic form regarding the functioning of the Program and the services offered within it (informational messages, loyalty points balance, the workings of the participant account, special offers for Program participants, etc.).
7. The Program Participant may resign from participation in the Program at any time by submitting an appropriate statement for this purpose to the Organizer.
8. Participation in the Program is free of charge.
9. The organizer is not responsible for any damage caused as a result of improper completion of the registration form by the Program participant or submitting false data.

## **§ 3**

### **[Statuses and related benefits]**

1. The Program Participant may have one of the following three statuses:
  - 1) Silver Card,
  - 2) Gold card,
  - 3) VIP card.
2. A participant joining the Program obtains the status of a Silver Card. the participant may obtain Gold Card and VIP card statuses by meeting the conditions referred to in § 4, § 5 and § 6 of the Regulations.

## **§ 4**

### **[Silver Card Status]**

1. The Silver Card status is obtained by the participant automatically upon joining the Program and is bestowed to the participant for the entire time of their participation in the Program, unless the participant meets the conditions for obtaining a higher status.
2. The Silver Card status is associated with the following benefits:

- 1) the possibility of using the Discount referred to in § 10,
  - 2) a small welcome gift during each stay at Villa Park Med & Spa and Głębołek Vine Resort & Spa,
  - 3) Coffee & Croissant with access to the lounge and viewing terrace during stays in No. 4 Residence,
  - 4) early check in and late check out on request, subject to availability,
  - 5) access to exclusive offers dedicated to Program participants.
3. The holder of the Silver Card status collects loyalty points according to the conversion rate of 100 points for each PLN 100 spent. Detailed rules for collecting points are set out in § 9.

## **§ 5**

### **[Gold Card Status]**

1. The Gold Card status is obtained by the participant at the moment when the total amount paid by them exceeds PLN 25,000 and is available to the participant at all times during their participation in the Program, unless the participant meets the conditions for obtaining a higher status.
  2. The following benefits are associated with the Gold Card status:
    - 1) the possibility of using the Discount referred to in § 10,
    - 2) early check in and late check out on request, subject to availability,
    - 3) access to exclusive offers dedicated to Program participants,
    - 4) upgrade of the room standard, including reservations for two days, granted twice a year as a gift,
  - 5) a wine amenity in the room and a small welcome gift during each stay in Villa Park MED & SPA and Głębołek Vine Resort & Spa,
  - 6) cosmetic or physiotherapeutic consultation during each stay at Villa Park Med & Spa and Głębołek Vine Resort & Spa,
  - 7) Coffee & Croissant, exclusive access to the lounge upon prior reservation and the terrace observation deck during stays at No. 4 Residence,
  - 8) guarantee of room availability 72 hours before arrival at No. 4 Residence.
3. The holder of the Gold Card status collects loyalty points according to the conversion rate of 150 points for each PLN 100 spent. Detailed rules for collecting points are set out in § 9.

## **§ 6**

### **[VIP card status]**

1. The VIP Card Status is obtained by the participant at the moment when the total amount paid by of the Qualified Services exceeds PLN 40,000.
  2. The following benefits are associated with the VIP Card status:
    - 1) the possibility of using the Discount referred to in § 10,
    - 2) early check in and late check out on request, subject to availability,

- 3) access to exclusive offers dedicated to Program participants,
  - 4) upgrade of the room standard including bookings for two days, granted twice a year free of charge,
  - 5) extending the stay in the Bed & Breakfast at the Facility twice a calendar year for one day as a gift (excluding long weekends and holidays).
  - 6) a dedicated VIP in-room welcome amenities during each stay at Villa Park MED & SPA and Głęboćzek Vine Resort & Spa,
  - 7) cosmetic or physiotherapy consultation during each stay at Villa Park MED & Spa and Głęboćzek Vine Resort & Spa,
  - 8) Coffee & Croissant, exclusive access to the lounge and terrace observation deck during stays at No. 4 Residence,
  - 9) guarantee of room availability 48 hours before arrival at No. 4 Residence,
3. The holder of the VIP Card status collects loyalty points according to the conversion rate of 200 points for each PLN 100 spent. Detailed rules for collecting points are set out in § 9.

