



Dom Pedro CLUB CARD

GENERAL TERMS & CONDITIONS OF DOM PEDRO CLUB CARD PROGRAM

I SCOPE | CONTEXT

- a. The Dom Pedro Club Card (hereafter referred to as “Card”) is offered by Dom Pedro Group through the intermediation of Dom Pedro Hotels & Golf Collection located in Portugal and in Brazil
- b. Any person aged 18 years old, or more, can join the Card and benefit from the conditions and exclusive advantages expressed in this General Terms & Conditions of the Dom Pedro Club Card Program (hereafter referred to as “DPCC Program”).
- c. The principal objective of the Card is to generate and reward the loyalty of Dom Pedro Hotels & Golf Collection best clients.
- d. The Card does not operate as debit or credit card, serving only to correctly identify Members.
- e. Dom Pedro Group reserves the right to cancel, suspend or alter in any given moment, and without prior warning, the DPCC Program, the list of the participating Hotel units, and the associated advantages and the points to assign. All of these actions, when made, will be communicated to the Member by e-mail or through the Dom Pedro Hotels & Golf Collection’s official website (www.dompedro.com).
- f. Whenever there is a change in the Member’s data, which includes the contact and profile data, the Member should contact the Loyalty Department (clubcard@dompedro.com).
- g. In addition to accumulating points, the Card allows the respective Member of, access to preferential rates, which can not be combined with other benefits or promotions in Hotels participating in the Program DPCC..
- h. The DPCC Program’s Members’ preferential rates correspond to a discount over the best rate available (Best Available Rate - BAR), on Dom Pedro Hotels & Golf Collection’s official website (www.dompedro.com) or through the reservations department of each participating Hotel unit, whose contacts are, also, available on the official website.

II MEMBERSHIP AND NON-TRANSFERABILITY

- a. The membership is free. The Card has no annuity nor expiration date.
- b. In order to join the Card, the Member must go to Dom Pedro Hotels & Golf Collection’s official website (www.dompedro.com), or express interest in membership at the DPCC Program participant Hotel units Reception Desk on the check-in act. After providing the necessary information and accepting the presented conditions, the Card is sent to the Member’s e-mail.
- c. The Membership forms whose required fields are not properly filled or with unreadable information will not be accepted or considered.
- d. Points will only be assigned after the emission of the Card.
- e. The Card is personal and non-transferable, and in order to ensure security the Dom Pedro Hotels & Golf Collection reserves the right to ask for the Member’s identification.

III POINT ATTRIBUTION SYSTEM

- a. The Card allows the Member to accumulate 1 point for every 1€ (one euro) spent (Portugal Hotels only) and 1 point for every 4R\$ (4 reais) (Brazil Hotels only) resulting from the purchase of product(s) and/or service(s) at Dom Pedro Hotels & Golf Collection (values without VAT).
- b. 500 points are attributed to the Card at the time of joining the DPCC Program.
- c. Points are not convertible into cash or any other form of credit and only assume value for conversion into product(s) and/or service(s) at Dom Pedro Hotels & Golf Collection. The list for points conversion can be found on the official Dom Pedro Hotels & Golf Collection website (www.dompedro.com)
- d. Points accumulated in Card have a validity period of 3 years, this means that, points accumulated with more than 3 years and that were not used for conversion of product(s) and/or service(s) will be automatically canceled by the system.
- e. The consultation of the balance of points of the Card, can be requested by contacting the Loyalty Department (clubcard@dompedro.com) or the participating Hotel units, whose contacts are available on the official Dom Pedro Hotels & Golf Collection website (www.dompedro.com).
- f. The points are awarded at the time of settlement of the invoice of the product(s) purchased and/or service(s) provided (without VAT) by the participating Hotel units in the DPCC Program. The Member must present his Card at the time of this act.
- g. For allocation of points, only those reservations and/or services properly identified with the Card number are considered valid.
- h. For scoring points, will only be considered the reservations made directly with Dom Pedro Hotels & Golf Collection with the following rates: Preferential rate DPCC, best available rate (Best Available Rate - BAR), Dom Pedro Corporate Card and Rates Corporate.
- i. The Dom Pedro Group reserves the right to manually correct the attribution of points should a processing error be detected, in order to ensure the correct use of the DPCC Program and the Member’s respective benefits.
- j. In case of cancellation of the DPCC Program, all points accumulated by the Member, may be converted to the maximum period of 1 year from the date of cancellation of the DPCC Program.

IV REQUEST OF POINT CREDITING

- a. At the time of a reservation, in order to guarantee the exclusive benefits of the Card, it is mandatory for the Member to always indicate his Card number and name (whether the reservation made through email, telephone or the official Dom Pedro Hotels & Golf Collection website (www.dompedro.com)).
- b. The request must to include the following details: reservation number, Card number, the Hotel where the stay occurred, date of the stay, and a copy of the invoice.



