

TERMS AND CONDITIONS OF THE VIP PANORAMA LOYALTY PROGRAM

1. Introductory Provisions

1.1. These Terms and Conditions govern the rules of the **VIP PANORAMA Loyalty Program** (hereinafter referred to as the "Loyalty Program") operated by **Hotel Panorama Trenčianske Teplice, s.r.o.** (hereinafter referred to as "HP"), with its registered office at Nádražná 1902/12, 914 51 Trenčianske Teplice, Slovak Republic.

2. Membership in the VIP PANORAMA Loyalty Program

2.1. Membership in the Loyalty Program is free of charge and voluntary.

2.2. Any natural person over the age of 18 who duly registers in accordance with these Terms and Conditions may become a member of the Loyalty Program.

2.3. Registration for the Loyalty Program may be completed online via the website www.hoteltrenciansketeplice.sk. By confirming the registration, the customer also confirms that they have read, understood and agree to these Terms and Conditions of the Loyalty Program and undertake to comply with them in full, to the extent and under the conditions set out in Article 3 of these Terms and Conditions. The information provided during registration may be updated after logging into the Loyalty Program account.

2.4. Membership becomes effective upon successful completion of the registration process. The customer will be informed of the successful registration by e-mail sent to the address provided during registration.

2.5. A customer may register for the Loyalty Program only once. In the event of an attempt to register multiple times, HP reserves the right to reject the registration.

2.6. HP reserves the right to refuse registration if, during a previous registration, the customer breached these Terms and Conditions or otherwise misused their membership to obtain unauthorized benefits at the expense of HP or other Loyalty Program members.

2.7. The customer will be informed of the rejection of their registration by e-mail sent to the e-mail address provided during registration. If no e-mail address has been provided, the customer will not be notified of the rejection.

2.8. Membership in the Loyalty Program may be terminated by the member at any time, without stating any reason, by written notice sent to Hotel Panorama Trenčianske Teplice, s.r.o., Nádražná 1902/12, 914 51 Trenčianske Teplice, Slovak Republic, or by e-mail or telephone.

2.9. HP reserves the right to unilaterally suspend or terminate membership for the following reasons:

- a) death of the member;
- b) an attempt to create, or the creation of, a duplicate registration;
- c) a material breach of these Terms and Conditions by the member, fraud or an attempt to commit fraud against HP.

3. VIP PANORAMA Loyalty Program

3.1. Collecting and Crediting Points

- a) Members collect points for purchasing services at HP. The basic calculation unit of the Loyalty Program is the **POINT**, which the member earns for every **EUR 50 spent** (1 point = EUR 50 spent). No points are awarded for payments relating to damages caused to HP, statutory and local taxes or fees, or cancellation fees.
- b) Points are credited to the member's account upon payment for accommodation, treatments at the Mellisa Wellness Centre, or food and beverages consumed at the Tília Restaurant.
- c) To receive points for services and products that were not charged to the accommodation account during the stay, the member must present the QR code from their Loyalty Program account to the staff before payment so that the purchase can be registered.
- d) Points will only be credited for stays and services booked and paid for directly by the member. Points will not be credited for stays and services booked and paid for through travel agencies or other intermediaries. However, points may still be earned for services at the Mellisa Wellness Centre and for consumption at the Tília Restaurant.

3.2. Loyalty Program Benefits

- a) Depending on the number of points earned, members are classified into the following Loyalty Program levels:
- Bronze Level** – Assigned to all members upon registration.
- Silver Level** – Point balance corresponding to spending between **EUR 4,000 and EUR 7,999**.
- Gold Level** – Point balance corresponding to spending of **EUR 8,000 or more**.
- b) Depending on the membership level, members are entitled to fixed benefits that may be used during their stay at HP. These benefits may only be used by the cardholder. An overview of the available benefits is accessible after logging into the Loyalty Program account. Members are required to notify HP of their intention to use these benefits when making their reservation.
- c) Members are offered special promotions and discounts, the details of which are available after logging into the Loyalty Program account. These discounts may be redeemed in exchange for accumulated points plus an additional payment in EUR according to the current price list.
- d) Every registered member at the **Bronze Level** is entitled to a **5% loyalty discount** on accommodation. The loyalty discount cannot be combined with other discounts unless otherwise stated. The loyalty discount also applies to surcharges for single occupancy and changes to the type or scope of catering services. The discount is available exclusively for direct bookings (telephone, e-mail or online bookings made through the official website).
- e) Every registered member at the **Silver Level** is entitled to a **10% loyalty discount** on accommodation. In addition, the member receives one **0.7-litre bottle of Champagne**. The loyalty discount cannot be combined with other discounts unless otherwise stated. The loyalty discount also applies to surcharges for single occupancy and changes to the type or scope of catering services. The discount is available exclusively for direct bookings (telephone, e-mail or online bookings made through the official website).
- f) Every registered member at the **Gold Level** is entitled to a **15% loyalty discount** on accommodation. In addition, the member receives a **fruit platter in the room upon arrival**, one **0.7-litre bottle of Champagne**, and **20 minutes of whirlpool access for two persons**. The loyalty discount cannot be combined with other discounts unless otherwise stated. The loyalty discount also applies to surcharges for single occupancy and changes to the type or scope of catering services. The discount is available exclusively for direct bookings (telephone, e-mail or online bookings made through the official website).

3.3. Redeeming Points

- a) The benefits referred to in Article 3.2(b) may be claimed during the member's stay.
- b) To redeem accumulated points for rewards, the member must notify HP before the final settlement of the bill.
- c) The percentage discount applicable to a membership level is considered redeemed when the advance invoice is issued or the online reservation is paid.
- d) If the member does not have sufficient points available at the time of redemption, they are required to pay the financial difference upon settlement.

3.4. Point Expiry Accumulated points remain valid for **500 days** from the date they are credited to the member's Loyalty Program account.

4. Personal Data Protection

- 4.1.** When processing members' personal data, HP complies with **Act No. 18/2018 Coll. on Personal Data Protection**, as amended, **Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR)**, and all related legislation. Information on the processing of personal data is available at www.hoteltrenciansketeplice.sk and at HP's premises.
- 4.2.** By confirming the registration, the member consents to the processing of their personal data to the extent and under the conditions specified in Article 3 of these Terms and Conditions and declares that they have been provided with information regarding the processing of their personal data, their rights and the manner in which those rights may be exercised.

4.3. By confirming the registration, the member also consents to the processing of their personal data for the purpose of receiving newsletters and for marketing purposes.

5. General Provisions of the VIP PANORAMA Loyalty Program

5.1. HP and Loyalty Program members communicate primarily through the following equally valid means:

- telephone,
- e-mail,
- the website www.hoteltrenciansketeplice.sk.

5.2. HP reserves the right to suspend or terminate the Loyalty Program at any time and without stating any reason, even without prior notice. HP undertakes, however, to inform customers and members of such suspension or termination through its website www.hoteltrenciansketeplice.sk.

5.3. HP reserves the right to amend these Terms and Conditions. Every amendment shall indicate its effective date. The current version of the Terms and Conditions is available at www.hoteltrenciansketeplice.sk.

5.4. These Terms and Conditions of the VIP PANORAMA Loyalty Program become effective on **1 July 2026** and fully replace all previous rules and conditions of the Loyalty Program.

Last updated: 1 July 2026