

## LOYALTY CARD REGULATIONS

Regulations of the Loyalty Program and the terms of use of the Loyalty Card for clients using selected stay packages, introduced at Mazowsze Medi Spa facility in Ustroń, applicable since **18/03/2008**.

The idea of our Program is to appreciate your presence at stays including packages of 7- or 14-nights: wellness, spine renewal, rehabilitation and senior as well as introduction of a Loyalty Program for selected guests including a free stay in our facility. We want every of our guests to feel special!

### General provisions

1. Only a person whose name is visible on a properly marked (stamp and signature) Loyalty Card issued at the hotel reception can use the Loyalty Card.
2. Benefits resulting from the Loyalty Card cannot be transferred to third parties, in particular when making reservations for other people or when booking more rooms than one.
3. A free stay applies only once to one person for whom the Card was issued and includes a package of 7- or 14-nights, depending on the package that the Guest used, during subsequent 9 times.
4. The loyalty program applies only to the following packages: Biological Regeneration, Rehabilitation Package, Spine like a new one, Senior Package.
5. Free stay is carried out as a basic package -Basic, in a standard room, there is no extra charge for single use of the room. Package offer - it is not possible to exchange a given service into another one (e.g. from another package)
6. A free stay can be completed at any time of the year except for holiday periods and winter breaks.
7. A resort fee is charged on the spot to the Municipal Office in Ustroń
8. Additional services, not included in the package offer, are additionally payable.
9. The Loyalty Card cannot be converted into other services, including cash, not provided for in the Regulations.

### Conditions of joining the program

1. You can join the Loyalty Card Program at any time of its application.
2. The condition for joining the Program is taking the Loyalty Card form at the reception desk of Mazowsze Medi SPA.
3. The organizer is not responsible for providing false or incomplete data by a participant in the application form, or for providing data of another person.

### Final Provisions

1. Mazowsze Medi SPA is entitled to introduce changes to the Regulations during the program term.
2. Change of participation rules in the Loyalty Program, or end of the Program, do not give basis for any claims to Mazowsze Medi Spa, including compensation.
3. In the event of making modifications to the Regulations, the Organizer will inform the Participants about this fact by publishing such modification on its website in the "Loyalty program" tab.