KAROS SPA
HOTEL

Hotel Karos Spa Loyalty Program

General Terms and Conditions

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Created: February 27, 2025 – Karosinvest Zrt.

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Definition of the Loyalty Program

Our Loyalty Program has been established to reward our individual guests who choose us multiple times and stay with us several times a year. We differentiate four levels in our program: Registration (Jonathan) level - Starking level - Gala level - Golden level. Each level offers unique benefits and discounts to our loyal guests, increasing with each level.

Who Can Join the Loyalty Program?

Anyone who wishes to enjoy discounted stays at our hotel and benefit from the program's advantages in the future. Joining the loyalty program is free of any obligations and only requires registration (name, email address, and confirmation of registration).

What Are the Benefits of Joining?

- Exclusive promotions firsthand – Special promotions for loyal guests.

Personalized Loyalty Account

- A loyalty account is automatically created by providing a name, email address, and password.
- The password must be at least 8 characters long and include at least one uppercase letter and one number.
- If you forget your password, an email will be sent to your registered email address, allowing you to reset it.
- Upon login, you can immediately see the provided details and your current loyalty program level.
- Data modification is possible at any time.
- Your account displays past offers, reservations, and the total value of your bookings.
- Occasionally, special promotional offers are available in the account, and notifications will be sent about them. If you do not wish to receive these notifications, you can unsubscribe in the account settings.

Loyalty Program Levels

JONATHAN Level

- This is the registration level.
- You receive a 5% discount on your booking total.

STARKING Level

- To qualify for Starking membership, you must stay at least 10 nights and spend a minimum of HUF 600,000 on accommodation and half-board services.
- You receive an 8% discount on your booking total.
- You receive a 10% discount on wellness treatments charged to your room bill during your stay.

GALA Level

- To qualify for Gala membership, you must stay at least 30 nights and spend a minimum of HUF 2,000,000 on accommodation and half-board services.
- You receive a 13% discount on your booking total.
- You receive a 10% discount on wellness treatments charged to your room bill during your stay.
- Outdoor parking is free in the green zone.

GOLDEN Level

- To qualify for Golden membership, you must stay at least 60 nights and spend a minimum of HUF 3,500,000 on accommodation and half-board services.
- You receive a 16% discount on your booking total.
- You receive a 10% discount on wellness treatments charged to your room bill during your stay.
- You receive a 10% discount on beverage consumption charged to your room bill during your stay.
- Outdoor parking is free in the green zone.

Validity of the Loyalty Program

- Registration is for an indefinite period.
- Guests may leave the program at any time upon request, and confirmation will be sent via email within 24 hours.

Termination of Membership

- If the guest has not used their account for at least two years.
- If the guest behaves in a manner that negatively affects the hotel's reputation.
- If the guest does not consent to the processing of their data.

Other Conditions

- The percentage discounts available at each loyalty level apply to the current rates, and the loyalty discount cannot be combined with other discounts.
- Hotel Karos Spa reserves the right to modify the benefits, discounts, and additional services associated with each level and will notify loyalty members accordingly.
- Hotel Karos Spa reserves the right to unilaterally terminate the loyalty program.

Additional Provisions

- Our hotel summarizes the provisions regarding personal data processing in its Privacy Policy, which can be accessed at: https://karos-spa.hu/adatvedelmi-nyilatkozat
- Unless otherwise stated in the General Terms and Conditions of the Loyalty Program, the General Terms and Conditions of hotel services apply.

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Contact

For any inquiries regarding the loyalty program, our sales team is available:
Contact: sales@karos-spa.hu, +36 93 542 550