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Terms & Conditions of Membership

1. CONDITIONS OF MEMBERSHIP

These Terms & Conditions supersede all previous terms and conditions of the Magic Key Program of Condian Hotels S.A., from now on called as “Company”.

1.1 Definitions

- “Magic Key Program” is the loyalty program of Condian Hotels, from now on called as “Program”.
- “Member” is a person who has completed an official registration and accepted the Program’s Terms & Conditions.
- “Card” is the membership card issued by Condian Hotels to a person who is a Member of the Program.
- “Points” are the reward currency earned by using the Card or the unique number of the Card.
- “Redemption” is a form of payment using Points as a tender to acquire goods and services defined by the Program.
- “Benefits” are the amenities and services provided to Members as a benefit of membership.
- “Program Partner” is a third party, which offers benefits or awards to Members.
- “Participating Hotels” are the Hotels that are participating in the program from now on called as “Hotel”, list of the Hotels can be found at the Website.

1.2 The Card is issued by and **remains the property of Condian Hotels**. It is not a credit card and is free of charge.

1.3 Cancellation of Membership: Condian Hotels S.A. reserves the right to decline to issue or withdraw a Member’s membership at any time, or to terminate the validity of the Program’s membership together with the benefits attached thereto at any time. The Card must be returned immediately to any participating Hotel when requested. Cancellation of membership will result in the loss of all accumulated Points.

1.4 Termination Date: The Program has no predetermined termination date and may continue until Condian Hotels decides to terminate it, with or without notice. The Program accepts no responsibility for any points that remain in members’ accounts after such termination.

1.5 Program Changes: Condian Hotels reserves the right to amend, update or change any aspect pertaining to the Program including the Terms & Conditions, at any time in whole or in part without advising Members. Continued participation in the Program will constitute a Member’s acceptance of any such amendment, modification, or supplementation. Members are responsible for remaining



knowledgeable of the Program's Terms and any changes, modifications, or additions to the Program.

1.6 Partners responsibility: Condian Hotels is not responsible for Program Partner withdrawals from the Program, which may affect the Awards offered.

1.7 Program's Notifications: The Program will endeavor to advise Members of matters of interest, including notification of changes to details of promotions and other offers. However, the Program accepts no liability for correspondence lost or delayed in the postal system or via electronic mail.

1.8 Program's Corrections: Condian Hotels reserves the right to change the printed offers at any time and to correct any typographical errors, errors of description, or errors regarding participating properties and Program Partners at any time without informing members.

1.9 Printed information & Website: All details mentioned in the website supersede anything appearing in any printed or other material of Program and form part of these Conditions of Membership.

1.10 Member's Security: When a Member contacts the Program's representatives, for security reasons they may request date of birth and/or other information to verify the Member's identity.

1.11 The Program's designated officers will only enter into communication with the registered Member.

1.12 Sale or Barter of Points: The sale or barter of any Program Points, Awards & Vouchers or other card benefits is prohibited, between the Members.

1.13 Lost / Stolen Cards: In case the Card is lost, stolen or damaged the Member must inform the Program Membership Services office immediately in writing to the email indicated below.

1.14 Contact Details: Any correspondence sent to Members is based on the contact details provided to the Program. Each Member is responsible for updating his/her information on the official website, in writing to the Program Membership Services office or at any Participating Hotel.

1.15 Interpretation of Terms: All interpretations of these Terms & Conditions of Membership shall be at the sole discretion of Condian Hotels

1.16 Legal Jurisdiction: These Conditions of Membership are governed by the laws of and are applicable in the Hellenic Republic. In the event of any dispute, the Member agrees to submit to the exclusive jurisdiction of the courts of Greece.



1.17 Availability at Hotels: Members are responsible to check with the relevant Hotel for the availability of any special offer that could affect the enjoyment of their visit. The Member should ask on arrival at the Hotel for any additional benefits valid for that property. All services, amenities and benefits are subject to availability and subject to the policies and terms & conditions of each Hotel. Not all services, amenities and benefits are offered at all Hotels. Condian Hotels may update benefits shown as available or credited to a Member at any time.

1.18 Limited by Length of Stay: Selected Benefits may be limited depending on length of stay.

1.19 Program's communication: The Program will communicate with members via e-mail, post or any other medium, which is considered appropriate. Company reserves the right to inform the Members about other activities, as well as third party activities associated with the Company.

2. Application for Membership

2.1 Eligibility: Membership in the Program is free of charge and is available to any individual over the age of 18 who:

- 2.1.1 Possesses the legal authority to agree to the Program's Terms.
- 2.1.2 Resides in a jurisdiction that legally permits participation in the Program.
- 2.1.3 Provides valid and accurate personal information when enrolling in the Program.
- 2.1.4 There is no other active membership of other Program operated by Condian Hotels.
- 2.1.5 He/she is not a member of the travel trade; employee of Condian Hotels and associated companies.
- 2.1.6 He/she has not previously been terminated from any Program operated by Condian Hotels.

2.2 Mandatory Fields: Condian Hotels may reject any application if mandatory information is not supplied accurately and in full.

