

My Bahia Principe (hereafter named, “the Program”) is a loyalty program belonging to BP USA TRAVEL, INC C., TIN no. 202709369 and with registered office in 8726 NW 26 ST, Suite 24, Miami, Fl. 33172.

TERMS AND CONDITIONS

1. MEMBERS AND INELIGIBILITY

The beneficiaries of the **My Bahia Principe** Program (hereafter named, “the Member”) are persons of legal age (identifiable by their personal details) registered for the **My Bahia Principe** Program (hereafter named, “the Program”) on the www.bahia-principe.com website or the Call Center of **Bahia Principe Hotels & Resorts**.

With the expressed acceptance or, when applicable, acceptance without the need for a conventional signature of the aforementioned conditions (prior effective knowledge of its existence and content), the Member acknowledges said content and pertains subject to it for as long as his or her status as Member of the Program remains in force.

In order to benefit from exclusive advantages, the Member of the account must be the one to make the hotel reservation by previously logging into **My Bahia Principe** in order to be identified as the Member, or identifying himself/herself as the Member with his Membership details when making the reservation via the Call Center of Bahia Principe Hotels & Resorts. It is imperative that the person identifies himself/herself as Member of the program in order to obtain exclusive benefits.

The guest and Member of the reservation is the sole person permitted to benefit from the exclusive advantages of the program during their corresponding stay (exempting specific benefits/services) and is the person who will receive all correspondence.

2. OBJECTIVE OF THE PROGRAM

My Bahia Principe rewards exclusive benefits to private or individual customers, who make their hotel reservations on www.bahia-principe.com or by contacting the Call Center of **Bahia Principe Hotels & Resorts**.

3. RESERVATIONS REWARDED IN THE PROGRAM

My Bahia Principe is not a points program as it rewards its Members with special benefits for their subsequent hotel reservations through direct channels of communication or while on their stay, subject to the number of hotel **reservations made on www.bahia-principe.com or when contacting the Call Center of Bahia Principe Hotels & Resorts (thereafter named “direct channels”) once they have completed the checkout and thus finalized the payment of their stay.** Room reservations can only be made by the Member of the **My Bahia Principe** account and rooms must be occupied by him or herself, from 01/01/2016 (benefits will be automatically added to the Member’s account on making the reservation with the same email as the one registered to the account):

The following types of reservation **will not qualify for the program.**

- Reservations made on websites different to www.bahia-principe.com or the Call Center, through tour operators or online travel agencies.
- Reservations made with special group, crew, employee or travel agent discounts.
- Flight + hotel reservations
- Reservations made with special discounts for owners of our Residential properties

The Member must make their reservations by logging into **My Bahia Principe** or by **providing their Membership details when contacting the Call Center**, in order to be identified as Member of the program, so that the reservation can be added to their account and be calculated for the attribution of their corresponding level.

Only hotel reservations made through direct channels and not corresponding to the aforementioned types of reservation can benefit from the program. If the customer forgets to log in before making their reservation or relate their Membership details to the Call Center, they will not be identified as Member of the program, thus we will not be able to combine their stay with the corresponding advantages.

A hotel reservation that is not registered in our system cannot be included in the Program. Contact customer support via the email: mybahiaprincipe@bahia-principe.com for any ensuing issues with this.

4. LEVELS

BLUE LEVEL: This level is for customers registered on **My Bahia Principe** with no previous hotel reservations, thus customers who have only made 1 hotel reservation on the www.bahia-principe.com website or by calling the Call Center of Bahia Principe Hotels & Resorts, after checking out and paying for the reservation. BLUE benefits will be applied on your first booking through www.bahia-principe.com, as long as you identified yourself as a My Bahia Principe member.

SILVER LEVEL: This level is for customers registered on **My Bahia Principe** with 2, 3, 4, or 5 hotel reservations made on the www.bahia-principe.com website or by contacting the Call Center of Bahia Principe Hotels & Resorts, after checking out and paying for the reservation. SILVER benefits will be applied on your third booking through www.bahia-principe.com, as long as you identified yourself as a My Bahia Principe member.

GOLD LEVEL: This level is for customers registered on My Bahia Principe with 6, 7, 8 or 9 hotel reservations made on the www.bahia-principe.com website or by contacting the Call Center of Bahia Principe Hotels & Resorts, after checking out and paying for the reservation. GOLD benefits will be applied on your seventh booking through www.bahia-principe.com, as long as you identified yourself as a My Bahia Principe member.

