

## *Welcome to the InFavour Loyalty Programme!*

### **Terms and Conditions**

#### **General Rules**

IMOCOM Hotels and Resort ("IHR" or "we") may change the InFavour Guest Loyalty programme rules, processes, regulations, travel or other awards and special offers at any time, with or without prior notice.

As Cascatas reserves the right to terminate the entire Programme with six months advance notice to all then-active members.

Your participation in the InFavour indicates your acceptance of these terms and conditions as well as any changes or modifications it may be subject of.

IHR reserves the right, at its sole discretion, to immediately suspend or terminate a member's membership, and/or his benefits or privileges in the Programme if the member acts in an incoherent manner to Portuguese laws or in a fraudulent or abusive conduct; otherwise misuses the privileges or benefits of membership, or fails to pay any valid invoice or account when due to IHR.

Fraud or abuse concerning InFavour Rewards or award usage and membership privileges and benefits is subject to appropriate administrative and/or legal action by IHR, including the forfeiture of accumulated InFavour Rewards, the termination of InFavour privileges, and revocation of membership.

Corporations, associations and groups cannot enrol in the InFavour Loyalty Programme.

IHR reserves the right to delete any InFavour account with no activity for 24 months.

Respecting your privacy is important for us. However, we may from time to time send you certain programme information that may include, but is not limited to, marketing materials which will inform you of special offers and products we believe would be of interest to you. You will be given the opportunity to opt out from receiving these materials. Please see our privacy policy for more details.

All interpretations of these Membership Rules, terms and conditions shall be at the sole discretion of IHR.

#### **Earning and Redeeming Loyalty Programme Rewards**

The membership number must be provided at the time of booking and the membership card presented upon check-in.

InFavour Rewards are earned based upon consumed room nights.

Complimentary night rewards are earned for every 15 eligible nights at an IMOCOM Hotel and Resort and take into account all eligible visits and nights from the date of issue.

Members cannot earn credit for the stays of any other guest with the exception of immediate family members who present the membership card upon check-in.

InFavour Rewards cannot be earned on all rates from pre-paid and opaque channels, such as but not limited to, priceline.com, expedia.com, hotels.com, hotwire.com, travelocity.com (non-retail rates), orbitz.com (non-retail rates), travelweb.com (non-retail rates) etc. Other rates that do not earn InFavour Rewards are crew rates, employee rates, complimentary rates, InFavour Reward stays, and certain contracted rates.

Members will receive periodic account summaries detailing their eligible stays via an email newsletter. Account statements are not sent via regular mail.

We reserve the right to correct any InFavour Reward values, letters, or e-mail statements sent in error. If you are not properly credited for your InFavour Reward, contact the relevant property's front desk to enquire about your account and receive credit for your eligible stay.

Reward reservations must be made in advance of stay. Please give IHR Cascatas Front Desk staff your name and the membership number you would like to use. No "walk-ins" using rewards will be accepted by the hotel. Any "no show" or cancellation made within the cancellation policy window will result in the member forfeiting their complimentary night reward. IHR reserves the right to modify any visit or reward postings made in error.

InFavour Complimentary Night Rewards are subject to availability, blackout dates may apply. Room category valid for one complimentary one bedroom garden view suite. InFavour Rewards are not earned for no-show or cancellation charges. Complimentary Suite Night Rewards have one-year expiration and cannot be redeemed for cash value.

#### **InFavour member Suite Rate discount**

Returning InFavour guests are eligible for a 10% discount on the best available rate published on the hotel website.

Reservations must be made directly with the property via telephone or email.

Discount is not applicable on packaged rates such as golf breaks, spa breaks or other promotions including services other than accommodation and breakfast.

The discount is not applicable to rates provided by third parties such as and not limited to agencies, tour operators and online booking sites.

**Complimentary night reward reservations:** InFavour reward reservations, modifications or cancellations can only be made by contacting:

As Cascatas Golf Resort & Spa - T: 00 351 289 304 900 or Email: [reservas.cascatas@imocom-grupo.com](mailto:reservas.cascatas@imocom-grupo.com)

Monte Santo Resort – T: 00351 282 321 000 or Email: [info.montesanto@imocom-grupo.com](mailto:info.montesanto@imocom-grupo.com)