

# Zoe's Loyalty Club – Terms and Conditions

## Index

1. General Terms
2. Signing Up
3. Types of Membership
4. Benefits of Membership
5. Earning Points
6. Other
7. General Data Protection Regulations

## 1. GENERAL

The Zoe's Loyalty Club program (hereinafter referred to as the "Loyalty Club") is a Reward Scheme operated by "Cavo Zoe Seaside Hotel" (hereinafter referred to as "Cavo Zoe"), which offers exclusively to its members, attractive benefits and rewards, encouraging customers to book directly, to favour Cavo Zoe and to build long-term relationship with its guests.

The present terms and conditions (hereinafter referred to as the "Terms & Conditions"), regulate the relationship between Cavo Zoe and members of the Loyalty Club (hereinafter referred to as the "Members") and define, how Members of the Loyalty Club may earn and redeem Loyalty Club Points (hereinafter referred to as the "Loyalty Points").

1.1. By becoming a Member of Cavo Zoe's Loyalty Club, you agree that:

- you have read and accept all terms & conditions.
- you consent to the collection, use, and disclosure of your personal data by Cavo Zoe.

1.2. All Loyalty Program benefits, amenities, offers, awards and services are subject to availability and may be changed by Cavo Zoe at any time without notice.

1.3. At Cavo Zoe's sole discretion, a similar loyalty program might be substituted for the Loyalty Program at any time immediately upon notice to active Loyalty Members.

1.4. Members are responsible for remaining knowledgeable of the Program Rules and any Program Rule Changes. Your continued participation in the Loyalty Program will constitute your acceptance of any such Program Rule Changes.

1.5. Except as otherwise expressly prohibited or limited by applicable laws, Cavo Zoe has the right to change, limit, modify or cancel the Loyalty Program Rules, Awards and Award levels at any time, with or without notice, even though such changes may affect the value of Points, or the ability to obtain certain Awards

## 2. SIGNING UP

2.1. Membership of Zoe's Loyalty Club is free and available to any individual who:

- (a) possesses the legal authority to agree to the Program Rules;
- (b) provides valid and accurate personal information when enrolling in the Loyalty Club;
- (c) is not already a member of the Loyalty Club (i.e., does not already have a Membership Account);
- (d) has not previously been terminated from the Loyalty Club.

2.2. An individual may apply to enrol in the Loyalty Club by fully and accurately completing an application either online via the website, or in person at Cavo Zoe Front Desk, or over email/phone with the hotel reservations team.

2.3. Cavo Zoe may deny membership in the Loyalty Club to any applicant with its sole discretion and without written notice.

2.4. Only individuals are eligible for Loyalty Club membership, and each individual may maintain only one Membership Account. All Loyalty Member Accounts are individual Accounts, and no joint Accounts are permitted. Loyalty Program points and benefits are non-transferable unless expressly stated otherwise. In addition, discounts and privileges for Members apply to reservation made in a Member's name for one room. Any additional rooms (excluding interconnecting or family rooms) do not qualify for discounts.

### 3. TYPES OF MEMBERSHIP

Member, who enrol in the Loyalty Club and books directly with Cavo Zoe via its website, reception desk, email or telephone, and personally pays and stays at the hotel, receives "Qualifying Nights". Qualifying Nights determinate the Membership Level and the more Qualifying Nights a Member collects, the more benefits he receives.

The Loyalty Club program comprises of 3 Membership Levels:

#### Zoe's Loyal Member

The base membership level in the Loyalty Club. A Member must have 1-10 Qualifying Nights booked in order to be a Zoe's Loyal Member

#### VIP

A Member must have 11-20 Qualifying Nights booked in order to become a Zoe's VIP.

#### Ambassador

A Member must have 21+ Qualifying Nights booked in order to become a Zoe's Ambassador.

3.1. A "Qualifying Night" means any nights a Member books directly with the hotel via website, email or telephone, and personally pays and stays at the hotel, for which the room is billed to the Member.

3.2. Members qualifying for a higher membership tier during their stay will be entitled to the higher tier privileges and discounts during their next stay.

3.3. Only one Member per guest room can earn the "qualifying nights". If there is more than one Member staying in the same guest room, the Members must decide upon check-in whose Membership Number will be applied to the guest room provided it is the same Member who will be paying the bill.

3.4. Non-Qualifying Night is a night a Member pays for, but does not qualify to earn Loyalty Points as well as membership tier benefits including, without limitation:

- (a) The guest room was booked through a tour operator, online travel channel or other third-party channel including, without limitation, expedia.com, hotwire.com, priceline.com, orbitz.com, booking.com, travelocity.com; or
- (b) The guest room was booked at a group rate as part of an event, meeting, conference or organized tour, and the Member does not directly pay the Participating Property for such room;
- (c) The guest room was complimentary;
- (d) A voucher or third-party award was redeemed for the guest room

### 4. BENEFITS OF MEMBERSHIP

Each level is linked to specific discounts or complimentary services, listed further below. Additionally, Members may earn Loyalty Points (the currency of the Loyalty Program), for "eligible charges" at the hotel.