BLACK LEVEL: This level is for customers registered on My Bahia Principe with 10 or more hotel reservations made on the www.bahia-principe.com website or by contacting the Call Center of Bahia Principe Hotels & Resorts, after checking out and paying for the reservation. BLACK benefits will be applied on your eleventh booking through www.bahia-principe.com, as long as you identified yourself as a My Bahia Principe member.

Important:

When faced with two hotel reservations, when one is a consecutive check in, only the first reservation is taken into account. For example, if the Member's check in date is on 1st January 2018 and checks out on 6th January 2018, with another reservation on 6th January to 14th January, only the first reservation will be taken into account. The only exception is when reservations are made consecutively but for different resorts, away from the complex of the first reservation.

Rewards are distributed according to the hotel reservation and not by the number of rooms in the reservation, and the benefits/services associated with the level the Member holds only apply to the room he/she stays in.

5. ADVANTAGES

BLUE: LEVEL:

- 5% discount on your next hotel reservation via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts.
- Express Check in
- Free shared transfer on your next hotel reservation, only available via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts.
To enjoy this benefit, the customer must confirm his or her transfer details via My Bahia Principe up to 5 days before checking in. This will apply only at valid airports, you can consult here: <http://www.bahia-principe.com/en/free-transfers/>
- Choice of room location (subject to availability), only via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts.
To enjoy this benefit, the customer must select the location of his or her room via My Bahia Principe up to 7 days before checking in.
- 5% discount to use in Lobby Shops. Not applicable on tobacco, press, Wi-Fi or sale items. Not to be used in conjunction with other discounts.
- 5% discount on Wine in the restaurants of our hotels.

- 5% discount on Dinner-for-Two in the restaurants of our hotels.

SILVER LEVEL:

- 5% discount to use on your next hotel reservation via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts.
- Express Check in.
- Free shared transfer on your next hotel reservation, only available via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. **To enjoy this benefit, the customer must confirm his or her transfer details via My Bahia Principe up to 5 days before checking in.** This will apply only at valid airports, you can consult here: <http://www.bahia-principe.com/en/free-transfers/>
- Choice of room location (subject to availability), only via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. **To enjoy this benefit, the customer must select the location of his or her room via My Bahia Principe up to 7 days before checking in.**
- 10% discount to use in Lobby Shops. Not applicable on tobacco, press, Wi-Fi or sale items. Not to be used in conjunction with other discounts.
- 10% discount on Wine in the restaurants at our hotels.
- 10% discount on Dinner-for-Two in the restaurants at our hotels.
- Free Premium Wi-Fi (24hours/day, for 7 consecutive days) limited to **one device**. The code to access the Wifi service during the stay, will be sent by email 3 days before check in, along with the user instructions.
- SPA discount: 15% discount. (Not to be used in conjunction with any other Spa discount).
- 10% discount to be used on Bahia Tours, exclusively available via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. (Not to be used in conjunction with any other Bahia Tours discount) **To enjoy**

this benefit, the customer must book the excursion before their stay, via My Bahia Principe, up to 5 days before checking in. If you want to book additional excursions, you can do it from the hotel with a 10% discount.

GOLD LEVEL:

- 10% discount to use on your next hotel reservation via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts.
- Express Check in.
- Free shared transfer on your next hotel reservation, only available via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. **To enjoy this benefit, the customer must confirm his or her transfer details via My Bahia Principe up to 5 days before checking in.** This will apply only at valid airports, you can consult here: <http://www.bahia-principe.com/en/free-transfers/>
- Choice of room location (subject to availability), only via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. **To enjoy this benefit, the customer must select the location of his or her room via My Bahia Principe up to 7 days before checking in.**
- 15% discount to use in Lobby Shops. Not applicable on tobacco press, Wi-Fi or sale items. Not to be used in conjunction with other discounts.
- 15% discount on Wine in the restaurants of our hotels.
- 15% discount on Dinner-for-Two in the restaurants of our hotels.
- Free Premium Wi-Fi (24hours/day, 24hours/day, for 7 consecutive days) limited to **two devices**. The code to access the Wifi service during the stay, will be sent by email 3 days before check in, along with the user instructions.
- SPA discount: 20% discount. (Not to be used in conjunction with any other Spa discount).

