

## TERMS OF USE

### Hotel Vinogradovo loyalty program

#### 1. Introductory part

- 1.1. These Rules regulate the main provisions and principles of functioning of Hotel Vinogradovo Loyalty Program (hereinafter referred to as the Program).
- 1.2. These Rules apply to all participants of the Program. Participation in the Program is a confirmation of familiarization and agreement of the Program participant with all the provisions of these Rules.
- 1.3. These Rules are a public offer in accordance with Clause 2 of Article 437 of the Civil Code of the Russian Federation.
- 1.4. The current text of the Rules is posted on the official website of the hotel at: [www.himv.ru](http://www.himv.ru).
- 1.5. In accordance with subsection 3.1.5 of these Rules, the personal data of the Program participants are stored, processed and used for the purpose of the Program functioning.
- 1.6. Qualification nights are a virtual conditional unit of calculations in the Program.
- 1.7. Information on the number and conditions of accrual of qualifying nights is available in the Personal Account of the Program participant on the hotel's website.
- 1.8. These Rules may be amended at any time without prior notice to the Program participants.
- 1.9. The program can be canceled by the Hotel at any time. At the same time, the Hotel places information about the planned cancellation date of the Program at least 1 (one month before the cancellation date).
- 1.10. The loyalty program is part of the Travel Line booking module: Booking Engine

#### 2. Terms

The following terms, abbreviations and symbols are used in these Rules:

- Hotel Vinogradovo (hereinafter referred to as the "Hotel") – LLC "Hotel Vinogradovo" is a legal entity providing a range of hotel and other related services (hereinafter referred to as "hotel services")
- level - the level of participation in the Program, which is assigned to the Program participant;
- identification number of the Program participant - a unique number assigned to the Program participant after passing the registration procedure. It is used to identify the Program participant in the Program database. The identification number of the Program participant is also the number of the personal account of the Program participant;
- privileges - additional benefits and/or services provided to the Program participant during the Program period;
- the loyalty program of Hotel Vinogradovo is a guest incentive program, in accordance with which the participant of the Program acquires the right to receive privileges for staying at the Hotel;
- qualification nights are conditional units that are awarded to the participant of the Program. determines the level of loyalty of the guest, is reflected in the participant's personal account and can be used to obtain privileges.
- the Program operator is a legal entity that maintains the database of Program participants, records the qualification nights of Program participants, and manages the Program. Within the framework of these Rules, the operator of the Program is LLC "Hotel Vinogradovo";
- personal account - the account of the participant of the Program, which stores his personal data and the history of accruals of qualifying nights. The personal account number is indicated on the Program participant's card;
- transaction - the operation of accrual of qualifying nights, reflected in the personal account of the participant of the Program.

### **3. Participation in the Program**

#### **3.1. General provisions**

3.1.1. Participation in the Program is free of charge.

3.1.2. Participation in the Program is individual.

3.1.3. Any individual can become a participant of the Program.

3.1.4. To participate in the Program, you must register yourself on the Hotel's website by filling out the registration form and get the identification number of the Program participant.

3.1.5. By submitting their personal data, the Program participant agrees to their use by the Hotel for the realization of the participant's interests within the Program.

The Program Operator processes the personal data of the Program participant provided by the latter during registration in accordance with the terms of these Rules. These actions are carried out by the Program operator in accordance with Article 6 of Federal Law No. 152-FZ of July 27, 2006 "On Personal Data".

3.1.6. The processing of Program participant personal data in the context of these Rules means any actions (operations) with personal data, including collection, systematization, accumulation, storage, clarification (updating, modification), use, transfer (distribution, provision, access), depersonalization, blocking, destruction of personal data.

3.1.7. In accordance with clause 7 of Article 5 of the Federal Law of July 27, 2006 N 152-FZ "On Personal Data", the period of storage of personal data of Program participants does not exceed the time required to achieve the purposes of their processing.

#### **3.2. Registration in the Program**

3.2.1. Registration in the Program is carried out on the Hotel's website by filling out the appropriate registration form.

3.2.2. After successful completion of registration, the specified person is automatically assigned an identification number, which is sent to the email address.

3.2.3. By registering in the Program, the participant confirms agreement with the terms of the Program, including consent to receive information about the Program using the specified contact details.

