



# DUETORRIHOTELS



## Regulations, Terms and Conditions “Duetorrihotels Luxury Club”

*March 2024*



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## 1. Program

- 1.1 The company, Duetorrihotels SpA - Via Solari, 19 - 20144 Milan, Italy- Tax Identification Code/VAT No. 08239110151 - Economic and Administrative Index No. MI 1210112 (**"Promoter"**) promotes the "Duetorrihotels Luxury Club" project (**"Program"**), enabling participants to access numerous exclusive services and offers (**"Rewards"**).
- 1.2 The Promoter manages the Program in collaboration with hotel operators belonging to the "DuetorriHotels" hotel chain.
- 1.3 The following "Duetorrihotels Luxury Club" program terms and conditions (**"Regulations"**) govern the methods for subscribing and carrying out the Program as well as the terms and conditions to use the Duetorrihotels Luxury Club Card.
- 1.4 The Rewards made available can vary based on the Hotel belonging to the Duetorrihotels Company.
- 1.5 Users enrolled will be placed in a point collection and use system and can subsequently use the benefits and advantages.

## 2. Subscription, Limits, and Conditions

- 2.1 Only natural persons who are eighteen years of age and older at the time of subscription can take part in the Program. This does not include companies. Subscription to the Program is subject to the Promoter's discretion.
- 2.2. Only those who have correctly compiled the free registration form at the website [www.duetorrihotels.com](http://www.duetorrihotels.com) join the program.

The participant must provide his/her personal information to subscribe to the program. The personal data and information relating to the subscription and collecting points can be stored and used by the Promoter to profile the Participants and send promotional material. The personal data of the Participant may be disclosed to third parties for managing the Program as well as to any collaborators for marketing activities. The participant can define his/her preferences at any time and consult the disclosure statement at the following link [www.duetorrihotels.com/en/hotel-luxury-business-budget/duetorrihotels-luxury-club](http://www.duetorrihotels.com/en/hotel-luxury-business-budget/duetorrihotels-luxury-club) to get more information on the processing of personal data and to read the Protection Code.

2.3 Joining and subscribing to the Program imply the Participant's acceptance of the current Regulations and consent to the processing of personal data as per the indications above. The participant has the right to request the termination of the processing of personal data for marketing purposes. The Participant can exercise this right by sending an e-mail to [luxuryclub@duetorrihotels.com](mailto:luxuryclub@duetorrihotels.com) or by accessing the reserved area in the "Profile" section, by clicking on "Removal from the Fidelity circuit" and following the directions.

2.4 After entering his/her data, the Participant is entitled to access the restricted area of the program, and the subscription of the same will be implied. The participant may also enter additional and optional information such as



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nationality, address and preferences directly on their user profile, upon login to the private area, in the "Profile" section and clicking on "Data Management".

2.5 The username for access to the private area will be specified upon registration to the Program. After registration, the Participant can check how many points have been collected and get Rewards. Each Participant can unsubscribe freely from the Program at any time by sending an e-mail to [luxuryclub@duetorrihotels.com](mailto:luxuryclub@duetorrihotels.com) or by accessing the reserved area in the "Profile" section, by clicking on "Removal from the Fidelity circuit" and following the directions.

## 3. "Duetorrihotels Luxury Club" Card and Code

3.1 You will be given an individual Card Code ("**Duetorrihotels Luxury Club Card Code**") and a Card ("**Duetorrihotels Luxury Club Card**"), upon request, once the registration process is completed.

3.2 The Duetorrihotels Luxury Club Code and the Duetorrihotels Luxury Club Card are personal and can only be used by the Participant registered to the Program. Thus, they cannot be transferred or sold.

3.3 To make sure that the points are collected correctly, the Duetorrihotels Luxury Club Card Code and the Duetorrihotels Luxury Club Card must be presented or indicated at the time of check-in and checkout at the DuetorriHotels. Only the Participant who has correctly registered to the Regulations can do this and third parties, even if they are guests in the room or clients cannot collect the points.

3.4 The Participant can contact the Promoter at the e-mail address [luxuryclub@duetorrihotels.com](mailto:luxuryclub@duetorrihotels.com) in the following cases: theft, loss, or improper use of the Duetorrihotels Luxury Club Card or in the event of replacement of the Duetorrihotels Luxury Club Card if it is worn out.

