



MEMBERSHIP TERMS AND CONDITIONS

PROGRAM DESCRIPTION

The Perge Puan loyalty program (Program), which is registered at Gençlik Mahallesi 1311.Street No:5 and operated by Lanthe Turizm, a joint stock company registered in the Antalya Institutions VD Register and deals with customer loyalty issues as Perge Hotels, is designed to enable them to enjoy the various advantages mentioned below.

This Program is governed by these general membership terms ("Program Membership Terms and Conditions"). The Program Membership Terms and Conditions are available at pergehotels.com. Perge Hotels reserves the right to change them as it wishes. The Amended Program Membership Terms and Conditions apply on the date they are posted online on the Website and are deemed unconditionally accepted by any user who browses the Website after their publication. The Terms and Conditions of The Applicable Program Membership are the terms and conditions that apply on the day of publication on the Website.

The Perge Points Program is valid only if the laws of the Member's country of residence allow it. Otherwise, membership is void and invalid.

MEMBERSHIP TERMS

- The program is open to anyone who is legally considered a minor or who has the authority to legally sign a contract in the country of residence of the Member.
- Program membership is free of charge.
- Members have a promo code that can be used electronically online.
- The rights obtained from the Promo Code Program cannot be sold or transferred.
- Promo Code is a return program that only provides discounts when booking rooms at Perge Hotels and earns points for the original member.
- A valid individual email address is required to participate in the program.
- By participating in the Program, members agree to receive e-mails (information messages, statements, campaign information, etc.) related to the activities and services offered by the Program. If the Member does not wish to receive this information necessary for the operation of the Program, *he/she* shall be required to follow the procedure for *terminating the Program*, which is titled *suspension* or termination of the *membership*.
- Program Members agree that the Program may be modified in whole or in part at any time.
- Within a reasonable time prior to their implementation, Members shall be notified of any changes to the Program that significantly change their rights and obligations associated with the Program, especially through the pergehotels.com site and/or electronic means of communication.
- Members have the opportunity to *terminate* their membership as specified in the *suspension or termination* of the membership.



PERGE
HOTELS

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REGISTER AS A MEMBER OF THE PROGRAM

A Guest can participate in the Program in the following ways:

- ❖ To have stayed at Perge Hotels for at least one night; **PRINCIPAL MEMBER**
- ❖ At the invitation of a friend who participated in the program; **MEMBER CANDIDATE**

The Original Member and Member Candidates must accept the General Membership Terms, Membership Terms and Conditions of the Program. Original Members can share the Promo Code given to them with a maximum of 3 (three) people. After the acceptance process, pergehotels.com shall be discounted by 10% on the reserve to be made via Promo Code from its website. The Member Candidate shall be called THE PRINCIPAL MEMBER from the end of the stay. They shall be able to create member candidates and collect POINTS with the new Promo Code to be given to them as a PRINCIPALMEMBER.

PROMO CODE USAGE

In order to take advantage of the various benefits of having Promo Code, members can only checkout the reservation mode on [the www.pergehotels.com](http://the.www.pergehotels.com) website, +90 242 242 0210 or a 10% discount on their reservations at +90 546 502 2225. Promo codes must be used at the time of booking for an absolute period of time. Members who do not comply with these terms shall not be authorized to benefit from the discount benefits associated with the program.

PROMO CODE BOILERS

- ✓ NOBLE MEMBERS who obtain a Promo Code are entitled to a 10% discount for each booking they make on the www.pergehotels.com website for their next stay using this code.
- ✓ NOBLE MEMBERS also share the 3-use code notified to them by e-mail with their friend, allowing them to be entitled to a 10% discount on every booking they make on the www.pergehotels.com website for their stay.
- ✓ NOBLE MEMBERS earn 10% money points for each booking made by the MEMBER CANDIDATES of the promo code they share. The earned points are credited to your account as a balance and any expenses within the hotel can also be used for 365 days.

SUSPENSION OR TERMINATION OF MEMBERSHIP

A Member's violation of these Program Membership Terms and Conditions in any way; not pay for services (for hotel account, invoice or any other commitment); misuse or fraudulent use of the card or Points, providing false information and/or engaging in inappropriate behavior, including at events organized by the Member or any accompanying person under the Program (in particular, abusive, malicious or offensive behavior towards hotel employees, other guests, customer service employees, or persons associated with services, benefits or any other interest offered by hotels or Perge Hotels), may result in the cancellation of points earned by the Member with promo code. This suspension or termination does not imply Perge hotels' right to take legal action res reimposing the Member.



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GENERAL CONSIDERATIONS FOR EARNING POINTS

- ❖ **Converting the local currency to the euro ;** When the points are reflected in the account, payments made in the local currency outside the eurozone shall be converted into euros before calculating according to the Points scale earned. Exchange rates applied by the hotel at check-out are taken from the Central Bank of Turkey database.
- ❖ **Inalienability of benefits;** Points earned cannot be transferred to another Member. These are strictly personal and non-transferable.
- ❖ **Validity of Reward Points;** Reward Points are valid for 365 days after the date of winning and the start date is considered the member's check-out date.
- ❖ Only room rate expenses (provided that they are fully paid and the Member has actually stayed at the hotel) are eligible to earn points.
- ❖ It is imperative that the member is staying in the room.
- ❖ For a reservation with more than one room, only the member's room offers discounts.
- ❖ 2 (Two) The fact that the member is staying in the same room does not increase the rate determined as the amount of the room reservation discount.

