MIRAMAR CLUB

LOYALTY PROGRAMME REGULATIONS

1. TERMS AND CONDITIONS

1.1. The Miramar Club Loyalty Programme has been created to provide exclusive benefits to guests of Hotéis Miramar for direct bookings made through the official website (www.miramarnazarehotels.com).

1.2. Membership is open to all individuals aged 18 years or older, who will be assigned an individual membership registration number upon enrolment.

1.3. Membership and Programme benefits are strictly personal, non-transferable, and may not be assigned to third parties.

1.4. Members must keep their contact details and profile up to date in the dedicated member portal on the official website. Members may terminate their participation at any time by written notice submitted to any participating hotel property or sent via email to reservas@grupomiramar.pt.

1.5. Members are granted Silver tier status immediately upon enrolment in the Miramar Club.

1.6. Gold and Platinum tier status are unlocked only after achieving the required number of qualifying room nights.

1.7. Room nights are credited following check-out, requiring a minimum processing period of 48 hours for profile updates.

1.8. Room nights accumulated towards tier progression remain valid for 24 months counting from the first stay.

2. EARNING OF BENEFITS AND ELIGIBILITY

2.1. Joining the Programme confers entry-level Silver tier benefits as a baseline.

2.2. The following reservations are strictly excluded from room night accumulation and Programme benefits:

2.2.1. Group bookings with special group rates or contracted conditions, even if invoiced individually;

2.2.2. Bookings contracted under Corporate rates or corporate agreements, even if invoiced individually;

2.2.3. Reservations not invoiced in the registered Member's name;

2.2.4. Reservations booked through channels other than the official website (www.miramarnazarehotels.com);

2.2.5. Reservations are valid only when booked in the Member's name and accompanied by the Member's personal stay, with benefits extendable to accompanying guests and dependent children under 18 years of age.

2.3. If an eligible reservation is not automatically credited to the Member's account, the Member may submit a retroactive credit request within 90 days of check-out by emailing proof of stay to reservas@grupomiramar.pt.

3. MEMBERSHIP TIERS AND BENEFITS

3.1. General Benefits:

- Direct booking discounts: Silver 5% | Gold 7% | Platinum 10%;
- Early check-in and late check-out, subject to availability;
- Best rate guarantee;
- Direct contact line with the hotel for special requests;
- Free enrolment.

3.2. Silver (Entry Tier): 5% direct discount on direct reservations completed through the official website.

3.3. Gold (≥ 7 nights): 7% direct discount + complimentary early check-in / late check-out, subject to hotel availability.

3.4. Platinum (≥ 15 nights): 10% direct discount + complimentary early check-in / late check-out, subject to hotel availability.

4. BOOKINGS UTILIZING DIRECT MEMBER DISCOUNTS

4.1. To apply the member discount, the Member must log in to their account profile and book directly through the official website.

4.2. Booking modifications or cancellations are governed by the specific policies of each respective hotel unit.

4.3. Current modification and cancellation policies are displayed on the official website during the reservation booking flow.

5. VALIDITY OF ROOM NIGHTS

5.1. Room nights remain valid for tier maintenance and tier progression for a period of 24 months. If no qualifying stays occur within this 24-month window, the Member automatically reverts to Silver status.

6. MEMBER COMMUNICATIONS

6.1. Programme-related notices and communications may be transmitted via SMS, email, or newsletter, in compliance with applicable legislation governing personal data protection and electronic communications.

7. PROGRAMME MODIFICATIONS AND TERMINATION

7.1. Grupo Miramar reserves the right to modify, suspend, or terminate the Programme, committing to notify Members in advance of such changes.

7.2. Country- or region-specific rules and conditions may be established where appropriate.

7.3. Any amendments to these terms will be published directly on the official website.

7.4. In the event of Programme termination, accumulated room nights will be cancelled without entitlement to monetary compensation or damages.

7.5. Grupo Miramar reserves the right to terminate the membership of any Member found to be misusing or abusing Programme privileges.

8. DISCREPANCIES AND INQUIRIES

8.1. Grupo Miramar accepts no liability for communication failures or delays beyond its reasonable control.

8.2. Inquiries or claims regarding member benefits must be filed at a hotel property front desk or via the contact channels published on the official website, accompanied by relevant supporting documentation.

8.3. Claims regarding room night calculation and crediting must be submitted within 3 months of the relevant check-out date.

9. DATA PRIVACY AND APPLICABLE LAW

9.1. Members' personal data is processed in strict compliance with applicable data protection legislation and the Grupo Miramar Privacy Policy.

9.2. Personal data collected upon enrolment and account management is intended for account administration, benefit allocation, and relationship management. Commercial and promotional communications are dispatched subject to applicable legal bases and consent requirements.

9.3. Members may exercise their statutory rights under data protection laws by written request directed to Grupo Miramar via the contact channels provided on the official website.

9.4. The comprehensive Privacy Policy is available on the official website of Hotéis Miramar.

CONTACT DETAILS & INFORMATION

Channel	Information
Address	Rua Abel da Silva nº 36, 2450-060 Nazaré, Portugal
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Email	reservas@grupomiramar.pt