



'Friends of Adventor Club' - General Terms and Conditions

1. the definition of the loyalty programme

Adventor Hotel Ltd (hereinafter referred to as Adventor) has established a multi-level loyalty programme (hereinafter referred to as 'Friends of Adventor Club') for its loyal guests. Registration for the programme will be possible from 24 April 2024 via the interface on the Adventor website. After registering for a personal account, members of the 'Friends of Adventor Club' (hereinafter referred to as 'Club Members') will receive immediate discounts and points based on the value of their direct bookings. The points are credited within a few days of departure and can be redeemed on a subsequent booking. Additional discount offers are also available on a regular basis.

2. Who can become a member of the 'Club of Friends of Adventor'?

Any natural person who registers on the Adventor website by providing their name and email address accepts the General Terms and Conditions and the Privacy Policy and confirms their registration by sending a confirmation email to the email address provided.

3. What are the benefits?

- Registered guests will have their own account where they can track their reservations and requests for offers after entering their login details (email address and unique password).
- Family members can speed up the online check-in process by entering their details.
- Online bookings made on the Adventor website after logging in will receive an immediate discount.
- 10% of the total value of all bookings made on Adventor's own website will be credited to the guest's account in the form of points, which can be used for a future booking.
- Immediately after registration, 5,000 bonus points will be credited to the member's account.
- When redeemed, 1 point = 0,0025 € can be used.
- The points received can be redeemed up to a maximum of 30% of the value of direct bookings.
- Extra bonus points are awarded for entering a birthday, billing address and first family member.
- Extra discounts from Adventor's own services.
- Adventor may periodically send special promotional offers to members of the "Friends of Adventor Club".



- The use of points is not compulsory, guests may choose to accumulate points, which can be used to achieve a next higher Club Member status for greater discounts. It is also possible to invite users who are not yet members of the "Friends of Adventor Club" to join the "Friends of Adventor Club". If the invitee registers and books online, the Inviter will receive extra bonus points at the same time as the points credited to the Inviter on departure.

4. User account

- You can create a user account by entering your name, e-mail address and password.
- The password must be at least 8 characters long and contain a capital letter and a number.
- If you forget your password, a notification will be sent to the e-mail address you provided when registering, allowing you to set a new password.
- Once you have logged in, you will immediately see the details you entered during registration, your current Club Member level and the points you can use.
- It is possible to change the data at any time.
- In the account you can see your previous offers and bookings, as well as the total value of your bookings.
- Individual promotional offers are also periodically available in the account.

5. The procedure for collecting points

- The guest logs in to his/her own account created on the Adventor website.
- He/she books the desired room type for the period. The confirmation will then include the reward points for the booking and the immediate discount.
- You pay the deposit included in the confirmation.
- You arrive at the hotel and pay the balance on departure.
- Upon check-out, the points for the stay will be credited and the Club Member will be notified by e-mail. Points will be awarded for services ordered in advance and included in the confirmation.
- Points can be credited to a registered Club Member for a maximum of 3 rooms per stay, subject to the Club Member's simultaneous presence at the hotel.

6. Points exchange procedure

- Guest logs in to their account created on the Adventor website.
- He/she books the desired room type for the period. During the reservation process, the system automatically calculates the total number of points that can be redeemed for the reservation, based on the value of the reservation and the points available. This can be up to 30% of the total amount.

- The system will always offer the highest points redemption that can be automatically granted during the booking process and this cannot be changed. However, the guest can choose not to use the points available and continue to accumulate them.
- If a guest has redeemed a frequent guest point during the booking but the booking is later cancelled, the points can be reused with the original expiry date. They are manually credited, so it may take a few days.

