



Tisia Loyalty Program - Policies

1. Definition of Tisia Loyalty Program and Regular Guests

The Tisia Hotel & Spa (hereinafter referred to as **Hotel**) has established a tiered Tisia Loyalty Program (hereinafter referred to as **Program**) for its regular individual leisure travellers. Registration for the Program will be open from the 6th of February 2023 on the dedicated interface on the Hotel's website. Upon successful login and confirmation of online registration, participating members will receive immediate discounts on their direct bookings in the so-called regular guest profile. Moreover, additional periodic discount offers are also available.

Only natural persons who register for the Program by entering their name and e-mail address on the dedicated interface on the hotel's website, accepting the Privacy Policy and the Tisia Loyalty Program Policies, and confirming their registration in accordance with the e-mail sent to the e-mail address provided, are eligible to become a regular guest.

Only the registered regular guest is entitled to use the discount provided by the Program for themselves and their fellow guests. The discount may not be transferred to a third party by any means, gift or otherwise.

During each stay, the number of nights spent is automatically recorded by the hotel booking software. The Program only gives discounts for bookings made directly with the hotel (online, in person). Regular guest status is also valid for minor children whose parents meet the above conditions.

2. Loyalty Program levels and discounts

Registered guests will be given their own account, where they can track their reservations and requests for offers after entering their login details (e-mail address and unique password).

Online bookings made on the hotel's website after logging in will be discounted immediately.

Standard level

Requirement: confirmed registration

- HUF 5,000 discount on on-site drinks during your first stay,
- 5% discount on the total amount of the reservation,
- Champagne preserving on arrival in the room for minimum stays of 3 nights as a gift, except for long weekends, holidays and peak periods.
- Access to special offers and promotion codes for regular guests only.

Premium level

Requirement: minimum 20 nights

- 10% discount on the total amount of the reservation,
- Welcome drink on arrival at the Tisia Bar,
- Booking of preferred room - subject to availability,
- 5% on-site restaurant discount (drinks, a 'la carte),
- 5% discount on Tisia Spa* offers (excluding monthly special offers),
- 50% discount on early check-in and late check-out surcharge - subject to availability, by prior arrangement**
- Fruit platter on arrival in the room for a minimum stay of 2 nights as a gift,
- Access to special offers and promotion codes for regular guests only.

Deluxe level

Requirement: minimum 50 nights

- 13% discount on the total amount of the reservation,
- Booking of preferred room - subject to availability,
- Bathrobe and bath towel provided on arrival,
- Possibility of accommodation in a higher category room (subject to availability),
- 10% on-site restaurant discount (drinks, a 'la carte),
- 10% discount on Tisia Spa* offers (excluding monthly special offers),
- 100% discount on early check-in and late check-out surcharge - subject to availability, by prior arrangement**
- Optional preserving*** on arrival in the room for a minimum stay of 2 nights,
- Access to special offers and promotion codes for regular guests only.

* The discount can be applied to the services of Tisia SPA, by agreement with the SPA Reception, see the current SPA services catalogue on the website <https://tisispa.hu/tisia-spa-beauty-szolgalatasok>. Please note that Tisia SPA's monthly special offers, cosmetic products, indirect services, water and land rental equipment are not available.

** Early arrivals and late departures are subject to availability, so please contact the Reception desk no later than the day before arrival/departure. The surcharge discount includes the use of the room and other free services of the hotel. Not available for meals.

The room card expires at 10.00 a.m. on the day of departure and must be extended at the reception desk to use the hotel.

*** Optional preserving: house wine, champagne, welcome accompaniment (cake and soft drinks), romantic offer.

Special offers

Participants in Tisia Loyalty Program give their express consent to the processing of their data by the hotel in connection with their participation in the Program and to the sending of offers and other information to the data subjects by post or other forms of mail, electronic messages. Guests participating in the Loyalty Program may withdraw their consent at any time by giving written notice.

The Loyalty Program discount cannot be combined with other promotions, coupons, cannot be used for bookings made through an intermediary, and can only be understood and deducted from the prices on the hotel's website.

A Regular Guest may book up to 10 nights with an instant discount using his/her own account.

Not applicable for voucher payments or by booking through another booking system.

Days excluded in 2023 when the discount cannot be applied:

- 7, 8 of April
- 28, 29 of April
- 26, 27 of May
- 06, 07, 08 of July
- 20, 21 of October
- 25, 26 of December
- 30, 31 of December

For technical reasons, discounts may not always be applied retroactively.

3. Duration of the Loyalty Program, termination of membership

The registration is for an unlimited period.

From 6 February 2023, registered members of the Tisia Loyalty Program must be active members; it means that registered participants who do not spend a minimum of 4 room nights within 12 months will be downgraded from Premium and Deluxe to Standard.

A registered member or guest may at any time opt out of the Tisia Loyalty Program at any time upon request, and a confirmation e-mail will be sent within 24 hours. Upon termination of membership, the level achieved and all data entered in the account will be deleted.

4. Terms of amendment of the Policies, Other conditions

The Tisia Loyalty Program Policies are continuously available on the Tisia Event Kft. website at www.tisiahotel.hu/loyalty-program. The hotel will also post changes to the Policy on this page. The amendment shall take effect on the date on which the amended Policies are published on the website.

Tisia Event Kft reserves the right to change the eligibility, terms and conditions and the level of discounts in the Program at any time, informing the regular guests on the Hotel's website.

The Hotel reserves the right to terminate the Program or any part of it at any time by giving thirty (30) calendar days' notice to the Regular Guest or by posting such notice on the Hotel's website. Upon termination of the Program, the Hotel will no longer provide the benefits pursuant to the Program.

In the event that the User shares his/her account details and suffers any damage as a result, the Hotel shall not be liable.

Tiszaújváros, 2 May 2023