

GIANNOULIS HOTELS AND RESORTS

LOYALTY CLUB – Terms & Conditions

1. Program Characteristics.

The GIANNOULIS LOYALTY PROGRAM offered by GIANNOULIS HOTELS & RESORTS, the company that manages the loyalty program for customers of Giannoulis Hotels & Resorts. The program is designed to enable members of the GIANNOULIS LOYALTY "FILOS" CLUB to benefit from the advantages outlined below when they stay at any hotel or resort of GIANNOULIS HOTELS & RESORTS GROUP.

Members of "FILOS" accept that program may be partially or totally modified at any time and without notice. In this case, holders will be notified of the new General Terms and Conditions and the date on which they become effective. Notification will be sent by e-mail to the address specified at registration or that has been updated with the GIANNOULIS LOYALTY CARD department.

2. Registration and "FILOS" Loyalty Card characteristics.

- Participation in GIANNOULIS LOYALTY program requires registration by the customer on specific registration forms available at any hotel of GIANNOULIS HOTELS AND RESORTS GROUP. The registration forms are available on Giannoulis Hotels & Resorts homepage: www.giannoulis-hotels.com.
- The registration will ensure that the member accept all the terms and conditions of the participation.
- The registration is absolutely free of charge and it does not require previous accommodation or consumption at any Hotel or Resort of GIANNOULIS HOTELS & RESORTS GROUP.
- The member card is free of charge, nominative and strictly personal. It may not be sold, rent and it is not transferable. Each card is inscribed with the Holder's name and individual identification number and it does not constitute as a means of a payment.
- The GIANNOULIS LOYALTY "FILOS" CARD has no expiry date.
- Cancellation of the "FILOS" Card, due to fraudulent use will result in the correlative and immediate cancellation of compliments "Stars" accumulated by the Holder.
- All the benefits are applied after the unique "FILOS" code received.
- The registration progress can take up to seven (7) days to be finalized.
- In case of inaction (not visit) at Giannoulis Hotels & Resorts Group for four (4) and more years the member and all of their transactions will be deleted automatically without the ability of a rollback, regardless the reached category and without prior notice. If the member wish to attend again the GIANNOULIS

- LOYALTY "FILOS" Cub Member is started from the first stage of the membership levels.
- The Holder will not be entitled under any circumstances to claim compensation.
- The participation of the program requires that the member is adult (18+)

3. General Characteristics and "stars".

- After the registration at Giannoulis Loyalty "FILOS" program, all of the members collect "stars". The "stars" calculation is based on accommodation and on extra internal consumption. (table 1 and 2)
- All the collected stars are available to redeem at any hotel and resort belong to GIANNOULIS HOTELS & RESORTS group. (table 3)
- To benefit from the aforementioned advantages, the Holder should declare the account number and name when making a reservation and present the card upon check-in.
- For the collected "stars" to be credited, the Holder must present the "FILOS" Card upon check-out.
- "Stars" will only be credited if the registered members name is on the booking.
- The "Stars" will be credited for all the reservations made from the registered member. Specifically, for reservations made for more than one room under the name of the registered member, the "Stars" will be credited for all of the booked rooms.
- The collected "stars" belongs only to the Holder, but the benefits are available for all of the guests in the same booking.
- The collected "stars" have no cash value.
- For "star" exchanges ask the front desk before the purchase of each service.
- The "stars" may be used to upgrade the Holders Level and/or may be exchangeable with several benefits such as board upgrades or Room upgrades. The additional benefits will be issued every season and they will be available at the front desk or will be acknowledged to the card holders by newsletters.
- For the most effective function of the "Filos" Loyalty program, our hotels should be informed by the "Filos" members about their arrival, one week in advance.

Redeem and Exchange of collected Stars at "FILOS" Loyalty memberships.