7. „Friends of Adventor Club” szintek és kedvezmények

LEVEL	BRONZE	SILVER	GOLD	GOLD VIP
Accesses	Registration	The level can be purchased after entering the Bronze level, for 80 000 points.	The level can be purchased after you have entered the Silver level, for 150 000 points.	The level can be purchased after you have entered the Gold level, for 100 000 points.
Available points for bookings	100 points for every €2.50 (for total in advance confirmed amount) will be credited after departure	100 points for every €2.50 (for total in advance confirmed amount) will be credited after departure	100 points for every €2.50 (for total in advance confirmed amount) will be credited after departure	100 points for every €2.50 (for total in advance confirmed amount) will be credited after departure
Point value	100 points = 0,25€	100 points = 0,25€	100 points = 0,25€	100 points = 0,25€
Validity of the points	730 days after crediting	730 days after crediting	730 days after crediting	730 days after crediting
How many points can be redeemed	Max. 30% of the value of the booking	Max. 30% of the value of the booking	Max. 30% of the value of the booking	Max. 30% of the value of the booking
Discount achievable	Immediately 10% of the value of the booking	Immediately 15% of the value of the booking	Immediately 20% of the value of the booking	Immediately 20% of the value of the booking
Additional bonus point	Bonus points for completing the data	Bonus points for completing the data	Bonus points for completing the data	Bonus points for completing the data

8. Validity of Loyalty Points

The validity of the registration points received upon joining the Loyalty Programme is subject to the

730 calendar days from the date of registration.



- The points received when making a booking are valid for 730 calendar days from the date of crediting.
- Bonus points are valid for 180 days.
- Validity is based on the use of the points, i.e. you must book within the validity period after the points have been credited.
- Before expiry, an automatic message will be sent to the guest informing them of the expiry date and amount of points. After the expiry date, the points can no longer be used.

9. Duration of the loyalty programme, termination of membership

- Registration is for an unlimited period.
- The guest may withdraw from the "Friends of Adventor Club" at any time upon request, and a confirmation e-mail will be sent within 24 hours.
- If the guest has not used their account for at least 730 days: no points will be collected or redeemed, Adventor may cancel the participant. In any case, the Adventurer will inform the guest in writing.
- Upon termination of membership, all points earned and all data entered in the account will be deleted.

10. Other conditions

- Adventor reserves the right to change the eligibility and level of discounts in the programme
- The Adventor reserves the right to unilaterally terminate the program by giving 30 days written notice to members. After the 30 days, no loyalty points can be accrued and any points available can be used for a further 180 days.
- Adventor" is not liable for any damage caused by the sharing of account details.
- Only loyalty points from one account per booking can be used per booking, multiple loyalty points can be used per account.
- Points from multiple accounts cannot be combined.
- A Club member can book up to 3 rooms with his/her own account with an immediate discount
- and up to 3 rooms will be credited with frequent guest points.



11. Consumer protection, data protection

Adventor attaches great importance to the protection of personal data in its activities. In all cases, it processes the personal data provided in compliance with the applicable legislation, ensures their security, takes the technical and organisational measures and establishes the procedural rules necessary to comply with the applicable legislation.

The Adventor summarises its policy on data processing in a specific Privacy Policy, which is permanently available at <https://adventorhotels.hu/adatvedelmi-tajekoztato> and whose content it acknowledges as binding. The Privacy Policy related to "Friends of Adventor Club" can be found at https://zcms.hu/adventorhotels2hu/tartalom/loyalty/adatkezelese_en_loy-1.pdf

12. Contact us

For more information about the "Friends of Adventor Club" hospitality programme, please contact the Adventor Sales

sales team.

Contact: loyalty@adventorhotels.hu +36 94 801 600

13. Szolgáltató adatai

Cégnév: Adventor Hotel Kft.

Székhely: 9740 Bükfürdő, Golf út 4.

Cégjegyzékszám: 18 09 114181

Adószám: 27290431-2-18

Számlavezető bank neve: MBH Bank Nyrt.

Bankszámlaszám: 1030 0002 1315 3029 0001 4900

IBAN: HU80 1030 0002 1315 3029 0001 4900

SWIFT: MKKBHUHB