- 20% discount to be used on Bahia Tours, exclusively available via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. (Not to be used in conjunction with any other Bahia Tours discount) **To enjoy this benefit, the customer must book the excursion before their stay, via My Bahia Principe, up to 5 days before checking in.** If you want to book additional excursions, you can do it from the hotel with a 10% discount.
- Late Check Out (subject to availability). Late Check Out until 18.00pm
- Early Check in (subject to availability). Early Check In from 08:00am
- An extra evening meal per week (4xweek), only applicable in hotels belonging to Bahia Principe and Grand Bahia Principe (Luxury Bahia Principe includes unlimited dinners).

BLACK LEVEL:

- 10% discount to use on your next hotel reservation via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts.
- Express Check in.
- Free private transfer on your next hotel reservation, only available via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. **To enjoy this benefit, the customer must confirm his or her transfer details via My Bahia Principe up to 5 days before checking in.** This will apply only at valid airports, you can consult here: <http://www.bahia-principe.com/en/free-transfers/>
- Choice of room location (subject to availability), only via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. **To enjoy this benefit, the customer must select the location of his or her room via My Bahia Principe up to 7 days before checking in.**
- 20% discount to use in Lobby Shops. Not applicable on tobacco, press, Wi-Fi or sale items. Not to be used in conjunction with other discounts.

- 20% discount on Wine in the restaurants at our hotels.
- 20% discount on Dinner-for-Two in the restaurants of our hotels.
- Early Check in (subject to availability). Early Check In from 08:00am
- Late Check out (subject to availability). Late Check Out until 18.00pm
- Free Premium Wi-Fi (24hours/day, for 7 consecutive days) limited to **two devices**. The code to access the Wifi service during the stay, will be sent by email 3 days before check in, along with the user instructions.
- SPA discount: 20% discount. (Not to be used in conjunction with any other Spa discount).
- 20% discount to be used on Bahia Tours, exclusively available via www.bahia-principe.com or by contacting the Call Center of Bahia Principe Hotels & Resorts. (Not to be used in conjunction with any other Bahia Tours discount) **To enjoy this benefit, the customer must book the excursion before their stay, via My Bahia Principe, up to 5 days before checking in.** If you want to book additional excursions, you can do it from the hotel with a 10% discount.
- Unlimited á la carte evening meals.
- 1 night free on the next hotel reservation made on www.bahia-principe.com or when contacting the call center of Bahia Principe Hotels & Resorts. Only applicable on hotel reservations of 7 nights. The free night will be deducted from the total amount of the reservation; thus the customer will pay for one night less of their stay.

IMPORTANT: Remember that advantages are personal and must only be used by the Membership account holder. They cannot be transferred to other people, whether or not they are also Members of the program.

6. CANCELLATION OF PROGRAM MEMBERSHIP

The Member of the program can cancel their Membership at any time in writing using the support email mybahiaprincipe@bahia-principe.com or contacting the Call Center of Bahia Principe Hotels & Resorts.

This voluntary cancellation implies that the customer will lose all their benefits automatically, their account will be deactivated and they will lose their status as a Member.

Bahia Principe Hotels & Resorts reserves the right to temporarily suspend or definitively cancel the Membership of any Member of **My Bahia Principe** for not complying with the Terms & Conditions stated in this document, irregularity in payment or inappropriate behavior at the hotel

Bahia Principe Hotels & Resorts reserves the right to definitively cancel accounts that remain inactive for a period of more than 36 months, if deemed appropriate, losing all benefits accumulated in the program, effective immediately.

7. MODIFICATIONS

Bahia Principe Hotels & Resorts reserves the right to partially or completely cancel or modify these General Conditions. The Member will retain access to the updated General Conditions on the My Bahia Principe website.

In no case is **BAHIA PRINCIPE & RESORTS** responsible for losses, damages and harm that this cancellation may cause members. Members will not reserve the right to seek remuneration or compensation for themselves, or be able to make a complaint against **BAHIA PRINCIPE HOTELS & RESORTS** or any other enterprise in its group.

Change of the Membership account holder, in order to register a new Member, is not permitted. Instead the new Member must register him/herself as a new Member.

The Member declares that all data provided is correct and authentic, is encouraged to keep this information up-to-date, in accordance with their prevailing situation. **BAHIA PRINCIPE HOTELS & RESORTS** must be kept informed of any change of name, email... by the Member, in order to assure efficient service; if this is not the case, the company will not take responsibility.