3.2.4. The date of registration in the Program is the date of assignment to the Program participant of the identification number of the Program participant.

3.2.5. In order to use the accumulated qualifying nights and obtain premium services (privileges), the Program participant must provide all necessary personal data, including first name, last name, date and place of birth in accordance with the entry in the identity document.

#### **3.3. Program Participant Card**

3.3.1. The guest is provided with a virtual card with a unique loyalty number

3.3.2. The Program Participant Card contains the following information:

- identification number of the participant
- the name and surname of the participant in Russian or Latin letters;

3.3.3. The virtual card is issued automatically.

3.3.4. The guest receives the card after registration in the personal account on the Hotel's website.

### **4. Levels of participation and privileges in the Program**

4.1. The Program provides 4 (four) levels of participation

4.1.1. Club level is assigned to the guest - participant of the Program automatically after registration in the Program and includes the following benefits for guests: 3% discount on accommodation, welcome amenity at check-in, late check-out\* at 14:00;

4.1.2. Silver level is assigned to a guest who is a member of the Program when staying at a hotel for more than 7 nights and includes the following benefits for guests: 5% discount on accommodation, welcome amenity at check-in, late check-out\* at 14:00, room upgrade\*;

4.1.3. Gold Level is awarded to a guest participating in the Program for a stay of more than 15 nights and includes the following benefits for guests: 7% discount on accommodation, welcome amenity at check-in, early check-in\* at 11:00, late check-out\* at 16:00, room upgrade\*, 10% discount on bar, restaurant and laundry services, welcome drink and snack;

4.1.4. Platinum level is assigned to a guest - participant of the Program when staying at the hotel for more than 30 nights and includes the following benefits for guests: 10% discount on accommodation, welcome amenity at check-in, early check-in\* at 11:00, late check-out\* at 16:00, room upgrade\*, 10% discount on bar, restaurant and laundry services, welcome drink and snack or breakfast\*\*.

4.2. When the threshold for the transition to the next level of participation is reached, the Hotel sends a corresponding notification to the guest.

The discount provided for by the next level of participation can be received by the guest at the next visit to the Hotel.

4.3. Registration of qualifying nights in the Program is carried out only after the provision of the service and its payment after five days after the departure of the guest.

4.4. The qualifying nights accumulated by the participant are not reset (they are valid without the expiration date).

4.5. The condition for qualifying nights in the Program is a direct booking of rooms through the official website of the Hotel (without intermediaries).

4.6. At any time, the guest can get acquainted in his Personal Account with the number of accumulated qualifying nights and his level of loyalty at the moment.

4.7. The conditions for accounting for qualifying nights can be changed, including supplemented, by the Hotel if there are objective possibilities.

## **5. Change of personal and contact data of the Program participant**

5.1. The Program Participant is responsible for timely notification of the Program operator about changes in their personal and contact data.

5.2. Personal data (surname, first name, passport data) is changed only by the Program operator after receiving the application of the Program participant using the feedback form. Scanned copies of supporting documents (marriage certificate/divorce certificate, a copy of a valid passport, etc.) must be attached to the application for changing personal data.

5.3. To change the contact details (phone number, e-mail), the Program participant must contact by phone: 8 (495) 937 06 70 or by email: [fo.mowvg@amtel-properties.com](mailto:fo.mowvg@amtel-properties.com).

## **6. Responsibility of the parties**

6.1. The Program Participant and the Hotel are obliged to comply with the rules and conditions of the Program.

6.2. The terms of participation of the Parties in the Loyalty Program are not subject to the laws and regulations, including the Rules for the provision of hotel services in the Russian Federation, regulating hotel activities.

At the same time, the quality of the services provided by the Hotel within the framework of the privilege must comply with the established standards for the provision of hotel services.

6.3. The date of entry into force of these Rules is the date of their publication on the Hotel's website

6.4. The place of consideration of possible disputes arising within the framework of the implementation of the Program is the Russian Federation, Moscow.

6.5. Disputes related to participation in the Program and not provided for by these Rules are resolved in a claim procedure.

## **7. Contacts**

Hotel Website: <https://himv.ru/>

Contact phone: 8 (495) 937 06 70

\* subject to availability

\*\* maximum for 2 persons