## **§ 8**

### **[Loyalty points]**

1. The Program Participant purchasing Qualified Services collects loyalty points.
2. The number of purchased loyalty points for the purchase of Qualified Services depends on participant status and amounts to:
  - 1) in the case of the Silver Card status - 100 points for each PLN 100 spent,
  - 2) for the Gold Card status - 150 points for each PLN 100 spent,
  - 3) for the VIP Card status - 200 points for each PLN 100 spent.
- 4) When purchasing vouchers, points are awarded to the person purchasing the voucher. The points are granted when the voucher is redeemed by the recipient.

The person redeeming the voucher is not entitled to receive points for the services provided as part of the voucher.

If the amount is not a full multiple of PLN 100, points are added proportionally, except that only the full number of points is granted. If the calculation gives a decimal part, the number of Points will be rounded down to the nearest whole number, unless the decimal value is greater than or equal to 5, in which case the points will be rounded up.

3. Points are granted after the payment has been made in full.
4. The amount of receivables paid in a currency other than PLN will be converted into PLN before granting the Points. The exchange rate used for conversion on the day of the check-out will be downloaded from the Multidevises database (database with currency and financial information Reuters).

5. If, in the participant's opinion, the number of points granted to them is incorrect, the participant may submit a complaint to the Organizer. The organizer considers the complaint within 14 days.

6. Points cannot be transferred to the account of another Program participant. They have a purely personal character and therefore are not transferable. Points are not a means of payment and have no monetary value. No amount of money can be withdrawn in exchange for Points, even if they have been lost or unused.

## **§ 9**

### **[Discount]**

1. The accumulated Loyalty Points may be used by the Program participant to reduce the following costs of services offered by the Organizer:

1) the cost of the participant's accommodation in a hotel room, and possibly also in a second room in the same facility and on the same date (maximum for two rooms), providing that

i) the participant uses one of these two rooms personally and

ii) a person not participating in the Program stays in the other room,

2) the cost of additional services related to the stay in the Facility, including a mini-bar, telephone, room service, meals and drinks consumed in the hotel bar or restaurant, parking, laundry;

3) the cost of SPA and rehabilitation treatments, as long as the services are provided during the participant's Qualified Service stay at the Facility.

2. A participant wishing to take advantage of the discount should inform the reception of the Facility about it before the termination of the stay. The discount consists on using the Points accumulated by the Program participant loyalty cards as intended to reduce the costs of services purchased by the participant. The conversion rate is 1pt / 5gr.

3. Points are valid for 365 consecutive days from the date on which they are granted. The validity period is extended by 365 days each time the Program participant completes the purchase of a Qualified Service. This means that if the participant does not purchase the Qualified Service during 365 consecutive days, all Points accumulated on their account will expire.

## **§ 10**

### **[Personal data protection]**

1. The data administrator under the Program is MPM Hotele SPA Sp. z o. o. with headquarters in Milanówek, ul. Brzozowa 3, 05-822 Milanówek, KRS: 0000175947, NIP: 529-162-61-19, REGON: 016865236, phone: (22) 380-52-00, e-mail: mpm@mpm.pl.

2. The company has appointed the Data Protection Officer, who is the contact point in all matters related to the security of personal data. Inquiries are to be directed to the following e-mail address: iod@mpm.pl.

3. Personal data is processed on the basis of art. 6 sec. 1 letter a of GDPR and in accordance with applicable law, in order to implement marketing activities regarding own services.

4. The data subjects have the following rights:

a. access to the content of their data;

- b. rectification of data;
- c. deletion or limitation of data processing;
- d. raising an objection;
- e. requesting the cessation of data processing;
- f. withdrawal of the consent at any time, without affecting legal compliance processing which was carried out on the basis of consent before its withdrawal;
- g. filing a complaint to the supervisory authority.

Currently, such complaints can be submitted to the President of the Personal Data Protection Office.

- 5. Providing personal data is voluntary. In the event of failure to provide data, it will not be possible to participate in the Program.
- 6. The data will not be made available to third parties - except for companies that participate in the processing (on the basis of a contract signed with the Administrator and in accordance with their instructions). Authorized institutions may be recipients of data by the power of law.
- 7. Consent to data processing is valid until their revocation.

## **§ 11**

### **[Final Provisions]**

- 1. The Organizer reserves the right to modify these Regulations at any time.
- 2. The modified version of the Regulations take effect 14 days from the date of its publication on the website [mpmhotelespa.pl](http://mpmhotelespa.pl).