

Miramar Club Loyalty Program Regulations

1. TERMS AND CONDITIONS

- 1.1. The Miramar Club Loyalty Program was created to provide benefits to Miramar Hotels clients through direct bookings made on the official website (<https://www.miramarnazarehotels.com>).
- 1.2. All individuals over the age of 18 may join the Club, and each will be assigned a registration number.
- 1.3. Participation and benefits of the Program are personal and non-transferable and may not be assigned to third parties.
- 1.4. Members must keep their contact details and profile updated in the dedicated area of the official website. Membership may be terminated at any time by written communication sent to any of the hotels included or to reservas@grupomiramar.pt, with a minimum notice period of 30 days.
- 1.5. Members gain access to the Silver level upon joining the Miramar Club.
- 1.6. Members only gain access to Gold and Platinum levels after reaching the required number of nights established for each level.
- 1.7. Nights are only counted after check-out, and it may take up to 48 hours for the member profile to be updated.
- 1.8. The number of nights counted for level upgrades, after the first stay, remains valid for 24 months.

2. ELIGIBILITY FOR BENEFITS

- 2.1. Membership in the Program grants access to the Silver category as the base benefit.
- 2.2. Benefits are not accumulated in the following cases:
- Group bookings with special conditions, even if invoiced individually;
 - Corporate bookings, even if invoiced individually;
 - Bookings not invoiced in the registered Member's name;
 - Bookings made outside the official website (<https://www.miramarnazarehotels.com>);
 - Bookings are only valid if made in the Member's name with the Member present. They are valid for accompanying guests and children under 18.
- 2.3. If a booking is not associated with a Member's profile, the Member may request correction within 90 days after check-out, by sending proof to reservas@grupomiramar.pt.

3. BENEFITS AND ADVANTAGES

3.1. General benefits (for all levels):

- Direct discounts: Silver 10% | Gold 15% | Platinum 20%;
- Early Check-in and Late Check-out (subject to availability);
- Best price guarantee;
- Direct contact with the hotel for special requests;
- Free membership.

3.2. Silver (initial level): 10% discount on direct bookings via the official website.

3.3. Gold (≥ 7 nights): 15% discount + early check-in / late check-out, subject to availability.

3.4. Platinum (≥ 15 nights): 20% discount + early check-in / late check-out, subject to availability.

4. RESERVATIONS USING DIRECT DISCOUNT

4.1. To use their applicable discount, the Member must log in to their profile and make the booking through the official website.

4.2. Changes or cancellations of reservations made with Miramar Club benefits are subject to the hotel's policies.

4.3. Policies regarding changes and cancellations are established according to each hotel unit and will be available on the official website at the time of booking.

5. VALIDITY OF ROOM NIGHTS AND BILLING

5.1. Room nights are valid for Program benefits for 24 months. If no activity occurs within this period, the Member automatically reverts to the Silver level.

6. COMMUNICATIONS

6.1. Communications with Members may be carried out via SMS, e-mail, or newsletter (via e-mail).

7. CANCELLATION AND AMENDMENTS TO THE PROGRAM

7.1. Miramar Group reserves the right to cancel or amend the Program, undertaking to inform Members in a timely manner.

7.2. Specific rules may be created by country or region.

7.3. Any changes will be announced on the official website.

7.4. In the event of Program cancellation, accumulated room nights will be annulled with no right to compensation.

7.5. Miramar Group reserves the right to cancel the membership of Members who misuse their benefits.

8. ERRORS AND CLAIMS

8.1. Miramar Group is not responsible for lost correspondence or postal delays.

8.2. Claims regarding benefits must be submitted to the respective hotel unit or via the official website, with proof attached.

8.3. The deadline for submitting claims regarding credit of points is 3 months after check-out.

9. DATA PRIVACY AND APPLICABLE LAW

9.1. Participation in the Program implies acceptance of personal data processing in accordance with applicable law.

9.2. Data will be used for Program management and to send commercial communications from Miramar Group and partners.

9.3. Members may exercise their rights of access, rectification, or objection by written request to Miramar Group or via the official website.

9.4. The full Data Protection Policy is available at <https://www.miramarnazarehotels.com/aviso-legal/>.

CONTACT DETAILS

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