

1. TERMS & CONDITIONS

- 1.1. The Ciprotur Hotel Group Premium Member Loyalty Program is designed to grant benefits to individual clients of Ciprotur Hotel Group hotels, through direct bookings via the official website.
- 1.2. Anyone over the age of 18 can join the club.
- 1.3. No companies, travel agencies or the like may join the club.
- 1.4. Members must keep their contact and profile details up to date in the dedicated area on the official website - www.ciproturhotelgroup.com - and may terminate their participation at any time by writing to marketing@ciproturhotelgroup.com.
- 1.5. We will sent newsletters, and members who do not wish to receive these communications or who subsequently withdraw this option will no longer belong to Premium Member CHG.
- 1.6. Members have access to level I benefits after subscribing to Premium Member CHG.
- 1.7. Members only have access to level II and III offers once they have reached the number of nights booked on the official websites of the group's hotels announced in point 3 of this document.
- 1.8. Nights are counted after check-out and it takes at least 72 hours to update the member profile.
- 1.9. If you stop subscribing to the Club before your stay, the remaining amount will be charged via payment link or at the counter on arrival.
- 1.10. Rate discounts cannot be combined with other offers.
- 1.11. The benefits are transversal to all Ciprotur Hotel Group hotels.

2. OBTAINING BENEFITS

- 2.1. In addition to those already listed in the previous points, no benefits or points can be accumulated when the reserves derive from the situations listed below:
 - 2.1.1. Reservations with special conditions for groups, even if invoiced in an individual capacity;
 - 2.1.2. Bookings that are not invoiced in the individual name of the registered member. If the individual booking is made under a name other than the member's, it will not be counted;

- 2.1.3. Bookings that have not been made through the group website or one of our hotels' websites: [Hotel Ponta Delgada](#), [Antillia Hotel](#), [Hotel do Mar](#), [Hotel Colombo](#);
- 2.1.4. Bookings will only be valid if they are made in the member's name and in the member's presence.
- 2.2. If a booking is not associated with the member's profile, the member can request this in writing with confirmation of their booking attached, up to 90 days after check-out via email to marketing@ciproturhotelgroup.com.

3. BENEFITS

- 3.1. Level I – after profile creation:
 - 3.1.1. 10% discount on direct bookings made directly on the official website;
 - 3.1.2. 10% discount on F&B;
 - 3.1.3. Welcome Drink / Welcome Offer.
- 3.2. Level II - 20 nights over a period of 2 years (not combinable with level I benefits):
 - 3.2.1. 12% discount on direct bookings made directly on the official website;
 - 3.2.2. 10% discount on F&B;
 - 3.2.3. Welcome Drink / Welcome Offer;
 - 3.2.4. Free upgrade, based on availability at the time of check-in.
- 3.3. Level III - 45 nights over a period of 2 years (not combinable with level I benefits):
 - 3.3.1. 15% discount on direct bookings made directly on the official website;
 - 3.3.2. Welcome Drink / Welcome Offer;
 - 3.3.3. Free upgrade, based on availability at the time of check-in;
 - 3.3.4. Offering the Room Service fee;
 - 3.3.5. 10% discount promocode that can be used by any user in any of the group's hotels, with a maximum of 5 stays (not combinable with the member discount).

4. CANCELLATION AND CHANGES

- 4.1. Ciprotur Hotel Group reserves the right to cancel or change the conditions of the CHG Premium Member Loyalty Program, in whole or in part, at any time, and undertakes to make every effort to promptly inform Members of the content and effective date of the changes.

- 4.2. Ciprotur Hotel Group also reserves the right to create specific rules for the CHG Premium Member Loyalty Program, according to the country or other geographical area where it applies.
- 4.3. You can cancel your subscription to Premium Member CHG by emailing marketing@ciproturhotelgroup.com. If you do so and you have active reservations, all the benefits will be withdrawn and you will have to pay the outstanding difference (value of your reservation without member discount) via a payment link; if you don't, your reservation will be canceled.
- 4.4. Ciprotur Hotel Group reserves the right to cancel the participation of Members who make improper use of their benefits, particularly in the event of non-compliance with the provisions of these Regulations.