

Terms & Conditions of Membership

1. CONDITIONS OF MEMBERSHIP

These Terms & Conditions supersede all previous terms and conditions of the Voyager Loyalty Program Rewards

1.1 Definitions

- “Voyager Loyalty Program” is the loyalty program of Omicron Hotels.
- “A Voyager Loyalty Member” is a person who has completed an official registration and accepted the Program’s Terms & Conditions.
- “A Voyager Loyalty Card” is the membership card issued by the Program to a person who is a Member of the Program.
- “Voyager Loyalty Points” are the reward currency earned by using the Card.
- “Redemption” is a form of payment using Voyager Loyalty Points as a tender to acquire goods and services defined by the Voyager Loyalty Program.
- “Awards & Vouchers” are the offers, which can be redeemed using Points and include “Redemption Vouchers”.
- “Benefits” are the amenities and services provided to Members as a benefit of membership.
- “Program Partner” is a third party, which offers benefits or awards to Members.
- “Official Website Program” is the official website of the Program, from now on called as “Website”, <https://www.omicronhotels.com/voyager/>
- “Participating Hotels” are the Hotels that are participating in the Program from now on called as “Hotel”, list of the Hotels can be found at the Website.

1.2 The Voyager Loyalty Card is issued by and remains the property of the Voyager Loyalty Program It is not a credit card and is free of charge.

1.3 Cancellation of Membership: The Voyager Loyalty Program reserves the right to decline to issue or withdraw a Member’s membership at any time, or

to terminate the validity of the Voyager Loyalty Program membership together with the benefits attached thereto at any time. The Voyager Loyalty Card must be returned immediately to any participating Hotel when requested. Cancellation of membership will result in the loss of all accumulated Points.

1.4 Termination Date: The Voyager Loyalty Program has no predetermined termination date and may continue until the Program decides to terminate it, with or without notice. The Voyager Loyalty Program accepts no responsibility for any points that remain in members' accounts after such termination.

1.5 Program Changes: The Voyager Loyalty Program reserves the right to amend, update or change any aspect pertaining to the program including the Terms & Conditions, at any time in whole or in part without advising Members. Continued participation in the Voyager Loyalty Program will constitute a Member's acceptance of any such amendment, modification, or supplementation. Members are responsible for remaining knowledgeable of the Voyager Loyalty Program Terms and any changes, modifications, or additions to the Voyager Loyalty Program.

1.6 Partners responsibility: Voyager Loyalty Program is not responsible for the Program partner withdrawals from the Voyager Loyalty Program, which may affect the Awards offered.

1.7 Program Notifications: The Voyager Loyalty Program will endeavor to advise Members of matters of interest, including notification of changes to details of promotions and other offers. However, the Voyager Loyalty Program accepts no liability for correspondence lost or delayed in the postal system or via electronic mail.

1.8 Program Corrections: The Voyager Loyalty Program reserves the right to change the printed and online offers at any time and to correct any typographical errors, errors of description, or errors regarding participating properties and Program Partners at any time without informing members.

1.9 Printed information & Website: All details mentioned in the website supersede anything appearing in any printed or other material of the Voyager Loyalty Program and form part of these Conditions of Membership.

1.10 Sale or Barter of Points: The sale or barter of Voyager Loyalty Program Points, Awards & Vouchers or other card benefits is prohibited, between the Voyager Loyalty Members.

1.11 Lost / Stolen Cards: In case the Voyager Loyalty Card is lost, stolen or damaged the Voyager Loyalty Member must inform the Voyager Loyalty Program Membership Services immediately in writing to the email indicated below.

1.12 Contact Details: Any correspondence sent to Voyager Loyalty Members is based on the contact details provided to the Voyager Loyalty Program. Each Member is responsible for updating his/her information on the official website.

1.13 Interpretation of Terms: All interpretations of these Terms & Conditions of Membership shall be at the sole discretion of the Voyager Loyalty Program.

1.14 Legal Jurisdiction: These Conditions of Membership are governed by the laws of and are applicable in the Hellenic Republic. In the event of any dispute, the Voyager Loyalty Member agrees to submit to the exclusive jurisdiction of the courts of Greece.

