



## REGULATIONS

### 1. TERMS AND CONDITIONS

- 1.1. The Altis Club Loyalty Programme was designed to give benefits to Hotel Altis guests who book directly on our official website.
- 1.2. Anyone aged 18 or over may join the club and will receive an account number upon registering.
- 1.3. Programme membership and benefits are personal and non-transferable and may not be passed on to third parties under any circumstances.
- 1.4. Once you become a member, you must keep your contact details up to date in the special area provided for the purpose on our official website: [www.altishotels.com](http://www.altishotels.com). You may cancel your membership at any time by contacting us in writing, in person at any of our hotels or by e-mailing us at the address provided, no later than 30 days before the date on which you wish the cancellation to take effect.
- 1.5. After you have joined the Altis Club, your membership will entitle you to the benefits of our Silver level.
- 1.6. You will only be eligible for our Gold and Platinum level offers after reaching the total monetary value booked on our website or the number of nights required to advance to the next level.
- 1.7. Nights will be posted to your account after check-out. Please allow a minimum of 48 hours for your member profile to update.
- 1.8. After your first stay, the number of nights accrued towards moving up a level will remain valid for 12 months.

### 2. HOW TO OBTAIN YOUR BENEFITS

- 2.1. Our entry level for loyalty programme members is Silver.

- 2.2. Apart from those already listed previously, benefits will not accrue in the case of bookings made under the circumstances listed below:
- 2.2.1. Bookings made under special conditions for groups, even if invoiced individually.
  - 2.2.2. Booking made under corporate conditions, even if invoiced individually.
  - 2.2.3. Bookings that are not invoiced in your own name. If an individual booking is made in a name other than your own, member benefits will not accrue.
  - 2.2.4. Bookings that were **not** made directly on our website [www.altishotels.com](http://www.altishotels.com).
  - 2.2.5. For bookings to count towards your membership level, they must be in your name, and you must be present; they are valid for your travelling companions and children under the age of 18.
- 2.3. If a given booking has not been associated with your member profile, you may ask us to do this for you by e-mailing us with proof of your stay no later than 90 days after checking out. Please send your e-mail to: [marketing@altishotels.com](mailto:marketing@altishotels.com).

### **3. YOUR BENEFITS AND ADVANTAGES**

- 3.1. All Altis Club members are entitled to the benefits listed below irrespective of their level in the programme:
- 3.1.1. Early check-in and late check-out (subject to availability).
  - 3.1.2. Ten percent discount at Altis Hotels F&B outlets.
  - 3.1.3. Exclusive amenities.
  - 3.1.4. Category upgrade (subject to availability).
  - 3.1.5. Free WiFi.
  - 3.1.6. No joining fee.
  - 3.1.7. Benefits will be calculated on the basis of bookings made directly on our official website and will take into account either room nights or the total monetary value booked on the official website, whichever amount is reached first.
- 3.2. Silver – Entry level when you create your profile:
- 3.2.1. Ten percent discount when you make a booking directly on our official website [www.altishotels.com](http://www.altishotels.com).
  - 3.2.2. Free internet access.
  - 3.2.3. Ten percent discount at any Altis Hotels F&B outlet, except for the Feitoria Restaurant.

### 3.3. Gold – 15 nights:

- 3.3.1. Fifteen percent discount when you make a booking directly on our official website [www.altishotels.com](http://www.altishotels.com).
- 3.3.2. Free internet access.
- 3.3.3. Ten percent discount at any Altis Hotels F&B outlet, except for the Feitoria Restaurant.
- 3.3.4. Early check-in | Late check-out – subject to availability.
- 3.3.5. Free delivery for room service orders.
- 3.3.6. Welcome drink in the hotel bar.
- 3.3.7. Category upgrade, subject to availability at check-in.

### 3.4. Platinum – 30 nights:

- 3.4.1. Moving up a level will entitle you to a higher direct discount and new advantages.
- 3.4.2. Twenty percent discount when you make a booking directly on our official website [www.altishotels.com](http://www.altishotels.com).
- 3.4.3. Free internet access.
- 3.4.4. Ten percent discount at any Altis Hotels F&B outlet, except for the Feitoria Restaurant.
- 3.4.5. Early check-in | Late check-out – subject to availability.
- 3.4.6. Category upgrade, subject to availability at check-in.
- 3.4.7. Free delivery for room service orders.
- 3.4.8. Welcome drink in the hotel bar.
- 3.4.9. Category upgrade, subject to availability at check-in.
- 3.4.10. Private airport shuttle - subject to availability.

