

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.

Table 1

Number of stars per night			
	Bed & Breakfast	Halfboard	All/UII 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

Number of Stars based on extra internal consumption	
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

* The deluxe rooms are

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

Table 3 – “Stars” Exchanges

Facility/Service	Stars
3-4 days internet	10
5-10 days internet	20
10-21 days internet	60
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
Safe Box one week	30
Safe Box two weeks	60
Room upgrade 1 category*	40
Room upgrade 2 categories*	70
Room upgrade 3 categories*	90
For Gold and Diamond Members only, one (1) night free stay after a seven (7) nights stay*	40
For Diamond Members only one (1) week free stay	400

*subject to availability

SPA Facilities	
Discount	Stars
50% Discount	40

Coiffure	
Discount	Stars
Special Carding 50% Discount	20
Hair coloring 50% Discount	30
Haircut 50% Discount	20

4. Scale and Privileges.

A. FILOS GREEN (0-100 “stars”)

- Room number preference based on booking room category (subject to availability).
- Express check-in.
- Welcoming package at the room upon the arrival.
- Fresh flowers at the room upon the arrival.
- Personal invitation from the Hotel Manager for a cocktail.
- Farewell gift.
- Participation on annual lottery for one week stay out of charge in GIANNOULIS HOTELS & RESORTS GROUP (the lottery takes place during December every year).
- 5 % extra discount for direct bookings made via our official web site www.giannoulshotels.com, by phone or by e-mail.
- One (1) extra “star” per night for bookings in low season (April, May, October)

B. FILOS BLUE (101-200 “stars”)

- Room number preference based on booking room category (subject to availability).
- Express check-in.
- Welcoming package at the room upon the arrival.
- Fresh flowers at the room upon the arrival.
- Personal invitation from the Hotel Manager for a cocktail.
- Farewell gift.
- Participation on annual lottery for one week stay out of charge in GIANNOULIS HOTELS & RESORTS GROUP (the lottery takes place during December every year).
- Bottled water at the room (every day renewal).
- One lunch or dinner free of charge during the stay (preselected menu).

- 10% discount on any internal consumption of Food and Beverage*.
- Bathrobes and slippers at the room.
- Free internet at the room.
- 7% extra discount for direct bookings made via our official web site www.giannoulishotels.com, by phone or by e-mail.
- One (1) extra “star” per night for bookings in low season (April, May, October).

C. FILOS GOLD (201-400 “stars”)

- Room number preference based on booking room category or free upgrade of room type (subject to availability).
- Express check-in.
- Welcoming package at the room upon the arrival.
- Fresh flowers at the room upon the arrival.
- Personal invitation for a dinner from the Hotel Manager.
- Farewell gift.
- Participation on annual lottery for two stay of one week duration out of charge in GIANNOULIS HOTELS & RESORTS GROUP (the lottery takes place during December every year).
- Bottled water at the room (every day renewal).
- One lunch or dinner free of charge during the stay (preselected menu).
- 15% discount on any internal consumption of Food and Beverage*.
- Bathrobes and slippers at the room.
- Free internet at the room.
- Free local calls.
- Early check-in and late check out up to 14:00 (subject to availability)
- 10% extra discount for direct bookings made via our official web site www.giannoulishotels.com, by phone or by e-mail.
- One (1) night stay free of charge for every forty (40) “stars” after a 7 days stay (after a continuous seven (7) days stay the registered member can accommodate for one more day by redeem 40 “stars” and subject to availability).

- Two (2) extra “stars” per night for bookings in low season (April, May, October).

D. FILOS DIAMOND (401 + “stars”)

- Room upgrade free of charge and room number preference (subject to availability).
- Express check-in.
- Welcoming package at the room upon the arrival. (every day renewal).
- Fresh flowers at the room upon the arrival. (every day renewal).
- Bottled wine at the room upon arrival (every day renewal).
- Personal invitation for a dinner from the Hotel Manager.
- Farewell gift.
- Bottled water at the room (every day renewal).
- Participation on annual lottery for two stays of one week duration out of charge in GIANNOULIS HOTELS & RESORTS GROUP (the lottery takes place during December every year).
- Two lunches or dinners free of charge during the stay (preselected menu).
- 20% discount on any internal consumption of Food and Beverage*.
- Bathrobes and slippers at the room.
- Free internet at the room.
- Free local calls.
- Early check-in and late check out up to 18:00 (subject to availability).
- 15% extra discount for direct bookings made via our official web site www.giannoulshotels.com, by phone or by e-mail.
- One (1) night stay free of charge for every forty (40) “stars” after a 7 days stay (after a continuous seven (7) days stay the registered member can accommodate for one more day by redeem 40 “stars” and subject to availability).
- Two (2) extra “stars” per night for bookings in low season (April, May, October).

- One (1) week free stay after 400 “stars” (Only for Diamond Members, one week free stay by redeem 400 “stars”, subject to availability, for two persons, on bed and breakfast, run of the house room type, for stays within April, May and October each year.).

** This discount does not combine with any other additional discounts (All & Ultra All inclusive packages, happy hours, daily offers, etc.)*

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 be published or given at any advertising company.

6. Other.

Holder is 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 Holder has 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.