



REGULATIONS

SEA PORTO HOTEL REWARDS PROGRAM

1. TERMS AND CONDITIONS

1.1. The SEA PORTO HOTEL Loyalty Program was designed to grant benefits to SEA PORTO HOTEL customers through direct bookings via the official website;

1.2. All individuals over 18 years of age can join the loyalty program and will be assigned a registration number;

1.3. Participation in and benefits of the program are personal and non-transferable; they cannot be assigned to a third party for any reason whatsoever;

1.4. The Member must keep their contact details and profile updated in the dedicated area on the official website, <https://www.seaportohotel.com>. They may cease their participation at any time by notifying the hotel unit or the aforementioned email address in writing, 30 days prior to the effective date;

1.5. Members gain access to WHITE level benefits upon subscribing to SEA PORTO REWARDS;

1.6. Members only gain access to BLUE and GOLD level offers after reaching the total number of nights announced to upgrade their level;

1.7. Nights are counted after check-out, and it takes at least 48 hours to update the member's profile;

1.8. The number of nights counted for level upgrades after the first stay is valid for 36 months.

2. OBTAINING BENEFITS

2.1. The Loyalty Program grants its Members, as a basic benefit, entry into the WHITE category;

2.2. In addition to those already listed in the previous points, benefits are not accumulated when bookings arise from the situations listed below:

2.2.1. Bookings with special conditions for groups, even if invoiced individually;

2.2.2. Bookings with Corporate conditions, even if invoiced individually;

2.2.3. Bookings that were not made directly through the website <https://www.seaportohotel.com/>;

2.2.4. Counted bookings will only be valid if made in the member's name, with their presence, and are valid for companions and children under 18 years of age;

2.3. If a specific booking is not associated with the member's profile, they may request its association in writing with a copy of the proof up to 90 days after check-out via email to comunicacao@seaportohotel.com.

3. BENEFITS AND ADVANTAGES

3.1. The SEA PORTO benefits are listed below, and all SEA PORTO REWARDS members have access to them, regardless of their current level:

3.1.1. Exclusive rates;

3.1.2. 10% discount at the Deck Bar;

3.1.3. No date restrictions for enjoying benefits;

3.1.4. Customer Birthday Offer;

3.1.5. Free Wi-Fi;

3.1.6. Completely free membership;

3.1.7. Exclusive email for members: comunicacao@seaportohotel.com;

3.1.8. Room nights will be counted through direct bookings on the official website.

3.2. WHITE: Initial level upon profile creation:

3.2.1. 12% discount when booking directly on the official website <https://www.seaportohotel.com/>;

3.2.2. Free internet access;

3.2.3. 10% discount at the Deck Bar;

3.2.4. Customer Birthday Offer: a bottle of sparkling wine (37.5cl) and chocolate brownie.

3.3. BLUE: 15 nights:

3.3.1. 15% discount when booking directly on the official website
<https://www.seaportohotel.com/>;

3.3.2. Free internet access;

3.3.3. 10% discount at the Deck Bar;

3.3.4. Customer Birthday Offer: a bottle of sparkling wine (37.5cl) and chocolate brownie;

3.3.5. Late check-out until 2 PM, subject to availability;

3.3.6. Early Check-in, subject to availability.

3.4. GOLD: 25 nights:

3.4.1. Level upgrades mean the direct discount increases, and you'll gain access to new advantages;

3.4.2. 17% discount when booking directly on the official website
<https://www.seaportohotel.com/>;

3.4.3. Free internet access;

3.4.4. 10% discount at the Deck Bar;

