

# **Regulations for the Avalon Loyalty Club Program created and maintained by Avalon Park Kft.**

Effective from: 12.12.2024.

## **1. Scope of the regulations**

**1.1.** The regulations of the Avalon Loyalty Club loyalty program (hereinafter referred to as the “Program”) are defined by Avalon Park Kft. (hereinafter referred to as “Avalon Resort & SPA\*\*\*\*\* Superior”), the entity announcing the program, as follows. These regulations govern the terms of participation in the program and the rights of individuals joining the program (hereinafter referred to as “Club Member”).

**1.2.** Avalon Resort & SPA\*\*\*\*\* Superior reserves the right to modify the participation regulations while simultaneously informing Club Members. Notifications will be made available on the Avalon Resort website and sent via email to members with an active account.

## **2. Membership conditions**

**2.1.** Any natural person who has reached the age of 18 and meets the conditions outlined in these regulations may become a Club Member. Only natural persons may participate in the program, and only natural persons can hold Club Member status.

**2.2.** Within the program, Avalon Resort & SPA\*\*\*\*\* Superior classifies Club Members into four categories in accordance with these regulations. The conditions for reaching each level and the associated benefits are detailed in Appendix 1.

## **3. Management of personal data**

**3.1.** Avalon Resort & SPA\*\*\*\*\* Superior handles the personal data of Club Members in accordance with the Avalon Loyalty Club Data Management Policy. The data management policy is also available on the website: <https://avalonresort.hu/en/>.

**3.2.** During registration, Club Members may consent to receive notifications in the form of newsletters regarding current offers from Avalon Resort & SPA\*\*\*\*\* Superior.

#### **4. Utilization of discounts**

**4.1.** Discounts can only be utilized during personal stays at the Avalon Resort & SPA\*\*\*\*\* Superior.

**4.2.** Under the program, individual\* regular guests of Avalon Resort & SPA\*\*\*\*\* Superior are entitled to percentage-based discounts and additional special privileges for their future bookings based on their spending.

*\*An individual guest is defined as a guest who makes their booking directly through the hotel's website or with the assistance of hotel staff, without using an intermediary.*

**4.3.** Discounts offered by the Avalon Loyalty Club cannot be combined with other discounts or promotions, except for occasional promotions specifically for Club Members.

**4.4.** When an individual guest books using a Gift Voucher, the value of the voucher is not counted towards their spending. Two types of Gift Vouchers are distinguished: (A) directly purchased through the hotel, and (B) issued by an intermediary. Points can only be credited for (A) type vouchers, provided the voucher is purchased for personal use.

**4.5.** A maximum of three rooms can be booked with the same Loyalty membership discount at one time.

**4.6.** The benefits of membership can only be enjoyed by the Club Member, and the discount applies to a maximum of three rooms booked by them. Discounts are non-transferable to other individuals or legal entities.

**4.7.** Membership benefits cannot be exchanged for cash, carried over to a later date, or accumulated.

**4.8.** Participation in the program offers numerous benefits to Club Members. However, certain services are exceptions and do not qualify for discounts (even when charged to the room bill):

- Minibar services
- Intermediary services (e.g., flower orders, etc.)
- Tourist taxes

## **5. Provisions for the points system**

**5.1.** Points can be accumulated after registering on the Avalon Resort & SPA\*\*\*\*\* Superior website and accessing your personal Avalon Loyalty Club profile, as detailed in Appendix 2.

**5.2.** Points can be redeemed online by the Club Member. Points grant discounts for specific services, with a discount rate of 100% when using products/services designated under the points system.

**5.3.** For online point redemption, modifications can be made up to 2 days before arrival at the latest. The chosen product or service can be utilized on any day of the stay, provided the requested items/services are available from the day after the request. The day of departure is an exception.

**5.4.** The Club Member must always notify the hotel in advance of their intent to redeem points. Avalon Resort & SPA\*\*\*\*\* Superior will not accept retroactive point redemption claims for previously consumed products or services.

**5.5.** Avalon Resort & SPA\*\*\*\*\* Superior reserves the right to change the list of products and services available for point redemption.

**5.6.** Points are valid for 365 days from the date of acquisition.

**5.7.** Avalon Resort & SPA\*\*\*\*\* Superior may use the Avalon Loyalty Club points system for promotional and marketing purposes.

## **6. Conditions for maintaining the achieved level in the Program**

**6.1.** Avalon Resort & SPA\*\*\*\*\* Superior reserves the right to review each Loyalty Member's spending within 365 days from the date of registration, based on bookings realized during the year, and to update the member's status level accordingly. If the criteria for maintaining a specific level are not met, the hotel is entitled to modify the member's Loyalty level.

**6.2.** Criteria for maintaining levels:

- **VIP level:** At least 1 individual booking\* within 365 days.

- **Elite level:** At least 3 individual bookings\* or a total spend of HUF 750,000 within 365 days.
- **Ambassador level:** At least 5 individual bookings\* or a total spend of HUF 1,500,000 within 365 days.