## 4. Assigning Points

4.1 The Participant can see how many points he/she has earned at any time through the reserved area of his/her Account. The points are valid for 1 year (**they will expire on the 31st of March each year**), they will be entirely deducted after this date.

N.B. No more than 1000 points per stay can be accumulated when staying at Hotel Santa Barbara.

4.2 The value of the points that can be earned to get certain Rewards can be modified in specific cases or during particular season peaks. Subscribers will be informed of these changes on the website [www.duetorrihotels.com](http://www.duetorrihotels.com)

4.3 In the event of the Participant's disregard, fraudulent action to circumvent the system and violation of the Regulations mentioned above, the Promoter reserves the right to delete points collected or make changes to them.

4.4 The Participant may refer to the "Points allocation" document for more information about the collection of points.



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## 5. Selecting and using Rewards

5.1 Based on the points collected, the Participant can choose the Rewards only through the online Duetorrihotels Luxury Club platform [www.duetorrihotels.com/en/hotel-luxury-business-budget/duetorrihotels-luxury-club](http://www.duetorrihotels.com/en/hotel-luxury-business-budget/duetorrihotels-luxury-club). After selecting the Reward, the points will be irreversibly deducted from the personal Account.

5.2 The Participant may consult the "Selecting Rewards and Conditions" document to learn more about the conditions applied to the collection of points and to consult the Rewards Catalogue.

5.3 Points can only be used starting from the stay after their uploading

5.4 The Participant must call the selected structure or send an email to [luxuryclub@duetorrihotels.com](mailto:luxuryclub@duetorrihotels.com) to request the collection of the Reward.

## 6. Withdrawing from the Program

6.1 Each Participant can unsubscribe freely from the Program at any time by sending an e-mail to [luxuryclub@duetorrihotels.com](mailto:luxuryclub@duetorrihotels.com) or by accessing the reserved area in the "Profile" section, by clicking on "Removal from the Fidelity circuit" and following the directions.

6.2 Rewards must be requested before the Participant unsubscribes from the Program. All points collected will be deleted when the user unsubscribe from the Program.

## 7. Obligations and Constraints of the Participant

7.1 Each Participant will provide accurate, complete and regularly updated data and is solely responsible for false/incorrect information provided during registration or subsequently.

7.2 The Participant undertakes to act following the criteria of honesty provided by the Regulations.

7.3 The Promoter is not responsible for keeping the Participants' username and password confidential.

7.4 The points collected are valid for overnight stays in hotels displaying the Duetorrihotels brand.

7.5 The points exceeding the value of the Reward are not refundable, cannot be exchanged for cash, vouchers and in any other way



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## 8. General conditions

8.1 The Promoter may suspend the Regulations or update the conditions at any time (for example, collection points, rewards, expiry dates, etc.). Participants will be notified 30 days before any change of Regulations individually through email or regular mail, and in any event, this information will be communicated by the posting of a notice on the website [www.duetorrihotels.com](http://www.duetorrihotels.com).

8.2 In the case of the Participant's violation of the provisions of these Regulations and unauthorised use of the Duetorrihotels Luxury Club Card Code or the Duetorrihotels Luxury Club Card, the Promoter reserves the right to act in any way and to immediately suspend the Participant's registration to the Program. The points accumulated up to the time of cancellation will be cancelled, and the Participant will not be able to use any service, benefit, and reserved offer.

8.3 Please note that the Promoter assumes no responsibility for any problems that prevent user participation, for example in the case of impediments regarding computers, cables, software, hardware, technical tools in general, connection and transmission.

8.4 The Promoter remains expressly exempt from any liability for loss or damage resulting from being registered to the program. The rights of the interested parties provided by law are guaranteed.

8.5 These Regulations are governed by Italian law; Participants will be subject to the legal proceedings of the Italian courts.



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## Document I Awarding of points

2 separate procedures are used to assign the points:

- Booking
- Online actions (using the fidelity reserved area)

### Points awarded through booking

The client will receive 1 point for each Euro spent by the Participant for the booking of rooms. The points earned will be uploaded within 7 business days from checkout.