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V RESERVATIONS | POINT CONVERSION | CANCELLATIONS

- a. At the time of a reservation, in order to guarantee the exclusive benefits of the Card, it is mandatory for the Member to always indicate his Card number and name (whether the reservation made through email, telephone or the official Dom Pedro Hotels & Golf Collection website (www.dompedro.com)).
- b. The conversion of points must also be requested at the time of the reservation, simply by contacting the reservations department of the Hotel where the Member want to use the service(s) and/or product(s) or the Loyalty Department (clubcard@dompedro.com), indicating the conversion of points that the Member want to make and the number of the respective Card.
- c. The point's conversion is always subject to the availability of the Hotel in question.
- d. The conversion of points is done based on the accumulated points and respective conversion table which can be consulted on the official website of Dom Pedro Hotels & Golf Collection (www.dompedro.com).
- e. For the conversion of points, it is mandatory that the Member present his Card at the reception of the selected Hotel.
- f. All reservations are subject to the cancellation policies of the rate under which they are made
- g. The cancellation of reservations, made under the conversion of points, must be cancelled up to 48 hours before the check-in date. After this deadline, all the corresponding points will be expended.
- h. In cases of No Show or early departures, all points will be also expended.

VI NEWSLETTER | OFFERS AND EXCLUSIVE OFFERS

- a. Newsletters will be sent to Members on a regular basis containing special offers and/or exclusive promotions, as well as other Dom Pedro Hotels & Golf Collection's initiatives.
- b. The Member authorizes the use of its personal information on Dom Pedro Hotels & Golf Collection's database for marketing purposes, namely the sending of the newsletter.

VII PARTNERS

- a. Dom Pedro Hotels & Golf Collection reserves the right to include other Partners on the DPCC Program, in order to extend the benefits offered to the Members.
- b. The DPCC Program's list of partners is updated and available at the Dom Pedro Hotels & Golf Collection's official website (www.dompedro.com) and may be altered without prior notice according to l, e) above.

VIII FRAUD AND CARD CANCELATION

- a. Dom Pedro Hotels & Golf Collection is not responsible for the loss, theft and robbery of the Card. In case of loss, theft or robbery, the Member shall immediately inform the Loyalty Department (clubcard@dompedro.com).
- b. Dom Pedro Hotels & Golf Collection reserves the right to refuse to credit points on the Card in case of detected fraud or suspected misuse.
- c. The Dom Pedro Hotels & Golf Collection reserves the right to cancel the Card, where it is checked the disregard of the General Terms & Conditions of DPCC Program, and therefore does not carry the reissue of lost Cards or those in is detected fraud or suspected misuse.

IX DATA PRIVACY

- a. By joining the DPCC, by completing the form and accepting the General Terms and Conditions of the DPCC Program and the Data Privacy Policy, the Member authorizes and consents to the processing of his personal data for marketing purposes within the scope of conditions and offers of the DPCC Program.
- b. The Member of the personal data authorizes that his data be collected and processed by any company that integrates Dom Pedro Hotels & Golf Collection or by third parties entities with whom the group has established a contract within the scope of the DPCC Program, with the sole and exclusive purpose of fulfilling the conditions proposed by this DPCC Program.
- c. The processing of data in question is intended for the management and operation of the DPCC Program, namely by sending e-mail, mobile phone, telemarketing or mailing of commercial information on the products and services of the participating Hotel units covered by the DPCC Program and Dom Pedro Hotels & Golf Collection, as a whole, as well as on the products and services of third parties, namely related to the sectors of leisure activity, tourism and catering.
- d. The Member may, at any time, exercise the rights provided for in the General Regulation on Data Protection 2016/679, in particular as regards access, rectification, erasure / cancellation, opposition, portability, limitation, alteration of consent, right to be notified in the case of violation of personal data, and the right to complain to a controlling authority, in writing to the Dom Pedro Hotels & Golf Collection postal address (Av. Eng. Duarte Pacheco, nº 24, 1070- 110 Lisboa) or by sending an e-mail to dpo@dompedro.com, in which the Member must identify himself correctly and indicate the situation that is the object of your request.
- e. The personal data will be stored and kept only during the time of loyalty and will be erased at the moment when loyalty is finished.
- f. The Terms and Conditions of the DPCC Program are governed by Portuguese law and any conflicts regarding their interpretation and application will be settled by the Judicial Court of Lisbon.
- g. For more information about our Data Privacy Policy please see our website (www.dompedro.com).