*\*An individual booking is defined as a reservation made directly through the hotel's website or with the assistance of hotel staff, without using an intermediary.*

## **7. Termination of participation in the Program**

**7.1.** Avalon Resort & SPA\*\*\*\*\* Superior is entitled to terminate a Club Member's participation in the program with immediate effect if the member provides false information to Avalon Resort or abuses their membership.

**7.2.** Club Members have the right to terminate their participation in the program at any time, either in person at the Avalon Resort & SPA\*\*\*\*\* Superior hotel reception or in writing via a letter or email sent to Avalon Resort.

**7.3.** If a Loyalty Member does not record a new individual booking\* within two years from their last realized booking, Avalon Resort & SPA\*\*\*\*\* Superior is entitled to terminate their participation in the program. Prior to termination, the member will be notified 30 days in advance via the email address provided during registration about the impending termination of their membership.

## **8. Duration of the Program**

The program is of indefinite duration. Avalon Resort & SPA\*\*\*\*\* Superior reserves the right to terminate the program at any time with prior notice to Club Members. Discounts may still be utilized within 30 days of such notice, after which the opportunity to claim discounts will cease.

## **9. Other provisions**

**9.1.** The current Avalon Loyalty Club terms and conditions are available on the Avalon Resort & SPA\*\*\*\*\* Superior website.

**9.2.** Contact information:  
Avalon Park Kft.  
HU - 3519 Miskolc, Iglói út 15.  
E-mail: vip@avalonresort.hu

## **Appendix 1: Levels and associated benefits in the Avalon Loyalty Program**

**1. Premium level:** No minimum spending is required to achieve this level. Loyalty members automatically reach this level upon registration and receive a bonus of 10 Loyalty Points credited to their account. Additional benefits for Premium level:

- Participation in promotions exclusively available for Loyalty members.
- Priority notification about current gift voucher promotions and early booking discounts.

**2. VIP level:** To achieve this level, the required minimum spending is HUF 3,000,000 (gross) and 3 completed bookings. Benefits for VIP level:

- 30 Loyalty Points credited as a level-up bonus.
- Free parking in the hotel's underground garage.
- A surprise gift awaits in your room upon arrival.
- 5% discount on room rates and package offers.
- 50% discount on early check-in and late check-out (subject to hotel availability).
- 5% discount on wellness and beauty treatments.
- 5% discount on services at the HELL Kart electric go-kart track.
- 5% discount on services at the Maya Play Park.
- Participation in promotions for loyal guests, with priority notification about gift voucher promotions and early booking discounts.

**3. Elite level:** To achieve this level, the required minimum spending is HUF 5,000,000 (gross) and 5 completed bookings. Benefits for Elite level:

- 50 Loyalty Points credited as a level-up bonus.
- 10% discount on room rates and package offers.
- 5% discount on all food and beverage consumption in the hotel's restaurants and bars.
- An exclusive welcome surprise awaits in your room upon arrival.
- Free parking in the hotel's underground garage.
- 50% discount on early check-in and late check-out (subject to hotel availability).
- Complimentary e-bike rental.
- Free room service.
- Complimentary laundry services.
- 10% discount on wellness and beauty treatments.

- 10% discount on services at the HELL Kart electric go-kart track.
- 10% discount on services at the Maya Play Park.
- Participation in exclusive promotions for loyal guests and priority notification about gift voucher promotions and early booking discounts.
- Invitation to exclusive loyal guest weekend events.

**4. Ambassador level:** To achieve this level, within 365 days of reaching the current level, the required minimum spending is HUF 7,000,000 (gross) and 10 completed bookings.  
Benefits for Ambassador level:

- 70 Loyalty Points credited as a level-up bonus.
- 15% discount on room rates and package offers.
- 10% discount on all food and beverage consumption.
- An exclusive welcome surprise awaits in your room upon arrival.
- Free parking in the hotel's underground garage.
- Complimentary early check-in and late check-out (subject to hotel availability).
- 10% discount on services at the HELL Kart electric go-kart track and an annual 10-pass go-kart package.
- 15% discount on wellness and beauty treatments.
- 20% discount on Maya gift items.
- Free electric car charging.
- Complimentary e-bike rental.
- Free room service.
- Complimentary laundry services.
- Free private cabana rental by the outdoor pool.
- Avalon GoodBye Gift: A custom gift package prepared for your departure.
- Invitation to exclusive loyal guest weekend events.
- Participation in exclusive promotions for loyal guests and priority notification about gift voucher promotions and early booking discounts.

## **Appendix 2: Point collection opportunities in the Avalon Loyalty Club System**

- Registration bonus: 10 points.
- Data entry bonus: 5 points for providing your birthday.
- Spending bonus: For every HUF 10,000 (gross) spent, the Loyalty Member earns 1 point, which is automatically credited to their points balance using the online program.

Note: Points are valid for 180 days from the date of accrual.