

REGULATIONS

TERMS AND CONDITIONS

1. Be our Guest Loyalty Programme, which offers rewards to clients of the group's hotels.
2. Anyone aged 18 or over may join the club. Members will receive a card and a membership number.
3. Participation in the programme and rewards earned are personal and non-transmissible, and may not be assigned to a third party under any circumstances.
4. Members must always keep their contact details and profile updated in the Members' area of the site - www.blueandgreenhotels.com - and may cancel their membership at any time simply by submitting a written request to that effect to any of the hotels belonging to the programme or to the e-mail address provided, no later than 30 days prior to the date on which they wish their membership to cease.
5. Under no circumstances may points credited to a Loyalty Programme Member's account be exchanged for cash, vouchers or any other reward not mentioned in these regulations.

CONDITION S OF USE - LOYALTY CARD

7. The card provided under this Loyalty Programme is personal and non-transmissible and is the property of the Blue & Green Hotels Group.
2. In the event that the card is lost or mislaid more than twice, a charge of €25 will be made for the issue of subsequent cards. Alternatively, the equivalent amount in points may be deducted from the Member's account.

3. Members will be issued with a personalised card after they have used their card for the third time in F&B purchases (restaurants and bars) and/or spent three stays (on non-consecutive dates) in group hotels.

REWARDS

7. The Loyalty Programme works by awarding Members 1 (one) point for every euro (less VAT or applicable equivalent tax) spent on accommodation, food and beverages.
2. When exclusive and periodic campaigns, sales drives and promotions are being run, bonus points will be awarded to Loyalty Programme Members who sign up for them. These offers may be of various kinds and the relevant information will be made available on the Members' Area of the hotel website – www.troiadesignhotel.com , www.thelakeresort.com , www.vilalararesort.com – , as well as by e-mail, SMS or newsletter.
3. In permanent campaigns, direct bookings on websites and – www.troiadesignhotel.com , www.thelakeresort.com , www.vilalararesort.com – will target allocation of bonus points and or direct discount from the administration of the Loyalty Program Be our Guest.

CONDITIONS OF USE - REWARDS

7. When booking or using Loyalty Programme rewards, Members must always provide identification, their membership number or other form of identification whenever these are requested by a Blue&Green Resorts Group employee.
2. Members must have a minimum balance of 150 points in their account to be able to redeem them for invoices payments.

EARNING POINTS

7. Members will earn points on the basis of what they spend on accommodation, food and beverages, as long these are paid for at the time of booking, during the stay, at check-out or after consumption. Points may be awarded on other specific occasions, in accordance with the relevant information made available on the website or elsewhere.
2. Members will be credited with 1 (one) point for each euro(€) spent on accommodation or F&B (in hotel restaurants and bars). Points are then converted to a monetary value at the rate of 5%. As an example, a Member who spends €100 on accommodation will

automatically earn 100 points. When these are converted at the rate of 5%, this means the Member will have €5 to spend on subsequent accommodation and/or food and beverages at Blue&Green Resorts properties.

3. Points earned will only be available for use 48 hours (maximum) after the qualifying stay or purchase.
4. The points referred to in paragraph 1 above will not be awarded under the following circumstances:
 - a. Stays for which points have been used. Where the points used are insufficient to cover the entire cost of the stay, points will be awarded for the excess amount paid directly;
 - b. Banquets (banquets are understood to mean company dinners and others of a similar nature) which are invoiced to someone other than the Loyalty Programme Member;
 - c. Function room hire;
 - d. Payment of services used in group hotels but provided by third party suppliers (e.g. spa services, hairdresser, Kids Club, Stores, Boutiques and others);
 - e. Group stays booked and invoiced to someone other than the Loyalty Programme Member.
 - f. Tips to any member of Blue&Green Hotel or Resorts staff
 - g. City Tax of Lisbon
 - h. Paid outs at any Blue&Green Hotels or Resorts (it being understood by paid out, spent on Taxis, Transfers, Pharmacy or other similar nature).
5. Points shall be awarded to Loyalty Programme Members only in respect of their own expenditure and that of their children under the age of 18 years. The awarding of points for other guests' stays, even when they are relatives of the Member in question, is strictly forbidden.
6. In the case of stays by Members which are paid for by a third party, points will only be awarded for services paid for directly by the Member in question (e.g. bar and restaurant).

REDEEMING POINTS FOR BOOKINGS

7. Loyalty Programme Members must book in advance when they want to redeem points for accommodation or restaurant services.
2. The Programme entitles Members to redeem all or partial the points they have earned in the Blue&Green Hotel or Resorts.

3. Changes made to bookings within the applicable permitted time period will mean that any points used for the booking in question will be transferred to the new booking. However, the date of awarding of the points will continue to be the original one and not the altered one.
4. Amendments to or cancellations of bookings for which points have been used are subject to the Amendment and Cancellation Policy of the individual hotels and may result in the points used for the booking not being returned, in which case they will be deducted from the Member's account by the hotel in question.
5. Booking Amendment and Cancellation Policies vary from hotel to hotel within the Blue&Green Group, and should always be available to Members at the time of booking.

