

# Terms and conditions

## "IN by Ana Hotels"

### Art. 1 – The organizer

The organizer is the company S.C. ANA HOTELS SRL with headquarters in Bucharest, Bd. Poligrafiei no. 1C, floor 1, office 9, sector 1, no. of reg. at the Trade Register J40/7935/1993, tax code RO5479061.

### Art. 2 – Participants

In the "IN by Ana Hotels" loyalty program, any natural person at least 18 years of age who purchases services from the Sport, Bradul and Poiana Hotels in Poiana Brasov, the Europa Hotel in Eforie Nord, as well as the Crowne Plaza Bucharest Hotel can enroll, hereinafter referred to as Hotels, regardless of their value, which accept and comply with the conditions of this regulation, which can be found on the web page <https://document-tc.galaxy.tf/wdpdf-42qxd6v02485wnok7vluks28w/file.pdf>

### Art. 3 – Participating hotels and services

The status obtained according to Art. 2 can only be used within Hotels. This loyalty program includes the following services and products sold within the Sport, Bradul and Poiana Hotels in Poiana Brasov and the Europa Hotel in Eforie Nord: accommodation services, public catering products/services (excluding banqueting, cigarettes, conference room rentals and others) and SPA products and services. For the Crowne Plaza Bucharest Hotel, the following services and commercialized products are included: catering services (exclusive of banqueting, cigarettes, conference room rentals and others) and SPA products / services.

### Art. 4 – Duration

The period of validity of the loyalty program is unlimited. The organizer reserves the right to terminate the loyalty program, or to modify this regulation, or the participation benefits, in whole or in part, at any time, with or without prior notification.

### Art. 5 – Validity conditions

To enter the "IN by Ana Hotels" loyalty program, the participant must meet the following conditions:

- The participant must fulfill the conditions of Art. 2
- The participant must agree with this regulation and provide the following information: name, surname, language of communication, telephone number and e-mail address.
- Bonuses accumulated and not spent within 12 months (silver), 18 months (gold), 24 months (platinum) from the date of their accumulation will be cancelled.

### Art. 6 – Method of awarding loyalty bonuses

- Enrollment in the program can be done from the In by Ana Hotels application, in hotel receptions or online, directly on the anahotels.ro website, Loyalty Program section if the validity conditions from Art 5 are met.
- For each purchase of products and services, the bonus related to the amount spent will be transferred to the loyalty account, calculated as a percentage (%) of the value of the purchase, depending on the qualification level, provided that you mention that you are a member of the loyalty program at the reception hotels at check-in / check-out, at restaurants or at SPAs.

#### Skill levels (Grid 1)

STATUS	Qualification requirements
Silver Member	For a total amount spent in participating Hotels of up to 9,999 lei during a 12-month period.
Gold member	For a total amount spent in participating Hotels between 10,000 lei and 24,999 lei during a 12-month period.
Platinum Member	For a total amount spent in participating Hotels of over 24,999 lei during a 12-month period.

#### Benefits (Grid 2)

Benefits / Silver	Silver	Gold	Platinum
Credit redemption (bonus) for services consumed in	✓	✓	✓
Bonus Value (% of the amount spent, only in case of payment directly at the hotel, by the program member, by cash, PO or card)	3% on Accommodation (*) 5% at Restaurants / Bars (*) 5% at the SPA 10% at Restaurants / Crowne Plaza Bars	8% on Accommodation (*) 10% at Restaurants / Bars (*) 10% at the SPA 10% at Restaurants / Crowne Plaza Bars	9% on Accommodation (*) 11% at Restaurants / Bars (*) 11% at the SPA 11% at Restaurants / Crowne Plaza Bars
Bonus validity from the last transaction	12 month	18 month	24 month
Early Check in (11:00 a.m.) (*)		✓	✓
Greener Stay (**)	✓	✓	✓
Late check-out until 16:00 (on request) (*)		✓	✓
Free upgrade to the following type room (subject to availability) (*)		✓	✓
Guaranteed availability at Check-in up to 48h before arrival date (*)			✓
Welcome treatment in the fruit and dessert room (*)			✓

