



3HB LOVERS LOYALTY PROGRAMME REGULATION

3HB LOVERS is the 3HB Hotels & Resorts loyalty programme that aims to recognize and reward the trust and preference of the guests for the units of the group.

1. TERMS AND CONDITIONS

- a. The subscription to the 3HB LOVERS programme is free and allowed to all persons over 18 years old.
- b. After the customer subscribe the programme and accept the respective terms and conditions, it will be assigned and sent by email a lifetime virtual card and its number.
- c. The generated member card is only virtual, not having any characteristic of debit or credit, and serving only for the correct identification of the members.
- d. The participation and benefits of the programme are personal and non-transferable and can't be transferred to third parties.
- e. In accordance with the Data Protection and Privacy Policy in force, which may be consulted online at www.3hb.com, and as a condition of joining the 3HB LOVERS Loyalty Programme, the member expressly authorizes the computerised processing of the respective personal data (name, date of birth, country and email) for the purposes of information, promotion and communication of 3HB Hotels services and offers, and is able to exercise their rights to personal data protection and privacy at any moment through the email address dpo@3hb.com.
- f. 3HB Hotels & Resorts has the right to change or cancel the 3HB Lovers programme's terms, conditions and benefits at any time, without prior notice and with no responsibility to programme members.
- g. If the customer does not agree to these terms and conditions, may cancel the membership via email to lovers@3hb.com.

2. BENEFITS

- a. 10% discount over the available rates ("Flexible" and "Non-Refundable") on all bookings made directly with the hotel - through the Reservations Department (by phone or email) or the website www.3hb.com.
- b. Special offers created exclusively for members of the 3HB LOVERS programme. These offers will only be communicated by email.
- c. Extension of all the advantages of the 3HB LOVERS programme to the family and friends of the virtual card holder (reservation request must be done by the holder himself).
- d. First-hand access to all our news and exclusive information.

3. CONDITIONS OF USE OF THE BENEFITS

- a. The member shall always mention the member condition, under the penalty of not being assigned the respective advantages. To do so, the member must identify itself with the email address or member number.
- b. The discounts and/or advantages of the programme are not retroactive neither are cumulative with other campaigns or promotions, unless expressly stated in the campaigns in question.
- c. All bookings are subject to the deposit/guarantee, payment and cancellation policies of the rate with which they are made.