



hotels and resorts with a new attitude

REGULATIONS

TERMS AND CONDITIONS

1. The Attitude Card Loyalty Programme, which offers rewards to clients of the group's hotels.
2. Anyone aged 18 or over may join the club. Members will receive a card and a membership number.
3. Participation in the programme and rewards earned are personal and non-transmissible, and may not be assigned to a third party under any circumstances.
4. Members must always keep their contact details and profile updated in the Members' area of the site - www.altishotels.com and may cancel their membership at any time simply by submitting a written request to that effect to any of the hotels belonging to the programme or to the e-mail address provided, no later than 30 days prior to the date on which they wish their membership to cease.
5. Under no circumstances may points credited to an Attitude Card Loyalty Programme Member's account be exchanged for cash, vouchers or any other reward not mentioned in these regulations.

CONDITIONS OF USE - LOYALTY CARD

1. The card provided under this Attitude Card Loyalty Programme is personal and non-transmissible and is the property of the Altis Hotels Group.
2. In the event that the card is lost or mislaid more than twice, a charge of €25 will be made for the issue of subsequent cards. Alternatively, the equivalent amount in points may be deducted from the Member's account.

3. Members will be issued with a personalised card after they have used their card for the third time in F&B purchases (restaurants and bars) and/or spent three stays (on non-consecutive dates) in group hotels.

REWARDS

1. The Attitude Card Loyalty Programme works by awarding Members 1 (one) point for every euro (less VAT or applicable equivalent tax) spent on accommodation, food and beverages.
2. When exclusive and periodic campaigns, sales drives and promotions are being run, bonus points will be awarded to Attitude Card Loyalty Programme Members who sign up for them. These offers may be of various kinds and the relevant information will be made available on the Members' Area of the website www.altishotels.com, as well as by e-mail, SMS or newsletter.
3. In permanent campaigns, direct bookings on websites and www.altishotels.com will target allocation of bonus points and or direct discount from the administration of the Attitude Card Loyalty Program.

CONDITIONS OF USE - REWARDS

1. When booking or using Attitude Card Loyalty Programme rewards, Members must always provide identification, their membership number or other form of identification whenever these are requested by an Altis Hotels Group employee.
2. Members must have a minimum balance of 150 points in their account to be able to redeem them for invoices payments.

EARNING POINTS

1. Members will earn points on the basis of what they spend on accommodation, food and beverages, as long as these are paid for at the time of booking, during the stay, at check-out or after consumption. Points may be awarded on other specific occasions, in accordance with the relevant information made available on the website or elsewhere.
2. Members will be credited with 1 (one) point for each euro (€) spent on accommodation or F&B (in hotel restaurants and bars). Points are then converted to a monetary value at the rate of 5%. As an example, a Member who spends €100 on accommodation will automatically

earn 100 points. When these are converted at the rate of 5%, this means the Member will have €5 to spend on subsequent accommodation and/or food and beverages at Altis Hotels properties.

3. Points earned will only be available for use 48 hours (maximum) after the qualifying stay or purchase.
4. The points referred to in paragraph 1 above will not be awarded under the following circumstances:
 - a. Stays for which points have been used. Where the points used are insufficient to cover the entire cost of the stay, points will be awarded for the excess amount paid directly;
 - b. Banquets (banquets are understood to mean company dinners and others of a similar nature) which are invoiced to someone other than the Loyalty Programme Member;
 - c. Function room hire;
 - d. Payment of services used in group hotels but provided by third party suppliers (e.g. spa services, hairdresser, Kids Club, Stores, Boutiques and others);
 - e. Group stays booked and invoiced to someone other than the Loyalty Programme Member.
 - f. Tips to any member of Altis Hotels staff
 - g. City Tax of Lisbon
 - h. Paid outs at any Altis Hotels (it being understood by paid out, spent on Taxis, Transfers, Pharmacy or other similar nature).
5. Points shall be awarded to Attitude Card Loyalty Programme Members only in respect of their own expenditure and that of their children under the age of 18 years. The awarding of points for other guests' stays, even when they are relatives of the Member in question, is strictly forbidden.
6. In the case of stays by Members which are paid for by a third party, points will only be awarded for services paid for directly by the Member in question (e.g. bar and restaurant).

