



camping Cres & Lošinj

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Rewards Program

Terms & Conditions

1) GENERAL

Rules on earning CAMPING CRES&LOŠINJ“ Club Points

2) DEFINITIONS

CAMPING CRES&LOŠINJ: a brand that belongs to Jadranka turizam d.o.o. and Kamp Slatina d.o.o., the organizer of the Loyalty Program and the owner and manager of the accommodation facilities participating in this Program. Jadranka turizam d.o.o. and Kamp Slatina d.o.o. are the main authority that guarantees rights, requires responsibility or provides guarantees to the Members.

Program: Loyalty Program is organized by Jadranka turizam d.o.o. and Kamp Slatina in the form of Jadranka turizam d.o.o. and Kamp Slatina d.o.o. Clients club

Customer: Customer who has not yet accepted the General Terms and Conditions of the Program.

Member: Customer who has accepted the General Terms and Conditions of the Program.

Club Point: the unit value expressed in Points, generated according to an established conversion of monetary expenses incurred by a Member in any accommodation facility participating in the Program. **CAMPING CRES&LOŠINJ** may award Club Points for promotional purposes.

Club Card: **CAMPING CRES&LOŠINJ** Club Card awarded to the Members as a certificate confirming the status of membership used for accumulation and redemption of Club Points.

www.camps-cres-losinj.com

JADRANKA TURIZAM d.o.o. // Dražica 1, 51550 Mali Lošinj // Tel +385 51 661 124 // Fax +385 51 232 202

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3) PARTICIPATING ACCOMMODATION FACILITIES

Jadranka turizam d.o.o. and Kamp Slatina d.o.o. accommodation facilities participating in the Program include:

Campsites: Slatina, Bijar, Baldarin, Čikat

CAMPING CRES&LOŠINJ may extend or modify the list from time to time as required.

4) CONDITIONS OF ENROLLMENT

All individuals over the age of 4 may enroll in the Program. The membership is free of charge.

Customers who wish to enroll in the Program may apply for the Club Card directly at the reception desk of the accommodation facility or through the official website. To become a Member, Client must provide the necessary information and fill out the application form. After applying to the Program, a membership account will be opened and a membership number will be assigned to each applicant. Upon receiving this number, an individual becomes a Member eligible to the benefits of the Program. Members can check their Club Point account at www.camps-cres-losinj.com. Only natural persons may register as Members of the Program.

5) RECEIVING AND USING THE CAMPING CRES&LOŠINJ CLUB CARD

A Member will receive a Club Card after completing the application form at the reception desk of the accommodation facility or through the official website.

Each Member must include their membership number when making reservations and present the Club Card at check-in. Members must comply with these requirements in order to be eligible for Program benefits.

Club Card is the personal property of each Member and may not be lent, transferred or sold. Each Card contains a Member's ID number and each Member may have only one Club Card.

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The Card may be used only by the Member whose identification number is on the Card. Members must not disclose their Card number and password to others. Each Member is responsible for all activities in connection with their Club Card account. Each Member must have their own email address (except children who use the email addresses of their parents) to join the Program and does not have to necessarily stay at the accommodation facility to enroll in the Program.

Club Points cannot be transferred to another Member. Club Points have no cash value. Lost or unused Club Points cannot be redeemed for money.

6) EARNING CAMPING CRES&LOŠINJ CLUB POINTS

6.1. Rules on earning CAMPING CRES&LOŠINJ Club Points

Each Member that books any accommodation facility through Jadranka turizam d.o.o. and Kamp Slatina d.o.o. website (online and offline booking system), call center (phone, fax) or directly at the reception desk of the accommodation facility, is eligible to earn Club Points. A Member with reservations made through agencies or website of some online travel agency will not be eligible to earn Club Points.

Members earn Club Points as follows: every 8 Kuna (spent on qualifying charges) = 1 Club Point.

Qualifying stay:

The calculation of Club Points is based on the total amount of the paid qualifying charges. A Member or any other person can pay the bill at the reception desk of the accommodation facility at check-out. If there are insufficient funds in the account to cover the payment or a Member disputes a payment made by a bank or credit card, Club Points cannot be awarded for such transaction and if awarded, shall be deducted.

Regardless of who pays the bill, each Member can earn Club Points solely on the basis of their qualifying charges in accordance with the rules of the Program.

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Qualifying charges include:

The only charges that will be considered as overnight stays are the one related to the cost of accommodation per person.

Exceptions:

Charges that are not point-eligible include plot, electricity, boat, trailer, dogs and overnights paid to agencies for campers or mobile homes, etc. In case of campsites, Members that pay a lump sum (summer lump sum) are not eligible to earn Club Points or redeem the same when paying the bill.

Club Points will be awarded only for effectively paid qualifying charges after a Member redeems the Points earned on past stays.

Club Points are accrued from the Member's first night of the current stay at any accommodation facility. Any previous stays at the accommodation facilities of Jadranka turizam d.o.o. and Kamp Slatina d.o.o. will not be taken into consideration for this Program. Only a rounded number of Club Points may be awarded. If, upon redemption, the number of Points has a decimal value, a rounded number without decimals will be assigned to the Member account.

By joining the Program, Members are awarded 10 Club Points.

Points are awarded according to the following criteria:

If you stay in all four of our campsites within a five-year period, you earn Points in the following way:

- a) two campsites - 50 Points
- b) three campsites - 75 Points
- c) four campsites - 100 Points

If you keep staying at one of our campsites:

- a) from 5 to 8 years - 50 Points per year
- b) from 8 to 10 years - 75 Points per year
- c) over 10 years – 100 Points per year

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If our former guest, who has stayed at our campsites, recommends us to a new guest who then makes a reservation (Referral Form– on the website and at the reception desk), the guest who gave the recommendation will receive 200 points on their Loyalty Card.

