

## FAQ

- Who can become a member?

Anyone who is above 18 years old with a valid email address

- Can I register only during my stay?

No, you may register online whenever you wish. If you become a member before or during your stay though, you will be able to collect that stay's points

- Should all my family members sign up?

The card is personal, however only one member, the booking leader, may collect stay's points

- How can I register?

You may register online at the loyalty portal

- Do I earn points for items paid to a hotel department (restaurants, bars etc.) directly in cash?

No. In order to earn points the extras should be charged to your room bill

- What do I need to do to collect my points?

Check the loyalty portal to identify your coming stays. If a future booking is missing then inform us at [reservations@cavozoe.com](mailto:reservations@cavozoe.com)

Inform hotel staff at check-in or during your stay that you are a member of the program

- I am staying in the same room with another member of the Program. Can we both collect points?

No, only one member may receive the accommodation points

- I will have 51K points during my current visit. Will I receive the Gold card during this stay?

Points are credited after departure, so you will receive the Gold card benefits from the following visit

- I have visited the hotel in the past, can I collect for my previous stays, when I was not a member?

No, your account cannot be updated with points for stays that took place prior to your registration

- When will my points be credited to my account?

Your account will be updated up to 14 days after your departure.

- How can I check my account?

You may login to your account and check your updated balance

- After redeeming my points, will I be downgraded?

No, the tier level is based on tier points, while only the base points be redeemed for free nights can

- I made a reservation and paid with points, will I receive points?

No, only paid visits are eligible for earning points

- I did not get all benefits during my stay. Why?

Please note that you may only take advantage of your tier benefits. Most benefits are upon availability and cannot be confirmed in advance

- I have a VIP / Ambassador card and want to stay in my room after 12:00 on departure day? Why am I not able to keep my room?

Although we always try to provide benefits for our elite members, the use of your room (or another room if yours is needed for an arrival) is strictly upon availability.

- I asked for a free night and it was refused. Why?

Your membership is inactive and you need to visit again our hotel in order to reactivate your membership

The Program has a limited number of rooms each night at the hotel for the specific period