



CORPORATE CARD

www.dompedro.com

REGULATIONS, TERMS & CONDITIONS

I – SCOPE | NATURE

- a. Dom Pedro Corporate Card is a program that rewards the loyalty of DOM PEDRO HOTELS, exclusive to the responsible of reservations of companies. The accumulated points are transformed into rewards that allows to the member enjoy stays, meals, massages and other free services at DOM PEDRO HOTELS.
- b. The Dom Pedro Corporate Card is free and has absolutely no credit or debit feature, serving only to correctly identify members.
- c. Dom Pedro Hotels may at any time alter the listing of hotels participating in Dom Pedro Club Card Program, as well as the procedures and regulations. The cardholders shall be notified of those alterations through the official DOM PEDRO HOTELS website, at www.dompedro.com.
- d. Whenever there is a change in a member's data, including the contact and profile information, said member must update that information by notifying the Club Card department by e-mail, to clubcard@dompedro.com.
- e. Dom Pedro Corporate Card allows accumulating points for bookings made by the holder for the company that works to and having access to the preferential rates, which are not accumulative with other benefits or promotions, in the establishments participating in the program.
- f. In addition to having access to the Preferential Rates Corporate, for the company, the member have also a discount on the Best Available Rate (BAR) on the official site, www.dompedro.com, for his personal reservations, between others unique advantages.
- g. Dom Pedro Corporate Card allows benefit from exclusive promotions at participating units in the program.

II - MEMBERSHIP AND NON-TRANSFERABILITY

- a. Program membership is subject to approval by DOM PEDRO HOTELS, after receipt of the registration form.
- b. Membership is free and only requires that the membership form be filled in correctly. Membership forms whose required fields are not properly or legibly filled in shall not be accepted.
- c. All adults and/or emancipated people can join the Dom Pedro Club Card Program.
- d. The points will be counted only after the issuance of Dom Pedro Corporate Card, shall not be subject to the accumulation of points regarding previous reservations.
- e. The card is personal and non-transferable, despite being always associated with reserves incurred by the company.
- f. The member allows his/her personal information provided in the Membership Form to be used in the DOM PEDRO HOTELS.

III - POINT ATTRIBUTION SYSTEM

- a. 300 points are attributed to the card upon joining the Dom Pedro Corporate Card.
- b. The members of the Program Dom Pedro Corporate Card are attributed one point for every three euro spend (for hotels located in Portugal) and one point for every twelve Reais spent (for hotels located in Brazil), including accommodation, restaurants, bars, events, banquets and SPA.
- c. To guarantee points are updated correctly, members must always mention their membership number when requesting a reservation on the official website www.dompedro.com, by e-mail or telephone.
- d. The points cannot be converted into money or any other type of credit and can only be converted into discounts off services in DOM PEDRO HOTELS
- e. The Dom Pedro Club Card has a maximum 3-year limit for the accumulation of points that are not redeemed, after which those points shall be automatically cancelled by the system.

CLUB CARD DEPARTMENT

Hotel Dom Pedro Lisboa | Av. Eng.º Duarte Pacheco nº 24, 1070-110 Lisboa
T. +(351) 21 389 66 28 | E. clubcard@dompedro.com | www.dompedro.com



IV- POINT ATTRIBUTION

- a. Points shall only be attributed for reservations/services duly noting the Dom Pedro Corporate Card number. Therefore, whenever a reservation is made in any participating hotel and for any service, cardholders must identify themselves upon making and/or confirming the reservation.
- b. Every semester, members receive an e-mail indicating their point balance, which bears on the total amount of valid invoices spent on accommodation, restaurants, bars, events, banquets and Spas during that period in the establishments participating in the program. However, members may request their point balance at any time by contacting the Club Card department.
- c. Only reservations made directly with DOM PEDRO HOTELS under the following rates can collect points: DPCC Preferential Rate, Best Available Rate (BAR), Dom Pedro Corporate Card and Corporate Rates.
- d. DOM PEDRO HOTELS reserves the right to, in the course of specific promotional initiatives, alter the number of points to be attributed during a particular time period.
- e. DOM PEDRO HOTELS reserves the right to manually correct the attribution of points should a processing error be detected, in order to guarantee the proper operation of the program and the cardholder's respective benefits.