➤ **Stars gain point system**

Table 1 – Accommodation Stars Gain

Number of gained stars per night			
	Bed & Breakfast	Halfboard	All / Premium Inclusive
Bookings via			
Travel Agent or Tour Operator	1	2	3
Direct Bookings	3	4	5
Direct Bookings for Deluxe rooms*	4	5	6

*Table 2 – Catalogue of Deluxe rooms per hotel

DELUXE ROOMS
GRAND BAY BEACH RESORT
Double Sea View Sharing Pool
Sea Front Junior Suites Sharing Pool Suite
SANTA MARINA PLAZA LUXURY BOUTIQUE HOTEL
Deluxe Double Sea Front
Deluxe Sea Front Junior Suites
CAVO SPADA LUXURY BEACH RESORT
Superior Deluxe Double Rooms Sharing Pool
Deluxe Junior Suites Direct Pool Access
Superior Deluxe Family Rooms Sharing Pool
Superior Deluxe Double Beach Front Direct Pool Access
SANTA MARINA BEACH RESORT
Superior Deluxe Double Rooms Direct pool access
Superior Deluxe Double Rooms Panoramic Sea View
Superior Deluxe Double Rooms Pool View

Table 3 – Extra consumptions Stars Gain

Number of Stars gained, based on extra internal consumption in €	
Amount (€)	Stars
Every 50	1
From 300 to 499	4
From 500 to 799	6
From 800 to 999	8
From 1000 and over	12

➤ **Stars redeem (exchange) point system**

Table 4 & 5 – Stars redeem (exchange) per use of Facility/Service

Table 4

Facility/Service	Stars
50% Discount Dinner A' la Carte per adult	30
50% Discount Dinner A' la Carte per child	15
50% Discount Massage	30
50% Discount Room Service	30
BB=>HBB package/pppd	20
BB=>All IN package/pppd	40
HBB=>ALL IN package/pppd	20
Room upgrade 1 category*	20
Room upgrade 2 categories*	40
Room upgrade 3 categories*	70
For Gold and Diamond Members only, one (1) night free stay after a seven (7) nights stay*	90
For Diamond Members only one (1) week free stay	40
*subject to availability	400

Table 5

SPORTS & SPA Facilities available at Giannoulis Cavo Spada Luxury Hotel	
Facility	Stars
50% Discount on any available treatments	40
Unlimited entrance to Spa Facilities (heated pool, hammam bath, Jacuzzi, sauna)	30
Rental of one (1) hour session at Tennis court for 2 persons	30

4. Scale & Privileges

A. **FILOS GREEN (0-100 “stars”)**

1. Room number preference based on booking room category. FILOS GREEN members should notify the hotel in written by email 14 days prior to arrival requesting the room no they wish to be allocated (subject to availability)*
2. Welcoming package, with Cretan - local products and delicacies, at the room upon the arrival.
3. Invitation for cocktails with the managerial team of the hotel*
4. One free cocktail per person/per stay at any of the available bars of the hotel (available voucher to be handed to the bartender)*
5. Farewell gift on departure with Cretan - local products and delicacies
6. Participation on an annual lottery for one week stay free of charge, for all Filos cardholders that stayed in the resorts during the running year (the lottery will take place during December of every year). To participate please complete the available form found at 'exclusivi' application
7. Free rental of safety/treasury box in the room.
8. 5 % extra discount for direct bookings made via our official web site www.giannoulishotels.com, by phone or by e-mail for the months of May/Jun/Sep/Oct, and 10% extra discount for direct bookings made via our official web site www.giannoulishotels.com, by phone or by e-mail for the months of Jul/Aug.
9. One (1) extra “star” per night for stays in high season (Jul/Aug).

1* Benefit for room preference is valid for hotels Giannoulis Santa Marina Beach Resort, Giannoulis Santa Marina Plaza Luxury Boutique (adults only) & Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa. This benefit is not applicable to Giannoulis Grand Bay Beach Resort (adults only)

3* Benefit valid at hotels: Giannoulis Santa Marina Plaza Luxury Boutique (adults only) & Grand Bay Beach Resort (adults only)

4* Benefit valid at hotels: Giannoulis Santa Marina Beach Resort. At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for two (2) free cocktails per person