3.4.5. Customer Birthday Offer: a bottle of sparkling wine (37.5cl) and chocolate brownie;

3.4.6. Late check-out until 3 PM, subject to availability;

3.4.7. Early Check-in, subject to availability;

3.4.8. Priority check-in;

3.4.9. Room category upgrade (Premium Room or Suite), based on availability at check-in;

3.4.10. Reserved parking, subject to availability;

3.4.11. Complimentary welcome drink at the Deck-Bar.

4. MAKING A BOOKING USING THE SEA PORTO REWARDS DIRECT DISCOUNT

4.1. When a SEA PORTO REWARDS Loyalty Program Member wishes to use the direct discount they are entitled to, which varies with their level, they must log in to their profile and make the booking on the official website <https://www.seaportohotel.com/>;

4.2. When a SEA PORTO REWARDS Loyalty Program Member wishes to use the bar services and their respective discount, a prior reservation at the hotel reception is required;

4.3. Any change or cancellation of a booking made using SEA PORTO REWARDS benefits is subject to the hotel unit's change and cancellation policy.

5. ROOM NIGHT VALIDITY CONDITIONS

5.1. Room nights are considered for SEA PORTO REWARDS tier benefits for 36 months. If no stays are made at SEA PORTO HOTEL after 36 months, the member automatically reverts to the WHITE level.

6. COMMUNICATIONS TO MEMBERS

6.1. Communications with SEA PORTO REWARDS Loyalty Program Members may be made via:

6.1.1. SMS

6.1.2. Email

7. PROGRAM CANCELLATION AND CHANGES

7.1. SEA PORTO HOTEL reserves the right to cancel or amend the conditions of the SEA PORTO REWARDS Loyalty Program, in part or in full, at any time, committing to make its best efforts to promptly inform Members about the content and effective date of the changes;

7.2. SEA PORTO HOTEL will disclose all cancellation or amendment situations referred to in the previous point on its official website: <https://www.seaportohotel.com/>;

7.3. In case of cancellation of the SEA PORTO REWARDS Program, any credited room nights held by Members will be automatically cancelled, without right to compensation, and cannot be converted into cash or any other form of recompense;

7.4. SEA PORTO HOTEL reserves the right to cancel the participation of Members who improperly use their benefits, particularly when there is a breach of these Regulations.

8. ERRORS AND COMPLAINTS

- 8.1. SEA PORTO HOTEL is not responsible for lost mail or postal delays and reserves the right to change benefit policies, descriptions, or promotional material sent to Members;
- 8.2. Any Member complaint regarding the use of benefits must be submitted to the respective hotel unit or in the dedicated area on the official website: <https://www.seaportohotel.com>, attaching the stay invoice or other supporting document for the complaint;
- 8.3. The deadline for submitting a complaint regarding benefits is 3 months, counted from the check-out date, after which this right expires.

9. DATA PRIVACY AND APPLICABLE LAW

- 9.1. In accordance with applicable law, and inherent to their participation in the SEA PORTO REWARDS Loyalty Program, the Member expressly authorizes that the personal data they provide or that is collected during the provision of services by SEA PORTO HOTEL be collected and processed by the unit;
- 9.2. The data processing referred to in the previous point is intended for the management and operation of the program, specifically regarding Member support, the sending of commercial information (via email, mobile phone, telemarketing, or mail) about the hotel unit's products and services;
- 9.3. The Member may, at any time, exercise the rights provided for in the Personal Data Protection Law, specifically regarding access, rectification, cancellation, and opposition, by doing so in writing to the postal address of SEA PORTO HOTEL or by sending an email to the address provided on <https://www.seaportohotel.com>, identifying themselves and stating the subject of their request;
- 9.4. The terms and conditions of the program are governed by Portuguese law, and any disputes relating to their interpretation and application will be resolved by the Courts of the District of Matosinhos, with express waiver of any other jurisdiction;
- 9.5. You can consult our complete data protection policy, available on our website at <https://www.seaportohotel.com>.

CONTACT DETAILS AND INFORMATION

Address: Av. D. Afonso Henriques, 354, 4450-009 Matosinhos

Phone: (+351) 227 667 877

Email: hotel@seaportohotel.com

Opening Hours: Monday to Friday, 9 AM to 6 PM