V - CLAIMING POINTS

- a. Points can be claimed by the member, after the stay, by e-mail or letter to the addresses indicated by the Club Card Department.
- b. To claim points, the following data must be included in the request: name under which reservation was made, membership number, hotel where member stayed, date of the stay and invoice.

VI - RESERVATIONS | POINT REDEMPTION

- a. To guarantee the Dom Pedro Club Card's exclusive benefits, members must always indicate their card number and name when making a reservation (via official website, e-mail, telephone or fax).
- b. A reservation is required to redeem points. To do so, members can contact the Club Card Department, stating their membership number and how they wish to redeem their points.
- c. Before redeeming points, the Club Card Department shall verify the member's point balance, since this is updated on a six-monthly basis and there may be points to credit within this timeframe.
- d. Points Redemption is always subject to the availability of the hotel in question.
- e. Point Redemption is carried out based on the points accumulated and the respective Redemption Table.
- f. In order to redeem points, members must present their card at the reception of the selected hotel.

VII - CANCELLATIONS

- a. Cancellation Policy: All reservations are subject to the cancellation policy of the rate under which they are made.
- b. Reservations made with Point Redemption must be cancelled up to 48 hours before the check-in date. After that time, all of the corresponding points shall be expended.
- c. In case of No Show, all of the points shall also be expended.
- d. In case of early departure, the respective points shall also be expended in full.

VIII - NEWSLETTER | SPECIAL OFFERS

- a. Newsletters are sent to members on a regular basis, containing special offers and exclusive promotions for Dom Pedro Club Card members, as well as other DOM PEDRO HOTELS initiatives.

CLUB CARD DEPARTMENT



IX - PARTNERS

- a. DOM PEDRO HOTELS reserves the right to include other Partners in its program, in order to extend the benefits offered to its members.
- b. The list of the program's partners is available and updated on the official website, and is subject to changes without prior notice, pursuant to paragraph I (c) above.

X - CARD FRAUD AND EXPIRY

- a. DOM PEDRO HOTELS will not be responsible for the loss, theft or robbery of the Dom Pedro Club Card. In case of loss or theft, the client must inform the Dom Pedro Club Card department immediately.
- b. DOM PEDRO HOTELS reserves the right to refuse to accept or credit points on a Dom Pedro Club Card when fraud or improper use is detected and/or if the IT system's technical identification requirements are not met.
- c. DOM PEDRO HOTELS reserves the right to cancel a card and declare it expired in cases of non-compliance with the Terms and Conditions, to refuse to issue duplicates of lost cards or of those cards where fraud or improper use is detected, and to charge the member for the costs of issuing and sending a new card.
- d. DOM PEDRO HOTELS reserves the right to cancel the program, without prior notice, which will be communicated to all members on the official website.
- e. Should the program be cancelled, all points accumulated by members can be redeemed within a period of up to 1 year counting from the date of the program's cancellation.

XI - PERSONAL DATA PROTECTION

- a. In cases where the law is applicable and upon joining the Dom Pedro Club Card, the member expressly authorizes forthwith that all personal data imparted to Dom Pedro Hotels or obtained during services rendered by the hotels participating in the program, be collected and processed by any company included in the DOM PEDRO HOTELS group or by third party entities with whom the group has established a contract within the scope of this program.
- b. The processing of the data mentioned in the previous paragraph is intended for the management and operation of the Dom Pedro Club Card, namely towards serving the participants and sending, by e-mail, mobile phone, telemarketing or mail, commercial information on the products and services of the hotels included in the program and of DOM PEDRO HOTELS, as a whole, as well as information on the products and services of third party entities, namely those pertaining to the leisure, tourism and restaurant sectors.
- c. Members may at any time exercise their rights foreseen in the law on data protection, namely regarding access, rectification, cancellation and opposition, doing so in writing to the DOM PEDRO HOTELS mailing address (Av. Eng.º Duarte Pacheco, nº 24, 1070-110 Lisbon) or by sending an e-mail (clubcard@dompedro.com), whereby the member identifies his/herself correctly and explains the situation that brought about the request.
- d. The terms and conditions of the Dom Pedro Club Card are governed by Portuguese law, and any conflicts regarding their interpretation and application shall be resolved by the Lisbon Judicial Court.

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