

# TERMS AND CONDITIONS FRIENDS OF AMRÂTH LOYALTY PROGRAM

## ARTICLE 1 GENERAL

- 1.1.** These terms and conditions apply to the Friends of Amrâth loyalty program, as active in all of the hereafter called participating hotels.
- 1.2.** The Friends of Amrâth loyalty program (hereinafter Friends of Amrâth program) rewards its participating guests by awarding savings on the Friends of Amrâth membership card. The program aims to strengthen the relationship between its guests and the participating Amrâth hotels and strives to create loyalty to the brand Amrâth Hôtels.
- 1.3.** All hereafter called Amrâth hotels participate in the Friends of Amrâth program, as well as the hotels owned by Amrâth Hôtels, but operated under the flag of Best Western and Tulip Inn.  
Participating hotels are: Amrâth Hotel Alkmaar, Amrâth Grand Hotel Frans Hals Haarlem, Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus Scheveningen, Amrâth Hotel Lapershoek Hilversum, Amrâth Hotel Belvoir, Amrâth Hotel Brabant Breda, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur, Amrâth Hotel DuCasque, Best Western Eindhoven, Tulip Inn Hilversum Mediapark, Tulip Inn Heerlen City Centre.
- 1.4.** These Terms and Conditions supersede all previously released Terms and Conditions and can be customized by Amrâth Hôtels at any time.

## ARTICLE 2 FRIENDS OF AMRÂTH MEMBERSHIP

- 2.1.** Only individuals of 18 years and older may register as a member of the Friends of Amrâth program and each individual may only maintain one account.
- 2.2.** Savings will only be granted on spending by individual guests and per individual visit. Companies or organizations are excluded from participation.
- 2.3.** Every Friends of Amrâth member is responsible for the accuracy of his/her personal data. If changes occur the Friends of Amrâth member is obliged to inform Amrâth Hôtels about the changes that apply.
- 2.4.** Every Friends of Amrâth member will receive an exclusive membership card with barcode.
- 2.5.** Every Friends of Amrâth member is responsible for presenting the Friends of Amrâth membership card at payment. Amrâth Hôtels can never be held responsible for the Friends of Amrâth member's negligence to show the membership card upon payment and therefore missed savings.

## ARTICLE 3 MEMBERSHIP DISCONTINUATION

- 3.1.** A Friends of Amrâth membership account may be closed at the sole discretion of Amrâth Hôtels if no Friends of Amrâth savings are granted or spend during a 12 (twelve) month period. The balance on the Friends of Amrâth card will be devaluated at that time.
- 3.2.** A Friends of Amrâth member may terminate his/her Friends of Amrâth membership at any time. The balance on the Friends of Amrâth card will be devaluated at that time.
- 3.3.** The Friends of Amrâth membership may be revoked or suspended at Amrâth Hotels' discretion if outstanding bills have not been settled at one or more of the participating hotels.

## ARTICLE 4 FRIENDS OF AMRÂTH SAVINGS AND BENEFITS

- 4.1.** A Friends of Amrâth member is entitled to savings worth of 5% of the total value of spending on accommodation, restaurant, bar and/or wellness per visit. Amrâth Hôtels can, however, change this percentage at any time.
- 4.2.** A Friends of Amrâth member can claim savings over every self-consumed hotel stay (at eligible rates as described in article 4.5) or self-consumed restaurant, bar and/or wellness spending (up to € 250,-). For accumulated or shared bills the following applies: only over the spending of the Friends of Amrâth member his/her self, savings will be granted.
- 4.3.** Charges from third parties are not eligible for Friends of Amrâth credit.

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- 4.4.** Friends of Amrâth savings cannot be exchanged for savings from other loyalty programs and the other way around. Friends of Amrâth savings cannot be exchanged for cash.
- 4.5.** All individual room rates are eligible for Friends of Amrâth savings, all group rates are not qualified.
- 4.6.** Friends of Amrâth savings cannot be claimed for reservations or spending before the membership has officially took effect.
- 4.7.** Only the Friends of Amrâth member his/her self can save on his/her Friends of Amrâth membership card. Friends of Amrâth savings that is claimed by two or more Friends of Amrâth members will only be granted to one Friends of Amrâth member.
- 4.8.** Only the spending on the room the Friends of Amrâth member is staying in his/her self is eligible for Friends of Amrâth savings.
- 4.9.** Friends of Amrâth savings can be used as method of payment in all participating as mentioned in article 1.3.
- 4.10.** Friends of Amrâth savings is awarded upon check-out or payment. It is the sole responsibility of the Friends of Amrâth member to ask for savings upon check-out or payment. Claims will not be honored retrospectively.
- 4.11.** Friends of Amrâth savings, after it has just been granted, can be spent during a following stay.
- 4.12.** Amrâth Hôtels has the right to debit the card of a Friends of Amrâth member that has received savings as a result of fraud.
- 4.13.** The balance on the Friends of Amrâth card is valid until 1 year after the last spending or granting of savings on the card.
- 4.14.** Friends of Amrâth savings is only owned by the Friends of Amrâth member his/her self and is not transferable by name. Only in case of death, the savings will be transferable to a legal spouse.
- 4.15.** The exclusive member right to cancel room reservations free of charge can be used by the Friends of Amrâth member to cancel a room reservation outside the terms that have been determined by the hotel without being charged. However the cancellation should be made before 24.00 hrs on the night of arrival. Cancellations made after 24.00 hrs on the night of arrival or cancellations will be considered as no show. This exclusive member right is not applicable on non-refundable and prepaid rates and in our five star hotels.
- 4.16.** The exclusive member right of the free welcome drink applies to every visit with overnight stay in one of the Amrâth Hôtels. For a separate visit to one of the wellness outlets of Amrâth Hôtels this benefit is excluded.

## ARTICLE 5 SPENT FRIENDS OF AMRÂTH SAVINGS

- 5.1.** Friends of Amrâth members can use the savings on the card as a method of payment for all accommodation, restaurant, bar and/or wellness spending in all participating hotels as listed in article 1.3.
- 5.2.** In case of loss of a Friends of Amrâth member card, one of the participating hotels should be contacted immediately, so the card can get blocked. Upon presentation of a valid ID, the outstanding savings can be transferred to a new membership card.

## ARTICLE 6 PERSONAL DATA PROTECTION

- 6.1.** To keep the Friends of Amrâth member up to date, Amrâth Hôtels will regularly inform her members about the Friends of Amrâth program, but not limited to the outstanding balance, information relating to the administrative settlement, marketing material of Amrâth Hôtels regarding special offers, promotions and products, of which Amrâth Hôtels believes can be interesting for the Friends of Amrâth members.
- 6.2.** As a participant in the Friends of Amrâth program, the Friends of Amrâth member has consented to receive all the aforementioned issues. The Friends of Amrâth member may at any time revoke his/her consent to such direct marketing activities.

## ARTICLE 7 LIABILITY

- 7.1.** Amrâth Hôtels made all reasonable efforts to provide accurate and actual information on the Friends of Amrâth program on her website and in related promotional printed advertising. Amrâth Hôtels cannot be held responsible for any kind of damage as a result of the use, the inability of use of website or related promotional printing, or for damage due to incorrect or incomplete information on website or promotional printing. All information on website and in related promotional printing is subject to typing, printing and typesetting errors.
- 7.2.** Amrâth Hôtels will not provide compensation in case of loss or theft of the Friends of Amrâth membership card, complaints about the details, service or unclear disclosure.