2.3 Termination of Account: The Member may terminate membership by submitting a written notice, signed by the Member, or via a link that will be sent after a member's request to the Program's head offices. Membership will be terminated immediately upon receipt of such notice. All unredeemed Program Points will be forfeited immediately and will not be reinstated or transferred.

2.4 Inactive Membership Members become inactive if they have not visited a Hotel:

- Silver Tier 3 years
- Gold Tier 5 years
- Diamond Tier 5 years

Inactive Members cannot redeem any Points.



As soon as the Member revisits a Hotel, membership will be re-activated. The Program reserves the right to cancel memberships that remain inactive for a period of five (5) years.

2.5 Fraudulent Activity. If a Member suspects or learns of any fraudulent activity related to their Member account, including, without limitation, unauthorized redemption or transfer of Program Points, the Member must report the fraudulent activity within 60 days of it occurring to the Program's Head Office via email magickey@condianhotels.gr. Credit or debit of any Points in question to the Member will be at Condian Hotels' sole discretion. The Program reserves the right to cancel any Membership account that has been registered using fraudulent details.

3. The Cards & Categories

3.1 The Program Card is **not transferable**. It can only be used by the cardholder.

3.2 Each issued Program Card has an **exclusive membership number**.

3.3 The Program membership is personal and is available only to **individuals**. Not to companies, partnerships, associations, groups or other entities. Condian Hotels S.A. may refuse membership without a given reason.

3.4 Card Categories:

Silver Card: The Silver Card is issued upon application and is valid until the Member reaches Golden status. It remains valid until three (3) years after the last stay in any of the participating hotels of the Magic Key Program. After that period of time the membership is cancelled. All unredeemed Points will be forfeited immediately and will not be transferred.

Golden Card: The Golden Card is issued when the Member has collected 18000 points and is valid (for life) until the Member reaches Diamond status. It remains valid until five (5) years after the last stay in any of the participating hotels of the Magic Key Program. After that period of time the membership remains inactive for two (2) more years and then is cancelled. All unredeemed Points will be forfeited immediately and will not be transferred.

Diamond Card: The Diamond Card is issued when the Member has collected 30000 points. It remains valid until five (5) years after the last stay in any of the participating hotels of Magic Key Program. After that period of time the membership remains inactive for three (3) more years and then is cancelled. All unredeemed Points will be forfeited immediately and will not be transferred.



3.5 Validity: The Card categories are valid for life unless differently specified.

4. Earning Program's Points

Points are credited to your account upon departure from our Hotel. Points are awarded for your stay as well as for the amount spent while staying at our Hotels. Regarding your stay, points are awarded as per below :

- **Direct reservations** (valid for reservations made through our website)

Earn 20 points + 10 points bonus for each € you spend for your reservation.

- **Indirect reservations**

Asterias Village Resort	850 points/ night or 5950 points/week
Central Hersonissos Hotel	800 points/ night or 5600 points/week
Sergios Hotel	1200 points/ night or 8400 points/week
Iro Hotel	800 points/ night or 5600 points/week

- **In House**

Earn 20 points for each € you spend in our Hotels.

(*All above mentioned points are credited to the leader Guest of the reservation).

4.1 Status & Award Points: Points are the reward currency of the Loyalty.

There are two types of Program Points:

Status Points: are credited for each eligible transaction and cannot be redeemed. Status Points reflect the Tier category (**Silver, Gold & Diamond**) of the Member.

Award Points: are credited for each eligible transaction by the Member and can be redeemed, as per the redemption scheme in our Website.



4.2 Presentation of Card: To receive points, Members must present a valid Card (**either physical or in electronic form through the mobile application**) to the Hotel Reception at the time of check-in or to Partners before ordering a service. In the event that the card is not shown, Points will not be credited. Allow 14 days after the transaction (departure from the hotel) for Points to reach the Members' Account.

4.3 Errors: Condian Hotels reserves the right to correct any Program Point values or statements at any time or when the error is realized.

4.4 Missing points: If the Member wishes to claim any adjustment to the number of Program Points credited or for retroactive Program Points, the Member must do so within twelve months from date of any Hotel visit, by sending written details to Program Membership Services, with a copy of the bill for which the Member did not receive the correct number of Program Points. Failure to supply the adequate documentation may result in the denial of such Points' credit. Condian Hotels reserves the right to decline any retroactive Points requests.

4.5 Member's Account: Members may view their Program Points on login.condianhotels.gr. After every transaction, the Program Member is responsible to check the accuracy of the numbers of points earned.

4.6 One Card / Room: Points will be credited only to one card for each room bill. The points will be credited to the main name of the reservation.

4.7 Booked Room Type: For visits to a Hotel, the number of Points awarded will be based upon the room type booked and paid for, even if a different room type is provided.

4.8 Non-Resident bookings: Members will not earn Points when making a reservation for another person even if the reservation is in the Member's name.

