

RULES OF THE WELLNESS HOTEL BABYLON LOYALTY CLUB

1. INTRODUCTORY PROVISIONS

1.1. The Wellness Hotel Babylon Loyalty Club (hereinafter referred to as the "Club") is a program intended for hotel guests who make online reservations through the Wellness Hotel Babylon booking portal (Booking Engine Profitroom).

1.2. These rules determine the conditions of membership, the method of remuneration and the rights and obligations of the Club Member and the Organizer.

1.3. The following terms used in the Rules have the following meanings:

a) Club Member— **a natural person over 18 years of age who has registered for the Club and makes reservations through the WHB booking portal.**

b) Organizer— Wellness Hotel Babylon.

c) Club— **a loyalty programme organised by the Organiser, intended exclusively for Club Members.**

d) Level— **the level of membership in the Club determined on the basis of the total amount spent for the stays made.**

e) Reward— **a discount or additional hotel service assigned to a Club Member based on the achieved Level.**

f) Rules— this document.

2. TECHNICAL REQUIREMENTS

2.1. To participate in the Club, an internet connection and an active e-mail address to which the Club Member has access are required.

2.2. Reservations must be made through the WHB booking portal. Reservations made in any other way do not count towards the Club.

2.3. Please contact the Organizer for help or questions.

3. CONDITIONS OF PARTICIPATION IN THE CLUB

3.1. ENTRY: **A Club member enters the Club by filling in their personal data and accepting these rules.**

3.2. RIGHTS AND OBLIGATIONS: **The Club Member undertakes to comply with these rules and to provide truthful information. Has the right to use the allocated Rewards when making reservations. To correctly allocate Rewards, you must use the same email address as when registering each booking or be logged in to your profile. Rewards may not be sold or transferred to third parties.**

3.3. RESIGNATION: **A Club Member may unsubscribe at any time after logging in on the Organizer's booking system page.**

3.4. INACTIVITY AND DELETION: **If a Club Member does not make any stay through his/her membership account for a period of 3 years, he/she will be automatically removed from the Club Member database after this period.**

3.5. TERMINATION OF THE CLUB: **The Organizer may suspend or terminate the Club at any time for legitimate reasons (technical changes, operational reasons, change of laws). This is without prejudice to the rights already granted to the Member. The Member will be notified of termination by e-mail in advance.**

4. REMUNERATION SYSTEM AND LEVELS

4.1. The Club monitors the total amount that the Club Member spends on accommodation during all his/her stays at the Hotel. Only accommodation is included in the total – it does not include the bar, restaurant or other additional services.

4.2. The value of stays is included in the loyalty programme only after the actual completion of the stay. Reservations that have not been made are not included in the total value.

4.3. Based on the total amount spent, the following Levels and Rewards are allocated to the Club Member:

Total amount spent	Level	Reward
At check-in (no previous stays)	–	No reward – motivation for a second stay
From the second stay up to CZK 10,000	Start	2% discount on your next stay
CZK 11,000 – CZK 25,000	Silver	5% discount on your next stay
CZK 26,000 – CZK 50,000	Gold	10% discount on your next stay or free parking
CZK 51,000 and more	Platinum	15% discount on your next stay and a bottle of wine or a one-day visit to the wellness

4.4. The awarded Reward (discount) is visible to the Club Member after logging in to the WHB booking portal in the form of a crossed-out classic price and a highlighted loyalty price.

4.5. Information about the current Membership Level can be found by the Club Member on the WHB booking portal under their login.

4.6. Tier Expiration: **The Tier assigned is valid for 6 months from the last confirmed reservation. After** this time, it is automatically reduced to a lower Level.

4.7. Time-limited Rewards must be used within the specified period, otherwise they will expire.

5. RIGHTS AND OBLIGATIONS OF THE ORGANIZER

5.1. The Organizer may update the Rewards and Levels system without limiting the use of Rewards already awarded.

5.2. The Organizer is obliged to act in accordance with these Rules.

6. LIABILITY

6.1. The Organizer is liable for its acts and omissions within the limits of the law and is governed by consumer law.

6.2. Neither the Organizer nor the Booking System Provider shall be liable for:

- incorrectly entered data by the Member,
- unavailability of the Internet,
- Failure of the user's device or software,
- damages and losses caused by third parties beyond the control of the Organizer,
- damages caused by force majeure or external payment channels.

6.3. Exclusions from liability do not apply to cases where this would be contrary to the law, in particular in the case of intentional damage.

6.4. Claims are time-barred according to applicable law.

7. COMPLAINTS

7.1. The Member has the right to file a complaint, which will be settled within 30 days. The complaint must include: name, surname, e-mail and a description of the problem. It can be submitted in writing or by e-mail.

7.2. The answer will be provided in the same form as the complaint was filed.

8. PERSONAL DATA AND PRIVACY

The principles of personal data processing are described in the Privacy Policy on the Organizer's website:

CENTRUM BABYLON, a.s., Company ID: 25022962, with its registered office at Nitranská 415/1, Liberec III-Jeřáb, Liberec 460 07

Contacts for exercising your rights:

- Phone: +420 485 249 111

- E-mail: gdpr@centrumbabylon.cz
 - Web: <https://www.centrumbabylon.cz/cs/zasady-ochrany-osobnich-udaju/>
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9. FINAL PROVISIONS

9.1. The Organizer has the right to change these rules. The Club Member will be informed about the changes.

9.2. Legal relationships not regulated by these rules are governed by the law of the Czech Republic or the law of the consumer's place of residence.

9.3. These rules are valid and effective from 19.5.2025.