Calculation method for point association. The calculation of points is based on the total amount of the appropriate expenditure invoice, excluding tax.

Non-Included Expenses. The following expenses are not eligible to earn Points:

Additional expenses and food and beverage expenses in an unsuitable stay.

Status Points upon check-out. If a Member's Status varies between booking and Check-out, the rules for earning Reward Points shall be based on the Status applicable at check-out. For stays covering more than one night, members shall only be entitled to a Reward Point once, depending on the total amount of invoices paid.

PRINCIPAL MEMBER AND CANDIDATE RESPONSIBILITIES

- In any case, Perge Hotels reserves the right to immediately void points sold or transferred to a different user than the Member or deemed to have been obtained illegally.
- When booking a member, Pergehotels.com must enter a promo code on the website or if the hotel contacted by telephone on +90 242 242 0210, the promo code should be forwarded to Perge Hotel.
- This benefit cannot be used in conning with any other promotional campaign.
- For a reservation with more than one room, only the Member's room has discounts.
- The Original Member can give the code given to him or her as a "MEMBER CANDIDATE" to 3 people of his/her shall from the end of the stay.
- CANDIDATE Should not be a member of the program.
- The Member and the Beneficiary must have accepted these Membership Terms and Conditions.
- This benefit may only be used once (1) until the expiration date of the Member's current Status.
- If the Principal Member does not enjoy this benefit by the expiration date of his or her Status, he or she shall lose the opportunity to gift it.



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- If the Member renews his or her status in the following year, he/she shall be able to re-benefit from this benefit (this right shall not be transferred to the following year if this benefit has not been utilized in the previous year).
- An e-mail is sent to the Principal Member informing them that the full name of the Member candidate has been mentioned and that the advantage has been used.

USE OF REWARD POINTS

- They can only use the Reward Points of THE NOBLE MEMBERS.
- Member Candidates can use Their Reward Points to obtain certain revenues, including:
- Reward Points can be used for Day Use.
- Reward Points can be used directly at the hotel at any stage of a clinching, between The Member's Check-in and Check-out.

SUSPENSION OR TERMINATION PROVISIONS AND PROCEDURES

Termination by member ; A Member may decide to leave the Program at any time. The member can do this by notifying *the gr@pergehotels.com* e-mail address.

Suspension or termination by Perge Hotels;

In the event that the Program Membership Terms and Conditions are violated by a Member, this may result in the temporary suspension of the "Suspension Period" for a period of no more than three (3) months, as determined by Perge Hotels, subject to Perge hotels' decision; It results in termination of membership, cards and benefits are immediately cancelled, the account is closed and the collected Points are deleted, the Member cannot claim any compensation for any reason.

if a member's account is inactive for two (2) years, it shall be automatically closed by Perge Hotels.

Effects of termination ; In all cases where the Membership is terminated, termination of membership means complete departure from the Program, termination of all relationship under the Program. All Points collected as of the day of termination shall also be deleted.

PROGRAM COMMUNICATIONS

Members can find out all information about their membership in the Program (including points balances, Status Night balances and the operation of their accounts) by specifying their request to *the gr@pergehotels.com* e-mail address. Members are reminded that, as a Program Member, they agree to receive e-mails (information messages, statements, campaign information, etc.) regarding the activities and services offered by the Program. If the member no longer wishes to receive this information, he /she should request to close the information or leave the program *at the gr@pergehotels.com* e-mail address. Unsubscribe does not affect your membership.

PROTECTION OF PERSONAL INFORMATION

Members' data is processed and protected as described in the *Perge Hotels Personal Data Protection Agreement*. The purpose of this article is to draw members' attention to the fundamentals regarding the use of their personal data within the scope of their membership in the Program.



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Information collected during registration or during the program is processed by Perge Hotels as a data controller.

Members' data is processed as follows:

for the purposes of implementing the general conditions of this Program and managing membership in the Loyalty Program, on the basis of legitimate interests, for perge hotels marketing activities (including targeted marketing campaigns) with the consent of the Members, in order to send the electronic commercial messages of the Program.

ACCEPTANCE OF THE GENERAL CONDITIONS OF MEMBERSHIP, RESOLUTION OF LEGAL DISPUTES AND APPLICABLE LAWS

Participating in the Program means that Members unconditionally agree to the Program Membership Terms and Conditions. In the event of a conflict between a Member and Perge Hotels regarding the Program Membership Terms and Conditions, the Member may resort to a conventional mediation procedure or alternative method of resolution in accordance with the conditions specified by the relevant legislation.

In order to resolve the dispute in good faith, a member who contacted Perge Hotels customer service using the "Contact" page on the Website and received a negative response or received no response within 60 (sixty) days can apply to the Travel and Tourism Mediator.

Members are free to accept or reject mediation, and in the event of the use of mediation, each party has the freedom to accept or reject the solution proposed by the mediator.

In the event that there is any doubt regarding the interpretation or implementation of the Program Membership Terms and Conditions and they cannot be resolved in good faith in accordance with the above conditions; Even in emergency temporary sessions, third-party complaints and cases involving multiple defendants, the competent Antalya courts shall be the authority for resolving the dispute.

The Program Membership Terms and Conditions are governed by the laws of Turkey, without compromising the mandatory protective regulations in the country in which the guests reside.

ADDITIONAL INFORMATION

Additional information and details about the Program, including additional services offered by each participating hotel and benefits offered by Partners, are available in the section of the Website regarding the loyalty program.