**1-10 room nights gets you to Zoe's Loyal Member status**  
**11-20 room nights upgrades you to a Zoe's VIP**  
**21+ nights means you've made it to being a Zoe's Ambassador**

	Loyal member	VIP	Ambassador
Earn 10 points per euro spent	●	●	●
10% discount on our rates*	●	●	●
Free wi-fi	●	●	●
Dedicated customer service	●	●	●
Special occasion gift of fruit/wine**	●	●	●
Bathrobes & slippers	●	●	●
Wine & fruit on arrival		●	●
15% discount in Vanity Spa		●	●
One complimentary use of sauna/steam per person***		●	●
10% discount at Salty		●	●
Late check-out 2pm		●	●
Car rental upgrade		●	●
One day free bike hire pp***			●
Room upgrade			●
One free treatment at Vanity Spa****			●
Make one friend a VIP member			●
100 trees planted in your name (charity donation)			●

\*when booking directly with us on our website or over the phone

\*\*please inform us in advance

\*\*\*one use per person per stay - please book in advance at reception

\*\*\*\*selected treatments, one per room, please ask for more information and book at reception

- 4.1. Discounts and privileges for Members apply to reservations made from Member, in a Member's name and for one room. Any additional rooms (excluding interconnecting or family rooms) do not qualify for discounts.
- 4.2. Members may not pay for or forward charges for room extras of non-Member guests to benefit from Member discounts.
- 4.3. Members will receive an exclusive accommodation discount on the terms booked' when they book rooms through the hotel directly.
- 4.4. The 'accommodation discount on the terms booked' refers to a discount that applies to the total amount charged for a room reservation based on the duration of the stay, the meal plan chosen, the room type chosen and the number of persons staying in the room.

4.5. The 'accommodation discount on the terms booked' applies only to advance reservations made directly with Cavo Zoe, either via the official website (www.cavozoe.com) or via telephone/email with the reservation team of the hotel. The 'accommodation discount on the terms booked' does NOT apply to reservations made via third party booking channels or Tour Operator reservations, etc.

4.6. The 'accommodation discount on the terms booked' may not be combined with other select promotions, offers or discounts, and is not valid for existing reservations or groups.

## 5. EARNING POINTS

Members may earn Loyalty Points (the currency of the Loyalty Program), for "eligible charges" at the hotel and redeem them for rewards, listed below:

**REDEEMING POINTS**

Earn 10 points on every euro spent at Cavo Zoe. Once you've collected points, you can redeem them for any of the following rewards:

1 Signature cocktail pp at Salty	250 points
Fruit platter for 2 at Salty	250 points
Late check-out 2pm	500 points
1 free use of sauna/steam pp	750 points
Spa manicure	750 points
Spa pedicure	750 points
3 hour boat trip for 2*	500 points
Scuba diving for 2	1500 points
1 free room night B&B	3000 points
2 free room nights B&B	5000 points

\*excluding cost of transfer (€2.50 pp)  
Please contact reception in advance in order to redeem points for any of the above items

5.1. A member will earn ten (10) points for each Euro spent, that is incurred and paid for by the Member to Cavo Zoe for "qualifying charges":

- Charges incurred during a stay in a guest room at the hotel, by a Member on his/her folio, excluding the cost of accommodation;
- Food and beverages
- Spa, and other resort-run activities managed by Cavo Zoe

5.2 "Non Qualifying Charges" are charges which do not qualify for Points including any complimentary services, Points redemption Awards, promotional Awards or any other fees or charges including, without limitation:

(a) charges for banquets, meetings or other functions;

(b) other fees paid including, without limitation, parking, business centre, retail stores, and other third-party services;

(c) room rate related taxes, service charges, gratuities, fees (e.g. late cancellation fee or no-show fees for not checking in for guaranteed reservations even if the reservations were paid in full), mandatory or automatic charges (e.g., resort charges) and other applicable charges.

5.3. Loyalty Points received during a stay are only added to Member's Account at check-out from the hotel. A Member must inform the reception team of their membership at check-in and check-out, and the points can be used only for future purchases.

5.4. For Loyalty Points to be credited, the Member must present the account number at the reception desk upon departure. These provisions must be respected in order for the benefits to be granted. Points will only be credited if the registered members name is on the booking.

5.5. Loyalty Points may not be transferred to any other accounts. They remain in the account they were accrued by.

5.6. Loyalty Points and Awards may not be exchanged or redeemed by a Member for cash, prizes or credit.

5.7. Awards believed to have been bartered, sold, exchanged, or issued fraudulently, or issued to someone other than the eligible Member, will be void and will not be honored.

5.8. In order to redeem points for any of the aforementioned rewards, all of the items must be pre-booked at the reception desk. A Member cannot go directly to the spa/bar to redeem, it must be co-ordinated and booked through the reception desk, who will in turn debit the Member's account of the number of points redeemed.

## **6. OTHER CONDITIONS OF ENROLLMENT**

6.1. A member may cancel his/her membership in the Loyalty Club at any time by sending written notice of cancellation to the hotel reservation team. All unredeemed Loyalty Points, as well as achieved member status, will be forfeited immediately and may not be reinstated or transferred.

6.2. A Member may change his credentials (name, address, telephone, email, etc.) by sending an email and contacting the reservation team at Cavo Zoe.

6.3. In the case of death, Loyalty Points may be transferred to a family member or friend's account on the basis that relevant documentation is provided to the hotel.

6.4. Cancellation of Membership, due to fraudulent use, will result in the correlative and immediate cancellation of all Loyalty Points accumulated by the Member. The Member will not be entitled under any circumstances to claim compensation.

6.5. All Loyalty Club communications will be sent to a Member's email address currently provided in the Member's Account.

## **7. GENERAL DATA PROTECTION REGULATIONS**

7.1. Cavo Zoe Seaside Hotel informs you we collect and keep your personal data for the purpose of complying with our contractual and legal obligations. These data will also be used for communicating with you during your stay in our hotels and will only be retained for the length of time required. We also assure you that your personal data is processed and managed in a secure and confidential manner and in accordance with the relevant provisions of the new General Data Protection Regulation (EU 679/2016).