



REGULATIONS

1. TERMS AND CONDITIONS

- 1.1. The Altis Club Loyalty Program was created to grant benefits to Altis Hotels clients through direct bookings made via the official website.
- 1.2. All individuals over the age of 18 may join the club and will be assigned a registration number.
- 1.3. Participation in the program and the corresponding benefits are personal and non-transferable and may not be assigned to any third party under any circumstances.
- 1.4. Members must keep their contact and profile information updated in the dedicated area of the official website – www.altishotels.com – and may terminate their participation at any time by notifying any participating hotel unit or the aforementioned email address in writing, at least 30 days prior to the desired termination date.
- 1.5. Members gain access to Silver level benefits upon joining the Altis Club.
- 1.6. Members only gain access to Gold and Platinum level offers once they reach the required number of nights to progress to the next level.
- 1.7. Nights are credited after check-out, and at least 48 hours are required for the member profile to be updated.
- 1.8. The number of nights credited for level progression after the first stay remains valid for 12 months.

2. EARNING BENEFITS

- 2.1. The Loyalty Program grants its Members, as a base benefit, registration at the Silver level.
- 2.2. In addition to the points listed above, benefits do not accumulate in the following cases:

- 2.2.1. Bookings made under special group conditions, even if invoiced to an individual.
- 2.2.2. Bookings made under Corporate conditions, even if invoiced to an individual.
- 2.2.3. Bookings not invoiced in the name of the registered member. If the reservation is under another name, it will not be counted.
- 2.2.4. Bookings not made directly through the website www.altishotels.com.
- 2.2.5. Only reservations made in the member's name, with the member present during the stay, will be valid. Benefits also apply to accompanying guests and children under 18 years old.
- 2.3. If a reservation is not automatically linked to the member's profile, the member may request it in writing, attaching proof of stay, within 90 days after check-out, by email to reservations@altishotels.com.

3. YOUR BENEFITS AND ADVANTAGES

- 3.1. Altis benefits are listed below, and all Altis Club members have access to them regardless of their level:
 - 3.1.1. Early check-in and late check-out (subject to availability on the check-in date);
 - 3.1.2. 10% discount at Altis Hotels F&B outlets – except alcoholic beverages at Restaurante Feitoria;
 - 3.1.3. Exclusive amenities.
 - 3.1.4. Room category upgrade (subject to availability);
 - 3.1.5. Complimentary Wi-Fi;
 - 3.1.6. No joining fee.
 - 3.1.7. Room nights will be credited only for bookings made directly through the official website.
- 3.2. Silver – Entry level when you create your profile:
 - 3.2.1. 10% discount on direct bookings via www.altishotels.com.
 - 3.2.2. Complimentary internet access.
 - 3.2.3. 10% discount at any Altis Hotels F&B outlet – except alcoholic beverages at Restaurante Feitoria.
- 3.3. Gold – 15 nights:
 - 3.3.1. 15% discount on direct bookings via www.altishotels.com.
 - 3.3.2. Complimentary internet access.

3.3.3. 10% discount at any Altis Hotels F&B outlet – except alcoholic beverages at Restaurante Feitoria.

3.3.4. Early check-in | Late check-out – subject to availability.

3.3.5. Room service orders without service fee.

3.3.6. Welcome drink at the hotel bar.

3.3.7. Room category upgrade, subject to availability upon check-in.

3.4. Platinum – 30 nights:

3.4.1. Level progression grants higher discounts and access to new advantages.

3.4.2. 20% discount on direct bookings via www.altishotels.com.

3.4.3. Complimentary internet access.

3.4.4. 10% discount at any Altis Hotels F&B outlet – except alcoholic beverages at Restaurante Feitoria.

3.4.5. Early check-in | Late check-out – subject to availability.

3.4.6. Room service orders without service fee.

3.4.7. Welcome drink in the hotel bar.

3.4.8. Room category upgrade, subject to availability upon check-in.

4. HOW TO REDEEM YOUR ALTIS CLUB DIRECT DISCOUNTS

4.1. When a member wishes to use the direct discount applicable to their level, they must log in to their account and make the reservation through the official website – www.altishotels.com.

4.2. To benefit from restaurant discounts, the member must make a prior reservation at the Reception of any Altis Hotel.

4.3. Any modification or cancellation of a booking made using Altis Club benefits is subject to the modification and cancellation policy of each hotel unit.

4.4. The modification and cancellation policies are defined according to the specific conditions of each Altis Hotels Group property and must be available to Members at the time of booking.

5. VALIDITY PERIOD FOR ROOM NIGHTS AND INVOICING

- 5.1. Room nights booked on the website are counted toward Altis Club tier benefits for a 12-month period. If no stays occur within 12 months, the member will automatically revert to Silver level.

6. COMMUNICATION WITH MEMBERS

- 6.1. We may communicate with members of our Altis Club Loyalty Program by:

6.1.1. **SMS**

6.1.2. **E-mail**

6.1.3. **Newsletter** (via e-mail)

7. CANCELLATION OF AND CHANGES TO THE PROGRAMME

- 7.1. The Altis Hotels Group reserves the right to cancel or amend, in whole or in part, the terms of the Altis Club Loyalty Program at any time, undertaking to make every effort to promptly inform Members of the content and effective date of such changes.
- 7.2. The Altis Hotels Group also reserves the right to establish specific rules for the Altis Club Loyalty Program, depending on the country or geographic area where it applies.
- 7.3. All situations of cancellation or amendment referred to above will be disclosed on the official website – www.altishotels.com.
- 7.4. In the event of termination of the Altis Club Loyalty Program, any room nights credited to Members will be automatically cancelled, with no right to compensation, and may not be converted into cash or any other form of reimbursement.
- 7.5. The Altis Hotels Group reserves the right to cancel the participation of Members who misuse their benefits, namely in the event of non-compliance with the provisions of this Regulation.

8. ERRORS AND COMPLAINTS

- 8.1. The Altis Hotels Group accepts no responsibility for the loss or delay of correspondence and reserves the right to modify point policies, descriptions, or promotional material sent to Members.
- 8.2. Any Member complaint regarding the credit or use of points or other benefits must be submitted to the relevant hotel unit or through the dedicated area on the official

website – www.altishotels.com – attaching the invoice of the stay or other supporting documentation.

- 8.3. The deadline for submitting a complaint regarding the credit of points is three months from the check-out date, after which the right to claim expires.

9. DATA PRIVACY AND APPLICABLE LAW

- 9.1. In accordance with applicable law, and as part of participation in the Altis Club Loyalty Program, the Member expressly authorizes that the personal data provided or collected during the provision of services by the participating hotel units be collected and processed by any company within the Group.
- 9.2. The data processing referred to above is intended for the management and operation of the program, including Member service, and for sending commercial information by email, telephone, telemarketing or mail, regarding products and services of the participating hotel units and the Altis Hotels Group, as well as those of third parties related to the leisure, tourism, and hospitality sectors.
- 9.3. The Member may, at any time, exercise the rights established by the Personal Data Protection Law, including access, rectification, erasure, and opposition, by writing to the postal address of the Altis Hotels Group or sending an email through the address provided at www.altishotels.com, identifying themselves and specifying the subject of their request.
- 9.4. The terms and conditions of the program are governed by Portuguese law, and any disputes regarding their interpretation or application shall be resolved by the Courts of the District of Lisbon, with express waiver of any other jurisdiction.

The complete Data Protection Policy is available on our website at <https://www.altishotels.com/politica-privacidade/>

CONTACT DETAILS AND INFORMATION

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