The following hotels can accumulate points:

- Hotel Alga – Assago – Milan
- Hotel Santa Barbara – San Donato Milanese – Milan
- Hotel Due Torri – Verona
- Hotel Bristol Palace – Genoa
- Hotel Bernini Palace – Florence
- Grand Hotel Majestic – Bologna

Points will not be allocated in the case of:

- Users participating in organised group trips;
- Indirect bookings through intermediaries (tourist operators, travel agencies, OTAs);
- Indirect bookings using gift boxes.

Points cannot be accumulated with other offers and cannot be transferred.

## Points awarded for online actions

Participants can get points by performing online activities, such as completing all the data and the additional fields their user profile using the dedicated Duetorrihotels Luxury Club area.

The relevant points will only be attributed to the person booking the room within 24 hours after carrying out the online action.



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## Points awarded through in hotel bookings

Valid only for direct bookings on the website of the hotel and not covered in the cases of bookings listed above. Each Euro spent on hotel stays, enable the participant to receive **1 point for each Euro**. To get the points, the Participant will have to pay the bill at the Reception Desk of the structure.

The points rewarded may undergo variations or be increased due to specific periods or cases, and these changes will be published on the website [www.duetorrihotels.com](http://www.duetorrihotels.com)

The participant registered to the Program must communicate its registration and participation during check-in to ensure a proper allocation of points.

## Other information regarding the Points:

### Subscription and registration to the program

By registering to the Program, you will immediately earn *50 points*. Registration can only be done one.

### Completing the personal profile

You will be assigned *5 points for each field* when you compile the missing fields in the user profile, marked on the side of each field (for a maximum of *50 points*). Editing fields that are already filled and failure to save information do not entail the allocation of additional points.



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## Document II Selecting Rewards and Conditions

The participant can select the reward based on points collected and ask for it exclusively by consulting the catalogue accessible from the reserved area in the "Fidelity" section and clicking on "Request your reward". The participant must call the selected structure or send an email to [luxuryclub@duetorrihotels.com](mailto:luxuryclub@duetorrihotels.com) to claim the collection of the Reward. Rewards must be requested 48 hours before their date of use.

Points will be immediately deducted, and the Participant will have 6 months time from the selection to use the Reward. Use is subject to room availability of the property taking part in the Duetorrihotels Luxury Club Project. If the Participant's request cannot be accepted, alternative dates will be proposed. We cannot ascertain the availability of the rooms on the Duetorrihotels or third-party booking channels. The Participant must pay for any extra Services.

The value of the points that can be earned to get certain Rewards can be modified in specific cases or during particular season peaks. Subscribers will be informed of these changes on the website [www.duetorrihotels.com](http://www.duetorrihotels.com)

### **Black-out Periods** (dates closed to sales):

- Milan, HOTEL ALGA MILANO-SANTA BARBARA: The Milan Furniture Fair, Fashion Week, The Monza Grand Prix, Micam and Mipel
- Florence, HOTEL BERNINI: ALL EDITIONS of Pitti, Christmas, New Years and Easter;
- Verona, HOTEL DUE TORRI VERONA, the Arena season, Vinitaly, Fieracavalli, concerts, New Year's Eve, Christmas, Easter, and Marmomac.
- Genoa, HOTEL BRISTOL GENOVA, the Boat Show, New Years, Christmas, Easter, during trade fairs, congresses, and conventions in the city.
- Bologna, GRAND HOTEL MAJESTIC, Cosmoprof, Children's Book Fair, Autopromotec, Cersaie and New Years.





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## Document III "Duetorrihotels Luxury Club" special advantages

Registration to the Duetorrihotels Luxury Club Program allows you to make use of the "Duetorrihotels Luxury Club Price" special rate for purchases made directly from the website [www.duetorrihotels.com](http://www.duetorrihotels.com) in the reserved area of the Duetorrihotels Luxury Club Program.

Booking is subject to availability and is valid only through the Duetorrihotels website for Hotels included in the list:

- Milan, Hotel Alga
- Milan, Hotel Santa Barbara
- Florence, Hotel Bernini
- Verona, Hotel Due Torri
- Genoa, Hotel Bristol
- Bologna, Grand Hotel Majestic

### "Duetorrihotels Luxury Club" benefits:

- Assigning a type of room superior to that booked based on availability;
- Early check-in and late check-out (based on availability),
- Breakfast included in the offer.