B. FILOS BLUE (101-200 "stars")

1. Room number preference based on booking room category. FILOS BLUE members should notify the hotel in written by email 14 days prior to arrival requesting the room no they wish to be allocated (subject to availability)
2. Welcoming package, with Cretan - local products and delicacies, at the room upon the arrival.
3. Invitation for cocktails with the managerial team of the hotel*.
4. One free cocktail per person/per stay at any of the available bars of the hotel (available voucher to be handed to the bartender)*
5. Farewell gift on departure with Cretan - local products and delicacies
6. Participation on an annual lottery for one week stay free of charge, for all Filos cardholdres that stayed in the resorts during the running year (the lottery will take place during December of every year). To participate please complete the available form found at exclusivi application
7. Free rental of safety/treasury box in the room.
8. Bottled water, two capsules of espresso (if applicable) and/or usage of the coffee & tea bags at the room, free of charge (daily renewal).
9. One thematic night per week, free of charge*
10. 10% discount on consumptions of branded international beverages not included in the All Inclusive package booked
11. 10% discount on wines at the Azzuro A-La-Carte Restaurant
12. 15% discount on room upgrade
13. 20% discount on board upgrade
14. 7 % extra discount for direct bookings made via our official web site www.giannoulishotels.com, by phone or by e-mail for the months of May/Jun/Sep/Oct, and 12% extra discount for direct bookings made via our official web site www.giannoulishotels.com, by phone or by e-mail for the months of Jul/Aug.
15. One (1) extra "star" per night for stays in high season (Jul/Aug).

1* Benefit for room preference is valid for hotels Giannoulis Santa Marina Beach Resort, Giannoulis Santa Marina Plaza Luxury Boutique (adults only) & Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa. This benefit is not applicable to Giannoulis Grand Bay Beach Resort (adults only)

3* Benefit valid at hotels: Giannoulis Santa Marina Plaza Luxury Boutique (adults only) & Grand Bay Beach Resort (adults only).

4* Benefit valid at hotels: Giannoulis Santa Marina Beach Resort. At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for two (2) free cocktails per person

9*.At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for two (2) thematic nights per room

C. **FILOS GOLD (201-400 "stars")**

1. Room number preference based on booking room category. FILOS GOLD members should notify the hotel in written by email 14 days prior to arrival requesting the room no they wish to be allocated (subject to availability).
2. Welcoming package, with Cretan - local products and delicacies, at the room upon the arrival
3. Invitation for cocktails with the managerial team of the hotel.*
4. One free cocktail per person/per stay at any of the available bars of the hotel (available voucher to be handed to the bartender)*
5. Farewell gift with Cretan products from Olive oil & Luxury hotel amenities, upon departure
6. Bottled water, two capsules of espresso (if applicable) and/or usage of the coffee & tea bags at the room, free of charge (daily renewal).
7. Free rental of safety/treasury box in the room.
8. Free rental of tennis court including equipment for one (1) hour session per room two (2) times per stay
9. Free unlimited entrance to the spa facilities including use of indoor heated swimming pool, Jacuzzi, Hammam bath & sauna
10. One thematic night per week, free of charge*
11. 15% discount on consumptions of branded international beverages not included in the All Inclusive package booked
12. 15% discount on wines at the Azzuro A-La-Carte Restaurant
13. 20% discount on room upgrade
14. 25% discount on board upgrade
15. Free local calls
16. Early check-in (subject to availability).
17. Guaranteed free late check out up to 14:00
18. 30' massage/wellness treatments per person free of charge per week.
19. Free Breakfast A La carte in the room once per stay*
20. Participation on an annual lottery for one week stay free of charge, for all Filos cardholders that stayed in the resorts during the running year (the lottery will take place during December of every year). To participate please complete the available form found at exclusivi application
21. 10 % extra discount for direct bookings made via our official web site www.giannoulshotels.com, by phone or by e-mail for the months of May/Jun/Sep/Oct, and 15% extra discount for direct bookings made via our official web site www.giannoulshotels.com, by phone or by e-mail for the months of Jul/Aug.
22. Two (2) extra "stars" per night per night for stays in high season (Jul/Aug).
23. One (1) night stay free of charge for every forty (40) "stars" after a seven (7) days stay (subject to availability).