1.15 Availability at Hotels: Voyager Loyalty Members are responsible to check with the relevant Hotel for the availability of any special offer that could affect the enjoyment of their visit. The Voyager Loyalty Member should ask on arrival at the Hotel for any additional benefits valid for that property. All services, amenities and benefits are subject to availability and subject to the terms and conditions of each Hotel. Not all services, amenities and benefits are offered at all Hotels. Voyager Loyalty Program may update benefits shown as available or credited to a Voyager Loyalty Member at any time.

1.16 Limited by Length of Stay: Selected Benefits may be limited depending on length of stay.

1.17 Availability: All Benefits, Vouchers and Awards are subject to availability.

1.18 Program communication: The Voyager Loyalty Program will communicate with members via e-mail, post or any other medium, which is considered appropriate.

1.19 Privacy Policy: Explicit ... “This Privacy Policy together with our Cookies Policy provide information .. “ or the link

2. Application for Membership

2.1 Eligibility: Membership in the Voyager Loyalty Program is free of charge and is available to any individual over the age of 18 who:

2.1.1 Possesses the legal authority to agree to the Voyager Loyalty Program Terms.

2.1.2 Resides in a jurisdiction that legally permits participation in the Voyager Loyalty Program.

2.1.3 Provides valid and accurate personal information when enrolling in the Voyager Loyalty Program

2.1.4 He/she is not a member of the travel trade; employee of Omicron Hotels and associated companies.

2.2 Mandatory Fields: Voyager Loyalty Program may reject any application if mandatory information is not supplied accurately and in full.

2.3 Termination of Account: The Voyager Loyalty Member may terminate membership by submitting a written notice via email. Membership will be terminated immediately upon receipt of such notice. All unredeemed Voyager

Loyalty Program Points will be forfeited immediately and will not be reinstated or transferred.

2.4 Inactive Membership Members become inactive if they have not received any Point for the period of three (3) years. Inactive Members cannot redeem their Points. As soon as the Member revisits a Participating Hotel, membership will be re-activated. The Program reserves the right to cancel memberships that remain inactive for a period of five (5) years.

2.5 Fraudulent Activity. If a member suspects or learns of any fraudulent activity related to its Voyager Loyalty Program account, including, without limitation, unauthorized redemption or transfer of Voyager Loyalty Points, the Member must report the fraudulent activity within 60 days of it occurring to the Voyager Loyalty Program Head Office. Credit or debit of any Points in question to the Member will be at Voyager Loyalty Program' sole discretion. The Voyager Loyalty Program reserves the right to cancel any Membership account that has been registered using fraudulent details.

3. The Account & Tier Categories

3.1 The Voyager Loyalty Program Account is not transferable. It can only be used by the cardholder.

3.2 Each Voyager Loyalty Program Account issued has an exclusive membership number.

3.3 The Voyager Loyalty membership is personal and is available only to individuals. Not to families, companies, partnerships, associations, groups or other entities. Voyager Loyalty Program may refuse membership without a given reason.

3.4 Tier Categories:

Explorer: The Explorer Tier is issued upon application and is valid from second visit until the Member reaches Wanderer tier.

Wanderer: The Wanderer Tier is issued when the Member has collected 70.000 points or 22 nights and is valid (for life) until the Member reaches the Vanguard tier.

Vanguard: The Vanguard Tier is issued when the Member has collected 220.000 points or 70 nights and is valid (for life) until the Member reaches the Jet Setter tier.

Jet Setter: The Jet Setter is issued when the Member has collected 390.000 points or 112 nights and is valid for life.

Please refer to Voyager Loyalty Program's Website for the most updated Tier Categories and their qualification criteria.

(<https://www.omicronhotels.com/voyager/>)

4. Earning Loyalty Points

Voyager Loyalty points are earned based on the net amount of the accommodation, excluding VAT and the Climate Resilience Tax. These additional charges do not contribute to the accumulation of points.