In the case that the Member passes away, his/her benefits accumulated in the program will not be inherited.

8. INTERNET PRIVACY STATEMENT

Your privacy is important to us. To better protect your privacy, we provide this notice explaining our Internet information practices and the choices you can make about the way your information is collected and used on this Web site.

8.1. INFORMATION COLLECTION

When you browse www.bahiaprincipe.com and/or any Web site owned, operated, licensed or controlled by BP USA Travel Inc and have not registered for any online service from BP USA Travel Inc, you browse anonymously. Personal information such as your name, address, phone number, or E-mail address, is not collected as you browse. BP USA Travel Inc does, however, use "cookies" to collect information about how our site is used. Information, such as the server your computer is logged onto, your browser type, and whether you responded to an BP USA Travel, Inc hyperlink or E-mail, is collected and tracked in aggregate. This information is used for the purpose of measuring response rates to hyperlinks and E-mail offers as well as overall Web site activity.

8.2. IP ADDRESSES

BP USA Travel, Inc collects the IP addresses used to access our Web site and the dates and times of access. This information is used to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not personally linked to identifiable information.

8.3. REGISTRATION FOR ONLINE PRODUCTS & SERVICES

In order to provide you with a particular product or service online, we may request that you voluntarily supply us with personal information, including your E-mail address, for purposes such as correspondence, site registration, submitting an application or booking request, placing an order, or participating in online surveys and/or contests and enabling us to provide an online product or service to you in an efficient manner. If you are known to us as a registered user of an BP USA Travel, Inc online product or service, we may

combine information about your use of www.bahiaprincipe.com and/or any Web site owned, operated, licensed or controlled by BP USA Travel, Inc and the online product or service you utilize with certain other online and offline information we have about you as an BP USA Travel, Inc customer and information you have provided to us as well as information available from external sources in order to customize your online experience and present you with relevant online and offline offers and updates. We also may use a "cookie" to enable our server to recognize you as a registered BP USA Travel, Inc online service user when you re-enter our Web site.

8.4. INFORMATION USE

We may use information you have given us to, for example, provide a service, ensure proper booking, measure consumer interest in our various products and services and inform you about products and services. If you have provided your E-mail address to us or to a company we've partnered with to make their products and services available to you, we may send you E-mail. These E-mails may be based on information you provided in your initial transaction with us, in surveys, from information that may indicate purchasing preferences and lifestyle, as well as information available from external sources. These E-mails come directly from BP USA Travel, Inc. You can opt-out from receiving E-mail from BP USA Travel, Inc as described below in the section, "Declining E-mail". When we send E-mails to you, we may be able to identify information about your E-mail address, such as whether you can read graphic-rich HTML E-mails. If your E-mail address is HTML-enabled, we may choose to send you graphic-rich HTML E-mails. Please note that we do not provide your E-mail address to our business partners. However, we may send you offers on behalf of our business partners. Keep in mind that if you take advantage of an offer from an BP USA Travel, Inc business partner and become their customer, they may independently wish to send E-Mails to you. In this case, you will need to inform them separately if you wish to decline receiving future E-mails from them.

8.5. DECLINING E-MAIL

BP USA Travel, Inc provides customers with an easy means to decline receiving E-mail. We recognize the importance of providing you a choice. At any time, you may request to discontinue receiving these E-mails from us by simply replying to the E-mail and

informing us of your preferences. All E-mail offers that you receive from BP USA Travel, Inc will inform you of how to decline receiving further E-mail.

8.6. DIRECT MAIL AND CUSTOMER INFO

If you would like to decline receiving BP USA Travel, Inc mail, if you would like information about your account, or if you have a question or concern, please call BP USA Travel, Inc at 1-866-28 BAHIA or CONTACT US by email.

8.7. Bahia Principe Hotels, will let Booklyng (www.booklyng.com) install some cookies on your device, specifically in your browser, gathering information regarding to your navigation on the site, in order to give you personalized offers and services.

You can find further information on Booklyng treatment of cookies at the following address:

<http://www.booklyng.com/privacy/#product>

To allow the use of these cookies, and to handle personal information connected to them, your permission is required, according to current privacy laws and norms. If you want you can refuse treatment of the data or information by rejecting the use of cookies by selecting the appropriate settings on your browser, however, in this way you will limit the possibility of obtaining promotions and personalized services on this website.