REDEEMING POINTS FOR BOOKINGS

1. Attitude Card Loyalty Programme Members must book in advance when they want to redeem points for accommodation or restaurant services.
2. The Programme entitles Members to redeem all or partial the points they have earned in the Altis Hotels.

3. Changes made to bookings within the applicable permitted time period will mean that any points used for the booking in question will be transferred to the new booking. However, the date of awarding of the points will continue to be the original one and not the altered one.
4. Amendments to or cancellations of bookings for which points have been used are subject to the Amendment and Cancellation Policy of the individual hotels and may result in the points used for the booking not being returned, in which case they will be deducted from the Member's account by the hotel in question.
5. Booking Amendment and Cancellation Policies vary from hotel to hotel within the Altis Hotels and should always be available to Members at the time of booking.

VALIDITY PERIOD FOR REDEEMING POINTS

1. Club points are valid for a period of 24 months starting on the date on which they were awarded.
2. In the event of non-use by Members during a period of 24 months, whether in respect of situations where they would earn points or redeem them, all the points remaining in the account will expire on the date on which the aforementioned 24-month period ends.
3. The Altis Hotels reserves the right to apply different validity conditions to points awarded during promotions, campaigns, sales drives or through the "voucher" system.

COMMUNICATION WITH MEMBERS

1. Communication with Attitude Card Loyalty Programme Members may be by:
 - a. **SMS**
 - b. **E-mail**
 - c. **Newsletter** (by email)

CANCELLATION AND AMENDMENTS TO THE PROGRAMME

1. The Altis Hotels reserves the right to cancel or amend the conditions of the Attitude Card Loyalty Programme, in whole or in part, at any time, undertaking to make every possible effort to inform Members promptly of the relevant details and the date on which the changes will come into effect.

2. The Altis Hotels also reserves the right to create specific rules for the Attitude Card Loyalty Programme in accordance with the country or other geographical region where it is operating.
3. The Altis Hotels will divulge every situation of cancellation or amendment referred to in the above paragraphs on its website.
4. In the event of cancellation of the Attitude Card Loyalty Programme, points held in credit by Members will be automatically cancelled. Members will not be entitled to compensation for cancelled points, nor may these be converted into cash or any other kind of compensation.
5. The Altis Hotels reserves the right to cancel the membership of Members who use their credit and rewards improperly and specifically whenever non-compliance with these regulations is detected.

ERRORS AND COMPLAINTS

1. The Altis Hotels responsibility for lost correspondence or for delays in the postal system and reserves the right to amend its points policy, descriptions or promotional materials sent to members.
2. Any complaint by an Attitude Card Loyalty Programme Member about credits and the redemption of points, or about the use of other rewards, must be submitted in writing to the relevant hotel or through the Members' Area of the website - www.altishotels.com, attaching the bill for the stay in question or other documentation to substantiate the complaint.
3. The validity period for complaints relating to points credit is 3 months from the date of check-out, after which the right to submit a complaint expires.

DATA PROTECTION AND APPLICABLE LAW

1. In accordance with applicable law, and as an inherent requirement for membership of the Attitude Card Loyalty Programme, Members expressly authorise the personal details they provide, or which are gathered during the provision of services by the hotels participating in the programme, to be gathered and processed by any group company.
2. The processing of the details referred to in the previous paragraph is intended for use in the management and operation of the programme, namely with regard to providing Member services, sending information by e-mail, mobile phone, telemarketing or mail about the products and services offered by the hotels participating in the programme and by the Altis

Hotels as a whole, as well as about products and services offered by third parties operating in the leisure, tourism and restaurant sectors.

3. Members may, at any time, exercise their rights under the Personal Data Protection Law, specifically in terms of access, rectification, cancellation and objection, by writing to the Altis Group's postal address or by sending an e-mail to the address provided for the purpose on the website www.altishotels.com (Ref. Data Protection), identifying themselves and explaining the circumstances of their request.
4. The terms and conditions of the Attitude Card Loyalty Programme are governed by Portuguese Law and any disputes arising out of their interpretation or performance shall be decided by the courts of the Judicial Circuit of Lisbon, to the express exclusion of all others.

CONTACT DETAILS AND INFORMATION

Address: Rua Castilho, 11 | 1269-072 Lisboa

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Opening hours: Monday to Friday, 09.00am-06.00pm