AnyósPark
The Mountain & Wellness Resort
selection

Terms & Conditions

How the programme works

AnyósPark The Mountain & Wellness Resort wants to reward its most loyal customers by a loyalty programme designed for them: AnyósPark Selection.

The aim of this programme is to reward guests who book a stay at our hotel/aparthotel, subject to certain terms and conditions, allowing them to enjoy additional benefits depending on their membership tier. For this reason, different membership tiers are available, exclusively for bookings made directly through our website, anyospark.com.

AnyósPark will use the information provided through the programme for the benefit of the customer and only to assign them to the appropriate membership tier. We reserve the right to revoke membership and hold accountable any member who misuses the programme or breaches any of our rules.

Programme participation

To become a member of AnyósPark Selection, the following conditions must be met:

1. Individuals aged 18 or over who have correctly completed the online registration form may apply to join the programme.
2. All mandatory fields in the registration form must be completed with the required information to access the programme.
3. There is no charge for joining or subscribing to the programme.
4. Each customer may have only one user account, which is strictly non-transferable.
5. Each booking may be linked to only one programme member, who must be the owner in that booking.
6. Registration will be considered complete once the welcome email has been sent. In the event of an error or issue with the form, customers may contact info@anyospark.com.
7. Membership may be cancelled directly through the loyalty programme.
8. All customers start at the Basic tier and may progress up to the fourth and highest tier, Gold.
9. Bookings made through travel agencies or other platforms are not eligible for the programme. Likewise, customers who are not registered members cannot access its benefits, even if they meet the eligibility requirements.
10. The programme features and membership tiers may be modified. Any changes will be communicated in advance.

Programme benefits & advantages

Our programme consists of four membership tiers. Users may progress to a higher tier provided they meet the conditions outlined below. To enjoy the benefits associated with their booking, all users must first log in to the loyalty section of our website.

Prior registration in the programme is essential to enjoy its benefits. Stays are counted from the first booking and accumulated over a maximum period of two years.

- **Basic Tier:** Sign up and become part of AnyósPark Selection. From that moment onwards, all your bookings will count towards helping you reach the next tier.

- **Classic Tier:** Customers who have enjoyed a minimum of 6 nights at AnyósPark within the last two years.
- **Silver Tier:** Customers who have enjoyed between 7 and 12 nights at AnyósPark within the last two years.
- **Gold Tier:** Customers who have enjoyed more than 12 nights at AnyósPark within the last two years.

Programme conditions & exceptions

Booking discounts for each membership tier are applied when customers view their preferred room or apartment in the booking engine. If they are not registered or have not logged in, they will not be able to view the benefits correctly, and the system will display the rates applicable to customers who are not members of the programme. Discounts cannot always be combined with other promotions or offers; the specific terms and conditions of each offer must be checked.

Additional parking spaces at the resort may be requested using the booking confirmation email. Customers may request one additional parking space (Tier Silver) or two additional parking spaces (Tier Gold), in addition to the complimentary parking space provided to all customers who book directly through our website.

Late check-out is always subject to prior request and must be discussed with Reception during the stay. We recommend asking about late check-out the day before departure. Whenever availability allows, the request will be accommodated.

The birthday gift varies according to the membership tier:

- **Classic:** Cava and chocolates.
- **Silver:** Cava and chocolates, plus a 25-minute massage.
- **Gold:** Champagne or wine, chocolates and a 25-minute massage

Discounts on treatments at our OXI wellness centre cannot be applied to our promotional packages. Guests may consult the treatment menu upon arrival, or we can send it by email so that the appropriate discount can be applied to the relevant rates. All massages are subject to appointment availability at the beauty centre. The discount may be used only once per booking and per person.

Discounts at Pic Negre, the resort shop specialising in mountain and ski equipment, apply to equipment purchases or rentals during the guest's stay. The discount may be used only once per booking.

Data Protection and Amendments

Members registered with AnyósPark Selection consent to the processing of their personal data in accordance with the scope and terms set out in our Privacy Policy: https://www.anyospark.com/

This policy provides information on how members can exercise their rights of access, erasure, restriction of processing and rectification of their personal data, as well as their right to object to the processing of such data.

For any other questions or enquiries regarding the programme, members may contact to: info@anyospark.com, which will provide them with as much information as possible. Enquiries may also be made through the programme itself.