A "Ski pass" (30 points) per stay/one person (valid for a stay at Poiana Brasov)			✓
One free stay/one person access to Techirghiol Pool within Ana Hotels Eforie Nord.			✓
A free massage at the SPA for 25 Stress Relief minutes for one person/stay (*)			✓
Guaranteed availability at "Sunday Brunch" Crowne Plaza for a maximum of 4 people			✓
Free access to Aqua Salty Delight at Ana Health Spa Eforie Nord for one person/stay.		✓	✓
A free 25 min Ayurveda Face Lift massage at Ana Health Spa Eforie Nord for one person/stay.		✓	✓
10% discount on Ana Spa Signature therapies from the Ana Spa Collection brochure.(***)			✓
5% discount from the list prices when organizing private events in locations participating in the program.(***)			✓

(\*) – benefits valid only for members staying at the hotels: Ana Hotels Sport, Ana Hotels Bradul, Ana Hotels Poiana and Ana Hotels Europa.

(\*\*) - Greener Stay - EcoFriendly initiative to protect the environment - In each room, the customer will find an Ana Hotels EcoFriendly door hanger. In order to reduce the consumption of water, energy and detergent, customers are invited to cancel the cleaning service for that day by placing the door hanger on the door handle outside until 10 p.m. As a sign of thanks for their involvement in our initiative to protect the environment, customers will receive 10 In by Ana Hotels loyalty points. If they are not enrolled in the loyalty program, they can enroll online or at the hotel reception.

(\*\*\*) - the discounts are not cumulative with other offers or promotions ongoing in the locations at the time.

- Bonuses / points thus accumulated (1 point = 1 Leu) in the "IN by Ana Hotels" member's account can be used to partially or fully pay for another product or service subsequently purchased from the Hotels within 12 months (silver) , 18 months (gold), 24 months (platinum). Moving to a higher bonus level is done automatically according to grid 1.

- Bonuses / points are accumulated only for the services actually consumed by the loyalty program member.

- Depending on the loyalty program member's option, the amounts accumulated from the bonuses related to the purchases can be used starting with the next purchase or can be accumulated in the account.

- If the customer pays in full for a service / product with the accumulated bonus, he will not benefit from the bonus for the respective purchase. If the payment of a product or service is made partially with a previously accumulated bonus, the customer will receive a bonus only for the amount paid with cash or bank card. In the case of payments by transfer to the account (Payment order), the bonus will be transferred after the full collection of the rest of the payment for the purchased services.
- To accumulate or spend bonuses, customers must mention at the hotel reception that they are "IN by Ana Hotels" members or show the application downloaded from their phone.
- Resort taxes (local, promotion, mountain rescue), tips and damages cannot be paid with points.

#### **Art. 7 – Regulations of the "IN by Ana Hotels" Loyalty Program**

- The participant must meet the conditions of Art. 2
- The "IN by Ana Hotels" loyalty program is available for the accumulation of bonus points, for services purchased in the following locations:
  - Accommodation services at Hotel Sport, Hotel Bradul, Hotel Poiana and Hotel Europa;
  - The restaurants and bars at Hotel Sport, Hotel Europa and Hotel Crowne Plaza Bucharest
  - Ana Health SPA from Eforie Nord and Sport Wellness SPA from Poiana Brasov (only for staying members).
- Enrollment in the program is free and can be done both online, application or hotel reception.
- If, within one year from the date when the member obtained a higher level of status (according to grid 1), he will not manage to spend the equivalent of the minimum annual value corresponding to the status, then the member's status will be downgraded to the corresponding level the amount spent in the last 12 months.
- The participant must agree with this regulation and provide the following information: name, surname, telephone number and e-mail address. If, after verification, the information is incomplete or wrong, Ana Hotels has the right to block the account.
- Ana Hotels SRL cannot be held responsible in case the account is used by people other than those enrolled in the "IN by Ana Hotels" loyalty program
- In case of fraudulent access to the account (account breach), please notify the Marketing Department of Ana Hotels, at the following email address [loyalty@anahotels.ro](mailto:loyalty@anahotels.ro) or at the hotel receptions. Ana Hotels SRL is not responsible for the bonuses spent from the "IN by Ana Hotels" member's account in the period of time until the announcement of the breach of the account.
- Any member of the "IN by Ana Hotels" loyalty program benefits from the advantages and benefits mentioned in Grid 2, according to the statute in Grid 1.
- Improper or fraudulent use of the account related to the loyalty program "IN by Ana Hotels" and inappropriate behavior in any of the locations included in the program, may lead to the withdrawal of membership status and its exclusion from the loyalty program.
- The value of the accumulated bonuses cannot be given in cash. The amounts obtained from the bonuses of two or more status holders within the loyalty program cannot be accumulated.
- Ana Hotels SRL reserves the right to decide to terminate the loyalty program or to cancel the account at any time.
- The "IN by Ana Hotels" loyalty program is not a lottery, each member receiving the bonus related to the purchases made and the bonus and benefit grids (Grid 1 and 2) in which they fit according to the specifications.

