

I - SCOPE | NATURE

- a. The Dom Pedro MICE Program is a program that is exclusively offered to Companies or Travel Agencies to repay their preference for DOM PEDRO HOTELS. The accumulated points are transformed into rewards that allow members to enjoy room nights, meals and massages, among other free services at DOM PEDRO HOTELS.
- b. The Dom Pedro MICE Program 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 those units participating in the Dom Pedro MICE Program, as well as the procedures and regulations, which shall be announced to card holders by email.
- d. Whenever there is a change in a member’s data, including the contact and profile information, said member must update that information by sending an email to clubcard@dompokro.com.
- e. The Dom Pedro MICE Program also enables members to enjoy exclusive promotions in the units participating in the program.

II - MEMBERSHIP AND NON-TRANSFERABILITY

- a. Affiliation to the program is subject to acceptance by DOM PEDRO HOTELS. After filling out the membership form, the Club Card Department sends written notification stating whether the membership is accepted or declined.
- b. Membership requires that the membership form be filled in correctly. Membership forms whose required fields are not filled in shall not be accepted.
- c. All adults and/or emancipated people can join the Dom Pedro MICE Program.
- d. Points shall only start to accumulate after the Dom Pedro MICE Program has been issued. Members are not entitled to accumulate points on retroactive reservations.
- e. The card is personal and non-transferable, despite always being associated with reservations issued by the company or entity.
- f. The member allows his/her personal information to be used in the DOM PEDRO HOTELS system’s database for commercial purposes.

III - POINT ATTRIBUTION SYSTEM

- a. 500 points are attributed to the card upon joining the Dom Pedro MICE Program.
- b. Only reservations for a minimum of 100 room nights are eligible to accumulate points. Points are attributed for multiples of 10 room nights.
- c. The system for attributing points to Dom Pedro MICE Program members is as follows:

CARD NAME	TARGET	ACCUMULATION OF POINTS	
		Portugal	Brazil
DOM PEDRO MICE CARD	National Incoming Agency	100 RN = 1500 Points	100 RN = 1500 Points
	International Agency	100 RN = 3500 Points	100 RN = 3500 Points
	Corporate Direct	100 RN = 3500 Points	100 RN = 3500 Points
	National Events Agency	100 RN = 3500 Points	100 RN = 3500 Points

- d. In order to guarantee points are updated correctly, members must always indicate their membership number on reservation requests made on our official website www.dompokro.com, by email or by phone.

- e. Points cannot be converted into money or any other type of credit, and can only be converted into rebates off services in DOM PEDRO HOTELS.
- f. The Dom Pedro MICE Program 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.

IV - POINT ATTRIBUTION

- a. Only reservations and/or services properly indicating the Dom Pedro MICE Program membership number are valid to receive points. Therefore, the cardholder must be identified when making a reservation and/or confirmation in any participating hotel, for any service.
- b. Points are attributed at the end of each check-out, after the respective event has been paid.
- c. In the course of specific promotional initiatives, DOM PEDRO HOTELS reserves the right to alter the number of points attributed during a particular time period.
- d. 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. Members may claim points at any time. To do so, they must send an email to the Club Card Department with the following information: name of the group, name of the company/entity, membership number, hotel where stay took place and date of stay.

VI - RESERVATIONS | POINT REDEMPTION

- a. To guarantee the Dom Pedro MICE Program's exclusive benefits, members must always indicate their card number and name when making a reservation.
- b. Advance reservation is required in order to redeem points. To do so, members should contact the Club Card Department to provide the membership number and convey how they wish to redeem their points.
- c. Before redeeming points, the Club Card Department shall verify the card's balance, since cards are updated every six months and points may have been attributed during that period.
- d. Point Redemption is always subject to the availability of the hotel in question.
- e. Points are redeemed according to 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.

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 authorises 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@dompoko.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.

CONTACTS:**Dom Pedro Hotels Loyalty Programs**

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