

# Maxx Royalty Card

## Loyalty Card Terms of Use

- The discount rates specified in the program are not applicable during the Early Booking period.
- Silver, Gold, Platinum, and Black Card holders benefit from an extra 5% discount in addition to the existing Early Booking discounts.
- Card categories are determined based on accommodation expenses made after 01.01.2012, excluding services or additional expenses outside of room charges.
- Accommodation discounts are applicable for direct bookings through Maxx Assistant (444 62 99) or **www.maxxroyal.com**.
- Royalty Card privileges and discounts are exclusively for guests staying at Maxx Royal Resorts. Guests not staying at the resort cannot benefit from these discounts and privileges. Physical stay at the facility is necessary for the amount to be credited to your account.
- The discounts and privileges offered within the scope of the loyalty program are exclusively for the use of the membership holder. They cannot be used or transferred by third parties, including family members. In order for the discount to be valid, the membership holder must physically and continuously stay in the relevant room throughout the entire reservation period.
- Visit the **Maxx Royalty** page to explore the advantages provided by your card at the resorts.
- In case of discrepancies related to card status, the figures recorded by the relevant facility will be considered accurate.
- The accommodation amount for the cardholder cannot be combined, transferred, or assigned with another stay.
- The total paid amount is processed in the same manner for all guests staying in the room, regardless of the payer.
- If the accommodation reservation was made in a currency other than Turkish Lira, membership calculations are made in Euro. Afterwards, it is not possible to retroactively calculate based on Turkish Lira; all transactions continue in Euro. For currency conversion, the Central Bank's buying rate on the check-in date is taken as the basis.
- Guests eligible for a Royalty Card must be at least 18 years old on the day of allocation. Card calculations are not made for guests under 18 years old.
- For guests aged 18 and above, the card calculations will be based on the limits in place at the time of calculation.
- First-time Royalty Card holders or those upgrading to a higher card status can start enjoying the benefits of their new card on their next vacation
- Any changes to card eligibility limits will apply to all guests equally as of the announced date. Please, visit the **Maxx Royalty** page for the latest limit details.
- All guests staying at the facility are eligible to receive a card number, with physical cards given to the primary guest upon room reservation.
- The privileges of the Royalty Card may vary depending on the seasonal concepts at our resorts.
- All guests who are entitled to receive a Royalty Card are deemed to have accepted the terms of participation use outlined here.
- If you prefer not to be part of the loyalty program, you can request the cancellation of your card by sending an e-mail to **member@maxxroyal.com**. We'll process your request within 3 days at the latest and provide confirmation via e-mail.
- The privacy of your personal data is important to us. You can access our Privacy Policy and Data Protection Policy **here**.

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**In case of unauthorized use of the card beyond the terms of use, Maxx Royal Resorts reserves the right to immediately suspend, lower the level or cancel the card with or without notice, as well as make changes to the specified discount rates or card benefits with or without notice.**

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