#### **Art. 8 – Privacy policy**

##### **INFORMATION NOTE regarding the application of the provisions of the General Data Protection Regulation with Personal Character in the process of joining the "IN by Ana Hotels" loyalty program:**

ANA HOTELS SRL is interested in respecting your privacy, therefore, our privacy policy and all related

procedures comply with the General Regulation for the Protection of Personal Data. You can find all the information related to this topic at: <http://www.anahotels.ro/privacypolicy-ro.html>

#### **PRIVACY NOTICE**

The hotels CROWNE PLAZA BUCHAREST, INTERCONTINENTAL ATHENEE PALACE (Bucharest), EUROPA (Eforie Nord), BRADUL, SPORT and POIANA (Poiana Brasov) belong to ANA HOTELS SRL. In the following you can find the information that will explain how we collect personal data in the process of joining the Loyalty program "IN by Ana Hotels" [www.anahotels.ro](http://www.anahotels.ro)

#### **WHAT INFORMATION DO WE COLLECT ABOUT YOU?**

To join the "IN by Ana Hotels" loyalty program, we need the following personal data: name and surname; phone number; email address; spoken language. Your phone number and e-mail address are necessary for us to be able to inform you about the status of the application for membership.

#### **HOW DO WE USE INFORMATION ABOUT YOU?**

All this information is necessary for us out of legitimate interest, to enroll you in our loyalty program. We do not sell your data to other entities. They are stored on our servers for a period of 24 months after your last stay with us, and then they are automatically deleted.

#### **MARKETING**

We will not send you, for marketing purposes, any information about our hotel. During the enrollment procedure (or afterwards), if you wish, you can give us your consent to keep you up to date with our offers, sent to your personal e-mail address. If you have accepted this, you can always stop receiving offers from us, through a simple unsubscribe process.

#### **ACCESS TO INFORMATION, CORRECTION OF DATA AND COMPLAINTS**

We want to assure you that all your rights are respected and that your personal data is fully protected. You have the right to request a copy of the information we hold about you, to request the rectification or deletion of the respective data, or to request the restriction of data processing. If you want to do any of the above operations, please write us an email directly from the email address used in correspondence with us. The contact details of the department dealing with the protection of personal data are: [dpo@anahotels.ro](mailto:dpo@anahotels.ro)

*You have the right to complain to the National Supervisory Authority for the Processing of Personal Data. This is the control body to which you can turn if you believe that your requests have not been resolved according to the law. More information can be found at the following address:  
<http://www.dataprotection.ro/?page=contact>*

#### **Art. 9 – Other Clauses**

Ana Hotels SRL reserves the right to modify these Regulations during the existence of the "IN by Ana Hotels" loyalty program, without prior notification. The modified version will be made known to the members by posting it on the website [www.anahotels.ro](http://www.anahotels.ro).

For any other information or concerns, you can contact the Marketing Department at the email address [loyalty@anahotels.ro](mailto:loyalty@anahotels.ro)

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