3* Benefit valid at hotels: Giannoulis Santa Marina Plaza Luxury Boutique (adults only) & Grand Bay Beach Resort (adults only)

4* Benefit valid at hotels: Giannoulis Santa Marina Beach Resort. At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for two (2) free cocktails per person

8* Benefit applies exclusively for guest staying at Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa

10*.At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for two (2) thematic nights per room

18* At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for 45' (minutes) massage treatment per person per week

19*.At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for twice (2) breakfast a la carte in the room per stay

D. FILOS DIAMOND (401 + "stars")

1. Room number preference on the room-type booked (to be arranged in advance, directly with the hotel, at least 14 days prior to arrival)
2. Free room upgrade (subject to availability). Requests will be arranged on the spot upon arrival.
3. Welcoming package upon arrival at the room, including a fresh fruit salad accompanied with sparkling wine, Cretan - local products and delicacies
4. Invitation for cocktails with the managerial team of the hotel.*
5. One free cocktail per person/per stay at any of the available bars of the hotel (available voucher to be handed to the bartender)*
6. Sunset champagne cocktails daily free of charge*
7. Farewell gift with Cretan products from Olive oil & Luxury hotel amenities, upon departure
8. Free rental of safety/treasury box in the room.
9. Free rental of tennis court including equipment for one (1) hour session per room two (2) times per stay
10. Free unlimited entrance to the spa facilities including use of indoor heated swimming pool, Jacuzzi, Hammam bath & sauna
11. Bottled water, two capsules of espresso (if applicable) and/or usage of the coffee & tea bags at the room, free of charge (daily renewal).
12. Free Mini bar beverages (one refill per day)
13. One thematic night per week, free of charge*
14. Romantic dinner under the Gazebo by the sea including a private service, distinctive table decoration, sparkling wine and a cake for 2 persons*
15. Free Breakfast A La carte in the room once per stay*
16. 20% discount on consumptions of branded international beverages not included in the All Inclusive package booked
17. 20% discount on wines at the Azzuro A-La-Carte Restaurant
18. 25% discount on room upgrade
19. 30% discount on board upgrade
20. Free local calls
21. Early check-in (subject to availability).
22. Guaranteed free late check out up to 16:00
23. 30' massage/wellness treatments per person free of charge per week
24. Participation on an annual lottery for one week stay free of charge, for all Filos cardholders that stayed in the resorts during the running year (the lottery will take place during December of every year). To participate please complete the available form found at exclusivi application
25. 15% extra discount for direct bookings made via our official web site www.giannoulishotels.com, by phone or by e-mail for the months of May/Jun/Sep/Oct, and 20% extra discount for direct bookings made via our official web site www.giannoulishotels.com, by phone or by e-mail for the months of Apr/May/Oct.
26. Two (2) extra "stars" per night per night for stays in high season (Jul/Aug)

27. One (1) night stay free of charge for every forty (40) "stars" after a seven (7) days stay (subject to availability).
28. One week free stay in exchange of 400 "stars".*

4* Benefit valid at hotels: Giannoulis Santa Marina Plaza Luxury Boutique (adults only) & Grand Bay Beach Resort (adults only)

5* Benefit valid at hotels: Giannoulis Santa Marina Beach Resort. At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for two (2) free cocktails per person

6* Benefit valid at hotels: Giannoulis Santa Marina Plaza Luxury Boutique (adults only), Grand Bay Beach Resort (adults only) & Giannoulis Cavo Spada Luxury Sports Leisure Resort

13*.At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for two (2) thematic nights per room

14* Benefit valid at hotels: Giannoulis Santa Marina Beach Resort

15*At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for twice (2) breakfast a la carte in the room per stay

23* At Giannoulis Cavo Spada Luxury Sports Leisure Resort & Spa the benefit applies for 45' (minutes) massage treatment per person per week

28* If this benefit is redeemed, the exchange stars will be deducted from the total of collected star with a possibility of category downgrade of FILOS MEMBERSHIP LEVEL

5. Privacy Policy.

GIANNOULIS HOTELS & RESORTS UNDERTAKE THAT:

All collected personal information can be used only from GIANNOULIS HOTELS & RESORTS.

Personal information can be used to uniquely identify or contact a single person. They will not being published or given at any advertising company.

6. Other.

Holders are entitled to access any personal information that is processed by computer and to correct this information through the GIANNOULIS LOYALTY FILOS Card department. These general Terms and Conditions shall take precedence over any prior document.

The Holders have the responsibility of "Filos" Card loss. After three times of loss, there is 10€ penalty to reissue the card (first two times are free of charge to reissue).

In the case of litigation between a Holder and Giannoulis Hotels & Resorts, the parties undertake to seek an amicable settlement. GREEK LAW WILL BE ONLY APPLICABLE JURISDICTION.