

ROYALTY BY MAXX ROYAL LOYALTY PROGRAMME

MEMBERSHIP TERMS AND CONDITIONS

- These Royalty by Maxx Royal Loyalty Programme Membership Terms and Conditions ("Membership Terms and Conditions") set out the procedures and principles governing the membership process for the loyalty programme established and defined by Maxx Royal Resorts, which aims to offer various discounts, benefits and privileges to guests who meet the Royalty by Maxx Royal participation criteria, in accordance with the terms specified under the programme;
- 'Member' refers to a natural person who has reached the age of 18, has been accepted into the Royalty by Maxx Royal Loyalty Programme by giving explicit consent under the Law on the Protection of Personal Data No. 6698 and by accepting these Membership Terms, and whose membership registration has been created or approved by Maxx Royal Resorts.
- Guests eligible for a loyalty card are required to have reached the age of 18 by the date the card is issued. No loyalty points are awarded to guests under the age of 18.
- The Loyalty Programme is provided for personal use only; the membership number and login details belong to the member. Maxx Royal Resorts accepts no liability for the sharing of these details with third parties, including first-degree relatives, or for any resulting damage.
- The discounts and benefits provided under the Loyalty Programme may not be used for commercial purposes, resold, marketed or used in connection with any commercial activity. Maxx Royal Resorts reserves the right to terminate membership immediately if such use is identified.
- The discount rates specified in the programme apply outside the Early Booking period.
- Silver, Gold, Platinum and Black Card holders benefit from an additional 5 per cent discount on top of the discounts available during Early Booking periods.
- Card categories have been determined on the basis of accommodation expenses incurred after 01.01.2012. Services or additional expenses other than room charges are not taken into account.
- Loyalty card calculations for all our guests are made exclusively using the euro exchange rate. The expenses of guests who have previously stayed with us using a different currency are converted to euros using the Central Bank's buying rate on the day of check-in.
- The total accommodation charge paid is allocated equally to all guests staying in the room; regardless of which guest paid for the stay.
- Accommodation discounts are valid for direct bookings made via the Maxx Royal Resorts Holiday Assistant (444 90 60) or at <https://www.maxxroyal.com/>.
- Guests who are getting a loyalty card for the first time or upgrading to a higher card tier can enjoy the benefits of the card on their next holiday.
- Loyalty card benefits and discounts are valid only for guests staying at Maxx Royal Resorts. Guests who are not staying at one of our resorts cannot benefit from these discounts and privileges. You must physically stay at one of our resorts for the amount paid to be credited to your account.
- The discounts and benefits offered under the loyalty programme are for the cardholder's use only. They may not be used by third parties, including family members, and/or transferred to others. For the discount to be valid, the cardholder must actually stay in the relevant room without interruption for the duration of the booking.
- You can visit the Royalty by Maxx Royal page to learn about the benefits your card offers at our resorts.
- In the event of any dispute regarding card status, the rate specified by the accommodation provider shall be deemed correct. Membership status, membership tier, discount rates, accommodation charges, membership transactions, calculations and all other matters relating to the Loyalty Programme shall be determined on the basis of Maxx Royal Resorts' electronic records, booking system records, CRM records, accounting records and other digital system records and these records shall constitute conclusive evidence between the parties.
- The cardholder's accommodation charge cannot be combined with another stay, nor can it be transferred or assigned.
- Card calculations for guests aged 18 or over will be based on the limits in effect on the date the calculation is made.

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- Should there be any changes to card earning limits, these changes will apply equally to all guests without exception from the announced date. Please visit the Royalty by Maxx Royal page for more detailed information on the current limits.
- The benefits offered by Royalty by Maxx Royal may vary depending on the summer and winter season concepts implemented at the resorts.
- All guests who are eligible to become loyalty cardholders are deemed to have accepted the terms and conditions of participation and use set out in this document.
- Guests who do not wish to join the loyalty programme may contact us at Member@maxxroyal.com to request cancellation of their card.
- Membership will be cancelled within 3 days at the latest, and a confirmation will be sent to the email address provided.
- In the event that Maxx Royal Resorts detects any use of the loyalty card that contravenes its terms and conditions, it reserves the right to immediately suspend, downgrade or cancel the card, with or without notice, and to amend the specified discount rates or card benefits, with or without notice.
- Maxx Royal Resorts reserves the right to amend, suspend or terminate the Loyalty Programme, card tiers, membership criteria and methods, earning limits, discount rates, benefits, promotions and other terms and conditions of the programme, in whole or in part, for commercial, operational, legal or technical reasons. Unless otherwise stated, these changes shall take effect from the date of announcement. Members may not make any claims for compensation, damages, loss of profit or any other rights arising from the termination or modification of the programme.
- In the event that Maxx Royal Resorts determines that a membership account has been used for purposes other than those intended, has been used by third parties, has been used to take unfair advantage of membership benefits, has involved the provision of misleading information, has involved the exploitation of system vulnerabilities, or has been used in a manner contrary to the programme's objectives, it may, without the need for any prior notice or warning, suspend the membership, downgrade the card status, cancel the membership, reclaim any discounts and benefits provided, and demand the return of all benefits obtained unlawfully. Maxx Royal Resorts reserves the right to claim compensation for any and all losses arising in this context.
- The discounts, benefits and other privileges offered under the Loyalty Programme do not entitle members to any acquired rights. Maxx Royal Resorts reserves the right to amend, restrict or withdraw these benefits at any time.
- In the event that an incorrect status, points, discount or benefit is assigned to a membership account due to systemic, technical, software, communication or human error, a calculation error, a data transmission error or similar causes, Maxx Royal Resorts reserves the right to make the necessary corrections, revoke any incorrectly assigned benefits and amend membership records without prior notice. The member may not, on this basis, make any claim for rights or compensation.
- Members are obliged to ensure that their membership details are correct, complete and up to date. Maxx Royal Resorts shall not be held liable for any failure to benefit from membership privileges or for any losses that may arise as a result of incorrect, incomplete or out-of-date information.
- **Maxx Royal Resorts reserves the right to suspend or terminate a member's Royalty by Maxx Royal membership without prior notice should the member be deemed unsuitable for admission to the premises or should the provision of accommodation services be refused. Upon termination of membership, all rights, discounts and privileges granted to the member shall automatically cease. The member's personal data will be retained only to the extent necessary, subject to any retention obligations arising from applicable legislation; personal data processed for the purposes of administering the membership programme will be deleted, destroyed or anonymised in accordance with the relevant legislation.**
- We take the privacy of your personal data seriously; you can access our Data Protection and Privacy Policy prepared in this regard [here](#).