6.2 Points accrued on the Club Card can be combined with other membership cards such as ACSI, ADAC SPAR CARD, NFN or any other national auto club card, but only one of these cards can be used once when paying the bill. So, Members can accumulate Club Points by using other membership cards and get discounts.

Obligations and rules to be followed: a.- Customer must join the Program at least two days prior to their planned departure day otherwise **CAMPING CRES&LOŠINJ** will not allow the accumulation of Club Points from the current stay. b.- Member must present their Club Card at check-in to be able to accumulate new Club Points and redeem Points awarded for past stays. Otherwise **CAMPING CRES&LOŠINJ** will not allow the accumulation of Club Points from the current stay or the redemption of Points awarded for past stays. c.-A Member must not lend their Club Card to anyone else. d.- Fraud or attempted fraud for the purpose of earning Club Points is strictly prohibited. In case the membership card is lost or stolen, Members must immediately notify **CAMPING CRES&LOŠINJ** about it by sending an email to the following address: info@camps-cres-losinj.com.

6.3. Validity of Club Points

Club Points are valid for five years from the date on which they were recorded. The validity period is extended for a further five years whenever a Member in one of our accommodation facilities makes a credit transaction to their account. If a Member fails to perform a transaction within a period of five years, all previously earned Club Points will be deleted from their account without prior notice and without the possibility of their recovery or redemption.

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7) PROGRAM BENEFITS AND CLUB POINT REDEMPTION

Each new Program Member will automatically subscribe to receiving our newsletters with the latest news and special offers to their email address.

Club Points are converted into discounts that may be used the next time a Member stays at any accommodation facility. 'Next stay' is considered to be the stay after at least 7 days from the date the Member checked out and paid the bill, thus earning the corresponding number of Club Points for overnight stays. If the Member stays at an accommodation facility (booked directly through the website „**CAMPING CRES&LOŠINJ**“, call center or at the reception desk of the accommodation facility) and earns Club Points for overnight stays, these Points can be redeemed only if the Member visits „**CAMPING CRES&LOŠINJ**“ again and stays at any of its accommodation facilities at least 7 days after the first stay.

Club Points can be converted into kuna as follows: 50 Club Points = 8.00 Kuna

The amount after conversion to kuna may be deducted from the total cost of the Member's next stay at any accommodation facility. During each stay the Member must present their Club Card when checking in to an accommodation facility in order to redeem points already earned during previous stays. Club Points are deleted from the Member's account when used (converted to kuna) for bill payment. The maximum discount the Member may get by using accumulated Points cannot be higher than 90% of the total amount of the bill the Member has to pay for the stay at the accommodation facility.

8) MEMBERSHIP TERMINATION CONDITIONS AND PROCEDURES

8.1. Termination by the Member

Members may terminate their participation in the Program at any time. Membership termination implies a complete withdrawal from the Program and permanent termination of the existing relationship between „**CAMPING CRES&LOŠINJ**“ Club and a Member. Such termination involves deleting all Member information from the database of the „**CAMPING CRES&LOŠINJ**“ Club as well as all the remaining Club Points on the Member's account at the time of termination. Members may terminate participation in the Program by sending an email to the following address: info@camps-cres-losinj.com indicating their wish to terminate their membership in the Program.

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8.2. Termination by „CAMPING CRES&LOŠINJ“ Club

Any use of the Club Card (and thus the Program) contrary to these General Terms and Conditions may result in immediate cancellation of the Card and its benefits, closing the Member's account and deletion of all accumulated Club Points.

9) PROGRAM INFORMATION

All the information related to the Program and the current status of Points on their accounts, Members can check on the website www.camps-cres-losinj.com. All Members who have joined the Program agree to receive commercial electronic mail messages, newsletters and any other marketing products of Jadranka turizam d.o.o. i Kamp Slatina d.o.o. All changes related to email or postal address, name of the Member or any other information relevant for the membership must be submitted by the Member through email to the following address: info@camps-cres-losinj.com. If Members notice that Club Points are not properly assigned to their accounts, they can send an email to the following address: info@camps-cres-losinj.com with a copy of the invoice of the accommodation facility in which they were staying.

10) PERSONAL DATA PROTECTION AND APPLICABLE LAW

Data collected at enrollment related to the use of the Club Card must be processed so that the Customer's requirements could be appropriately dealt with, expected services provided and commercial information, relating to the Club's program or any other program that „CAMPING CRES&LOŠINJ“ may develop in the future, sent to the Member. Membership in the Program implies the explicit and unconditional acceptance of these General Terms and Conditions by the Member.

Members agree that the Program can be modified in whole or in part, or even terminated at any time and without prior notice. In the event of termination or modification, every Member will receive an email with the new General Terms and Conditions to the email address indicated in the enrollment form, as well as the date of its entry into force. These General Terms and Conditions came into force on 1 April 2014.

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In the event of a dispute between a Member and „**CAMPING CRES&LOŠINJ**“ Club, the parties will attempt to resolve the dispute in good faith. „**CAMPING CRES&LOŠINJ**“ Club and the Program are regulated exclusively by the Croatian law. Any controversy or dispute arising out of or relating to these General Terms and Conditions, which cannot be resolved amicably, shall be resolved by the Croatian courts under Croatian law. In case of any dispute, the Croatian version of the General Terms and Conditions shall prevail.

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