

Mátyás Király Medical and Wellness Hotel Loyalty program

Dear guests!

We are pleased to inform you that as of 15.06.2022, our Frequent Guest program has been transformed, and a new modern Loyalty program promising more discounts has been introduced under a completely new set of conditions.

Below you can find information about the operation of the new system, the conditions and rules for entering the system, and the composition and extent of the discounts.

The former regular guest program will be terminated at the same time as the introduction of the new loyalty program, so our existing regular guests also need to register to enter the new discount system, but we will honor their previous discounts depending on the regular guest level.

GENERAL RULES

- registration in the loyalty program is by name and can only be a member of a natural person, it is not transferable, the guest whose name is registered must always have a reservation and stay at the hotel at that time (both when redeeming points and collecting points)
- the hotel only uses the data provided during registration for its own purposes
- during registration, a separate user page is created, through which discounts obtained in the loyalty program, previous bookings, unique offers, etc. are visible
- 5 points are automatically credited during online registration, for which additional points can be collected during bookings and can even be used on the first booking
- in the future, we will credit points based on the pre-ordered package price for all bookings made in the future, which can be used for future bookings
- within the loyalty program, if the predetermined conditions are met, loyalty levels can be reached, at which levels they will be entitled to increasingly higher package discounts and extra discounts
- discounts and points can only be used for bookings made directly at the hotel, and points are only valid for accommodation booked at the hotel
- the validity period of the points is 365 days (the minimum time elapsed between 2 bookings), if more time passes between two bookings, the points are reset to zero and the discount system is canceled

RULES FOR THE USE OF THE LOYALTY PROGRAM

- the loyalty discount cannot be combined with other promotions, coupons, nor can it be used when booking through an intermediary, it can only be understood and deducted from the prices on the website operated by the hotel
- collection of points is only possible after the amount actually paid by the regular guest, cannot be validated in the case of payment by voucher or by booking in another system
- points can be used to pay a maximum of 5% of the booking amount (refund amount) (10% in the case of Gold level), points can only be used when using accommodation, when redeeming 1 point = HUF 100

- The collection of points and the discount system can be applied to a maximum of 3 hotel units (room, family room). If you want to book more rooms, please let our sales colleagues know and we will help you make the reservation. In case of bookings of more than 3 rooms, the hotel reserves the right to unilaterally cancel the points and discounts for the extra rooms in the Loyalty Program.

POINTS FOR REGULAR GUESTS

Our former regular guests who register in the new system (a condition for maintaining regular guest status) will of course not lose their rights to previously acquired discounts. After registration and review of their regular guest status, they will be reclassified to the loyalty level according to the new system. The system is valid from 15.06.2022. Confirmations sent before this date, which were classified according to the old system, will not change, the discounts according to the old system will be deducted.

Our frequent guest program valid before 15.06.2022 is being transformed, therefore we honor the loyalty of our previous regular guests with bronze, silver, gold and diamond cards in the following way in our new loyalty system:

Our Bronze card guests (guests who have booked our hotel directly less than 5 times, or our regular guests at a higher level who have not stayed directly in our hotel for 3 years): after registration, they will be placed in the Bronze category

Our Silver card guests : after registration, they will be in the Silver category

Our Gold Card guests: after registration, they will be in the Silver category and an extra 50 points will be credited

Diamond card guests : after registration, they will be placed in the Gold category

Discounts are credited after registration according to eligibility.

Through the system, you can track your points, your reservations and your level in the discount system.

THE LEVELS OF OUR LOYALTY PROGRAM AND THE RELATED DISCOUNTS

"Start" level:

After registration, our guest automatically arrives at the starter level, in which case a credit of 10 points that can be spent immediately appears on his account. You are not yet entitled to an accommodation discount.

"Bronze" - level

In the event that you reach the Bronze level after completing the registration of a total booking of at least HUF 150,000 and receive additional bonus points for leveling up. At this level, you are already entitled to a 3% accommodation discount and you can also use a 3% discount on our services that can be selected at the time of booking.

"Silver" level

In the event that a total of 3 reservations with a minimum value of HUF 1,000,000 have been made, the Silver level will be reached and additional bonus points will be awarded. At this level, you are already entitled to a 6% accommodation discount and you can also use a 6% discount on our services that can be selected at the time of booking. You will also be entitled to extra discounts:

- 10% discount on the services of the wellness department
- 10% discount on restaurant consumption
- 50% discount for early arrival and late departure depending on availability

"Gold" level

- In the event that a total booking of at least HUF 2,000,000 has been made, the Gold level will be reached and additional bonus points will be awarded. At this level, you are already entitled to an 8% accommodation discount and you can also use an 8% discount on our services that can be selected at the time of booking. You will also be entitled to extra discounts:
- 15% discount on the services of the wellness department
- 10% discount on restaurant consumption
- free early arrival and late departure subject to availability

DOWNGRADING IN THE DISCOUNT SYSTEM:

From June 15, 2022, members registered in the Mátyás Király Spa and Wellness Hotel Loyalty Program must be active members, which means that registered participants who do not spend at least 2 guest nights within 730 days will have their points zeroed out and will be transferred to the Bronze level. must be re-collected and re-eligible for promotion.

The regulations of the Mátyás Király Medical and Wellness Hotel Loyalty Program are continuously available at <https://www.matyashotel.hu/kedvezmenyek.html>, the hotel will also publish any changes on this page. The amendment enters into force on the day the amended policy is published on the website. The hotel is entitled to freely change the discounts of the regular guest level at any time.

TERMINATION OF MEMBERSHIP

The Guest can cancel the membership of the Loyalty Program at any time, if he requests it by e-mail at hotel@matyashotel.hu.

The service provider is entitled to terminate the membership of the Guest Loyalty Program:

- if the guest initiates it in writing
- if neither points are collected nor redeemed on the Guest's frequent guest account within 2 years.

- if the guest does not consent to the processing of his data

OTHER CONDITIONS

Our regular guest program is for an indefinite period, but the service provider reserves the right to unilaterally change the participation rights of the Loyalty program.

The Service Provider reserves the right to terminate the Loyalty Program unilaterally, but must notify the members in writing 45 days in advance. Until the deadline expires, the already available points can be used freely, however, additional points can no longer be collected.