VALIDITY PERIOD FOR REDEEMING POINTS

7. Club points are valid for a period of 24 months starting on the date on which they were awarded.
2. In the event of non-use by Members during a period of 24 months, whether in respect of situations where they would earn points or redeem them, all the points remaining in the account will expire on the date on which the aforementioned 24-month period ends.
3. The Blue&Green Group reserves the right to apply different validity conditions to points awarded during promotions, campaigns, sales drives or through the "voucher" system.

COMMUNICATION WITH MEMBERS

Communication with Loyalty Programme Members may be by:

- a. **SMS**
- b. **E-mail**
- e. **Newsletter** (by email)

CANCELLATION AND AMENDMENTS TO THE PROGRAMME

1. The Blue&Green Group reserves the right to cancel or amend the conditions of the Loyalty Programme, in whole or in part, at any time, undertaking to make

every possible effort to inform Members promptly of the relevant details and the date on which the changes will come into effect.

2. The Blue&Green Group also reserves the right to create specific rules for the Loyalty Programme in accordance with the country or other geographical region where it is operating.
3. The Blue&Green Group will divulge every situation of cancellation or amendment referred to in the above paragraphs on its website.
4. In the event of cancellation of the Loyalty Programme, points held in credit by Members will be automatically cancelled. Members will not be entitled to compensation for cancelled points, nor may these be converted into cash or any other kind of compensation.
5. The Blue&Green Group reserves the right to cancel the membership of Members who use their credit and rewards improperly and specifically whenever non-compliance with these regulations is detected.

ERRORS AND COMPLAINTS

1. The Blue&Green Group declines responsibility for lost correspondence or for delays in the postal system and reserves the right to amend its points policy, descriptions or promotional materials sent to members.
2. Any complaint by a Loyalty Programme Member about credits and the redemption of points, or about the use of other rewards, must be submitted in writing to the relevant hotel or through the Members' Area of the – www.troiadesignhotel.com , www.thelakeresort.com , www.vilalaresort.com – , attaching the bill for the stay in question or other documentation to substantiate the complaint.
3. The validity period for complaints relating to points credit is 3 months from the date of check-out, after which the right to submit a complaint expires.

DATA PROTECTION AND APPLICABLE LAW

1. In accordance with the applicable legislation and inherent in its participation in the Loyalty Program, personal data that the Member provides - name, address, NIF, telephone number, mobile phone number, e-mail address - or that are collected during the rendering of services by the hotel units covered by the Program will be treated by any company that is part of the Blue & Green Group.

2. Data processing - as regards the gathering, registration, conservation, consultation, use, dissemination by transmission, dissemination or any other form of disposal, erasure - referred to in the preceding paragraph is intended for the management and operation of the program.
3. The possible sending of commercial information, by e-mail, mobile phone, telemarketing or mail, on the products and services of the hotel units covered by the Program and of the Blue & Green Group as a whole, as well as on products and services of third parties, namely related to the leisure, tourism and catering sectors, shall be carried out on the basis of the consent given by the Member for that purpose, in accordance with the terms and within the limits indicated in the Act of adhesion to this Loyalty Program or in the area dedicated to this purpose on the websites – www.troiadesignhotel.com , www.thelakeresort.com , www.vilalaresort.com – , or in the legitimate interest of the controller in the direct marketing of similar goods to customers, depending on the member's history. Pursuant to Article 7 of the RGPD, the data subject has the right to withdraw consent at any time or to express his / her opposition without prejudice to the lawfulness of the treatment made on the basis of the consent previously provided.
4. The data mentioned above, for the purposes mentioned above, shall be kept for a period of 10 years.
5. The Member may, at any time, exercise the rights provided for in the RGPD, namely the rights of access, rectification, erasure and opposition, by means of written communication to the electronic address indicated at – www.troiadesignhotel.com , www.thelakeresort.com , www.vilalaresort.com – in the Privacy Policy, in which it carries out its unambiguous identification.
6. The Member may also submit a complaint to the National Data Protection Commission.
7. The Blue & Green Group has appointed a Data Protection Officer, according to best practices in the area, who can be contacted to clarify any doubts through the following e-mail address: blueandgreen@dataprotection.pt
8. The terms and conditions of the Program shall be governed by Portuguese law and any conflicts concerning its interpretation and application shall be settled by the Courts of the District of Lisbon – Portugal, with express waiver of any other.

CONTACT DETAILS AND INFORMATION

Address: Rua Alexandre Herculano, 50 – 10º | 1250- 011 Lisboa

Telephone: +351 213 568 310

Email: beourguest@blueandgreen.com

Opening hours: Monday to Friday, 09.00am-06.00pm