## 4. HOW TO REDEEM YOUR ALTIS CLUB DIRECT DISCOUNTS

- 4.1. If you would like to take advantage of the direct discount that you are entitled to as a member of our Altis Club Loyalty Programme, you should log into your profile on our official website – [www.altishotels.com](http://www.altishotels.com) – and make your booking there. Please note that discounts vary depending on your membership level.
- 4.2. If you would like to take advantage of the discount on food and beverage services that you are entitled to as a member of our Altis Club Loyalty Programme, please book in advance by contacting Reception at any Altis Hotel.

4.3. Any changes to, or cancellations of, bookings made using Altis Club benefits are subject to each hotel's policy on changes and cancellations.

4.4. Policies on changes to, and cancellations of, bookings are determined in line with the specificities of each Altis Hotel Group hotel, which should be made available to you at the time of booking.

## **5. VALIDITY PERIOD FOR ROOM NIGHTS AND INVOICING**

5.1. Room nights and/or the total monetary value of bookings made on our website count toward Altis Club benefit levels for a period of 12 months. If there is no activity in your Altis Club account for a period of 12 months, your membership level will automatically revert to Silver.

## **6. COMMUNICATION WITH MEMBERS**

6.1. We may communicate with members of our Altis Club Loyalty Programme 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 change the conditions of the Altis Club Loyalty Programme, in whole or in part, at any time. Every effort will be made to inform members promptly about the content of any changes and the date on which they take effect.

7.2. Similarly, the Altis Hotel Group reserves the right to create specific rules for the Altis Club Loyalty Programme, in accordance with the country or other geographical area to which they apply.

7.3. In the event of any cancellations or changes as referred to above, the Altis Hotels Group will publish the details on its official website – [www.altishotels.com](http://www.altishotels.com).

7.4. In the event of cancellation of the Altis Club Loyalty Programme, any room night credits that you have accrued will be cancelled automatically. No compensation will be due, and the credits may not be exchanged for cash or any other form of compensation.

- 7.5. The Altis Hotels Group reserves the right to cancel your membership in the event of misuse of your benefits, in particular in cases of non-compliance with these Regulations.

## **8. ERRORS AND COMPLAINTS**

- 8.1. The Altis Hotels Group declines liability for correspondence going missing or being delayed in the post and reserves the right to change its points policy, descriptions or promotional materials sent to members.
- 8.2. If you have a complaint about your points credits and their use or about the use of other benefits, please contact the hotel in question or use the special area provided for the purpose on our website, [www.altishotels.com](http://www.altishotels.com), attaching the invoice for your stay or other documentation in support of your complaint.
- 8.3. Complaints regarding points credits must be lodged no later than three months after your check-out date. Complaints made after this time will not be entertained.

## **9. DATA PRIVACY AND APPLICABLE LAW**

- 9.1. Pursuant to applicable law and inherently to your membership of the Altis Club Loyalty Programme, you expressly consent to the personal data that you provide us with, or which are collected during the course of the services provided to you by our participating hotels, being collected and processed by any of the Group's member companies.
- 9.2. The data processing referred to in the previous paragraph is intended for the management and operation of the programme, namely with regard to serving members and sending marketing information about the products and services offered by the hotels participating in the programme and the Altis Hotels Group in general, by e-mail, mobile phone, telemarketing or post, and also about products and services provided by third parties, particularly those related to the leisure, tourism and catering sectors.
- 9.3. You may exercise your rights as provided for by the Personal Data Protection Law at any time, namely regarding access, rectification, cancellation and opposition, by sending a letter to the Altis Group's postal address or by sending an e-mail to the

address provided on our website, [www.altishotels.com](http://www.altishotels.com), identifying yourself and explaining the matter in question.

9.4. The terms and conditions of the programme are governed by Portuguese law and any disputes regarding their interpretation and application will be resolved by the courts of the judicial circuit of Lisbon, to the exclusion of all others.

9.5. You may read our full data protection policy on our website at <https://www.altishotels.com/politica-privacidade/>

## **CONTACT DETAILS AND INFORMATION**

Address: Rua Castilho, 11 | 1269-072 Lisbon

Telephone: +351 213 106 025/000

E-mail: [marketing@altishotels.com](mailto:marketing@altishotels.com)

Office hours: Monday to Friday, 9 am to 6 pm