



CLUB TIHANY
RESORT

LOYALTY CLUB TERMS AND CONDITIONS

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LOYALTY CLUB TERMS AND CONDITIONS

Club Tihany Resort operates a multi-tier loyalty programme (the "Programme") for individual guests. Members are entitled to different discount levels based on the number of guest nights completed through direct bookings.

The discount level is determined for each direct booking based on completed guest nights during the two years preceding the booking date. Only direct bookings made through Club Tihany Resort's own online booking system while logged into a registered profile are counted.

1. SCOPE

- 1.1.** These Terms are established by Club Tihany Zrt., operator of the Programme, and set out the conditions of participation, members' rights and the rules for using discounts.
- 1.2.** Club Tihany Resort reserves the right to amend these Terms. Changes will be published on the official website.

2. MEMBERSHIP

- 2.1.** Any natural person aged 18 or over who registers and fulfils these Terms may become a member.
- 2.2.** Participation and collection of guest nights are available only for guests booking directly through the Resort's online booking system while logged into their loyalty profile.
- 2.3. IMPORTANT:** Guest nights and discounts are tracked by the registered email address. Members must log in before each booking and book using the registered email address. If the email address changes, the profile must be updated before booking.
- 2.4.** Discount tiers are determined according to Appendix 1.

3. PERSONAL DATA

- 3.1.** Personal data are processed in accordance with the Resort's Privacy Policy available at clubtihany.hu.
- 3.2.** By registering (or giving separate consent), members agree to receive newsletters about current offers.

4. USE OF DISCOUNTS

- 4.1.** Discounts may only be redeemed during booking through the online booking system after logging into the loyalty profile. Retroactive crediting of nights or discounts is not possible.
- 4.2.** If eligibility cannot be verified, discounts cannot be applied.
- 4.3.** Loyalty discounts cannot be combined with other discounts, promotions, prepaid rates, vouchers or similar offers. They do not apply to intermediary services, parking fees or tourist tax, except for promotions specifically announced for loyalty members.
- 4.4.** A maximum of three rooms may be booked at the discounted rate per membership, provided the member is one of the staying guests.
- 4.5.** Benefits are personal, non-transferable and cannot be exchanged for cash or other benefits.

5. TERMINATION

- 5.1.** The Resort may terminate membership immediately in cases of false information or misuse.
- 5.2.** Members may terminate participation and delete their profile at any time. All accumulated nights and status will be permanently lost.

6. DURATION

- 6.1.** The Programme is established for an indefinite period. The Resort reserves the right to amend or terminate it with prior notice on its website.