4.9 Additional Rooms: In case there are more than one room that the Member is claiming Points then, the Points that will be earned will be only if the following are fulfilled:

4.9.1 the Member is staying at the same hotel at the same time

The maximum number of rooms that can be credited to the Member's account per visit is three (3). In the event that the reservation is for more than 3 rooms, then the Member must choose for which ones he will earn Points.



4.10 Non-eligible accommodation rates

Therefore, without receiving any Points are defined as:

4.10.1 Airline crew rates

4.10.2 Travel industry employee rates

4.10.3 When the Member's accommodation is paid by other party **with special rates** (e.g. company events, conferences, corporates)

4.10.4 Condian Hotels S.A. employee rates.

4.10.5 Barter, complimentary and redemption (free) stays.

4.10.6 Members of the Condian Hotels S.A. other Programs do not receive points for reservations using their subscription.

4.11 Eligible Charges

Eligible charges will receive points only if they are charged to the room bill.

Members receive points on Hotel services including:

4.11.1 Food & drinks in the hotels restaurants and bars

4.11.2 Telephone charges

4.11.3 Reception Extras (AC / Safe / Room Upgrades / Board Upgrades)

Points will not be credited to special offer rates.

4.12 Non-Eligible Charges

4.12.1 Taxes and service charges

4.12.2 Any item that is paid to a Hotel department directly in cash

4.12.3 Conference, banqueting and event charges

4.12.4 Any bills paid on behalf of the Member to a third party and charged to their room bill.

4.13 Transferring Points: Points cannot be transferred to any other Member account.

4.14 Pre-membership Points: Points cannot be credited for visits to a Hotel before the Guest completes the Program registration process.



4.15 Bonus points

Each Golden or Diamond Member, according to the status they are in, are awarded bonus points on special promotions and events they participate or purchase. These promotions and events will be advertised through the website, social media or mobile application. However, the Program accepts no liability for correspondence lost or delayed in the postal system or via electronic mail.

4.15.1 Seasonal Promotions

At its discretion, The Program may award bonus Points on an ad hoc basis including but not limited to seasonal double points, activity awards. Where limited dates apply to a promotion, only Member's activity within the specified dates will be eligible for Bonus Points. Bonus Points will be credited as basic points and Golden and Diamond bonuses do not apply.

4.15.2 Category Bonus Points

Golden and Diamond Members will receive bonus points for activity relating to their account. These bonus points will only be credited from the time that the Member reaches the Golden and Diamond status and for their duration in that status.

4.16 Partners

A Member cannot earn any Points by purchasing merchandise or services from Partners, unless explicitly specified under Program Partner's agreement.

4.17 Corporate Points

4.17.1 If the reservation of the Member is paid by an employer, principal or client the Member is responsible for notifying the employer, principal or client of any Program Points received and for complying with any applicable laws, gift policies and incentive policies.

4.17.2 The Member agrees to indemnify and hold harmless Condian Hotels and associated companies from any liability, costs and damages relating to claims of any third party arising from a failure to disclose the receipt of Program Points or any other incentives.

5. Discounts

- 5.1. **Presentation of Card:** To receive Program discounts from a Hotel or Program Partner (shops, car hire, etc.), a valid Card must be presented at the time of ordering / reservation and before payment is concluded. Failure to do so will result in no discount.
- 5.2. **Cash transactions:** Hotel service discounts (food & drinks, spa, etc.) are not available on cash transactions. The discounts will be deducted from the Member's final accommodation invoice on departure.

All Hotels

No-Show penalty: 100% of the full stay points.

Early checkout: For non-emergency early departures, 100% of the remaining stay points will be charged.

6. Application Instructions:

- The Member must send the completed Free Stay Request Form to the Program Head Offices.
- The Program's administrator will check that the Member has the necessary points.
- Depending on Hotel availability, the Member will be informed if the requested dates are not available.
- Where the dates are confirmed, the Program will issue a Voucher by post or email to the Member's registered address.
- The Member should not make any flight or holiday bookings until he/she receives the Voucher.
- The Member may combine the free voucher with a tour operator or direct booking for additional days. In this case the Member should inform about the combination of the free voucher and his/her booking.
- Vouchers cannot be used as part of an existing/confirmed booking.

Benefits & Points during Free Stay: All Benefits are valid during the free stay. Points will not be credited during a free stay.



Not-exchangeable: Free holiday Vouchers cannot be redeemed for cash or refunds at any Hotel or with any third party (including travel agent, tour operator)

Contact: All Free holiday redemption bookings must be made through the Program's Head Office.

Data Protection

By submitting their information on the Membership Application Form, the Members indicate their consent for Condian Hotels to process their personal details in relation to their membership of the Program. Our company collects and processes personal data in accordance with our Personal Data Protection Policy, which is effective as from 25 May 2018, with Members' explicit and specific consent and for a specified purpose. The Program full conditions of Membership apply.

If you have any questions about the Program, please ask the Reception of any participating Hotel or just visit the Website.

The Program Head Office operates 12 months of the year and we would be delighted to assist you with any enquiries at magickey@condianhotels.gr

Please make sure you quote your card number on all correspondence with the Condian Hotels or the Program Head Office.

Program's Member Services
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