Please refer to Voyager Loyalty Program's Website for correct points earning methods. (<https://www.omicronhotels.com/voyager/>)

4.1 Status & Award Points: Points are the reward currency of the Loyalty.

There are two types of Loyalty Points:

- Status Points: are credited for each eligible transaction and cannot be redeemed. Status Points reflect the category (Explorer, Wanderer, Vanguard or Jet setter) of the Member.
- Award Points: are credited for each eligible transaction by the Member and can be redeemed, as per the redemption scheme in the Program Club Website.

4.2 Errors: Program reserves the right to correct any Voyager Loyalty Point values or statements at any time or when the error is realized.

4.3 Missing points: If the Member wishes to claim any adjustment to the number of Points credited or for retroactive Voyager Loyalty Points, the Member must do so within twelve months from date of any Hotel visit, by email to Voyager Loyalty Membership Services, with a copy of the bill for which the Member did not receive the correct number of Voyager Loyalty Points. Failure to supply the adequate documentation may result in the denial of such Points' credit. Voyager Loyalty reserves the right to decline any retroactive Points requests.

4.4 Member's Account: Members may view their Voyager Loyalty Points on (<https://www.omicronhotels.com/voyager/>). After every transaction, the Voyager Loyalty Member is responsible to check the accuracy of the numbers of points earned.

4.5 One Account / Room: Voyager Loyalty Points will be credited only to one member account for each room bill. The points will be credited to the main name on the reservation.

4.6 Booked Room Type: For visits to a Hotel part of Omicron Hotels, the number of Points awarded will be based upon the room type booked and paid for, even if a different room type is provided.

4.7 Non-Resident bookings: Members will not earn points when making a reservation for another person even if the reservation is in the Member's name.

4.8 Additional Rooms: Voyager Loyalty Club Points are only earned by the Member on additional rooms if:

4.8.1 the Member is staying at the same hotel at the same time

4.8.2 all rooms are reserved and registered in the Member's name

4.8.3 the Member pays for all rooms.

4.8.4 all room bookings are made directly with the hotels or through hotels website.

The maximum number of rooms that can be credited to the member's account per visit is three (3). In the event that the reservation is for more than 3 rooms in different categories, then the member's must choose which ones to include in his account.

4.9 Non-eligible accommodation rates (therefore without receiving any points) are defined as:

4.9.1 Airline crew rates

4.9.2 Travel industry employee rates

4.9.3 When the Member's accommodation is paid by other party with special rates (e.g. company events, conferences, corporates)

4.9.4 Omicron Hotels employee rates.

4.9.5 Barter, complimentary and redemption (free) stays.

4.10 Eligible Charges

Eligible charges will receive points only if they are charged to the room bill.

Members receive points on hotel services including:

4.10.1 Food & drinks in the hotels restaurants and bars

4.10.2 Spa therapies and products

4.10.3 Laundry and dry cleaning

4.11 Non-Eligible Charges

4.11.1 Taxes and service charges

4.11.2 Any item that is paid to a Hotel department directly in cash

4.11.3 Conference, banqueting and event charges

4.11.4 Any bills paid on behalf of the Member to a third party and charged to their room bill.

4.12 Transferring Points: Voyager Loyalty Points cannot be transferred to any other Member account.

4.13 Pre-membership Points: Voyager Loyalty Points cannot be credited for visits to a Hotel before the Guest completes the loyalty registration process.

4.14 Seasonal promotions

Guests enrolled in the Voyager Loyalty program will receive priority notifications regarding our seasonal promotions, ensuring they are the first to be informed about exclusive offers and special deals.

4.15 Partners

A Member cannot earn any Voyager Loyalty Points by purchasing merchandise or services from Partners, unless explicitly specified under Program Partner's agreement in the Program's Website.

4.16 Corporate Points

4.16.1 If the reservation of the Member is paid by an employer, principal or client the Member is responsible for notifying the employer, principal or client of any Voyager Loyalty Points received and for complying with any applicable laws, gift policies and incentive policies.

4.16.2 The Member agrees to indemnify and hold harmless Omicron Hotels and associated companies from any liability, costs and damages relating to claims of any third party arising from a failure to disclose the receipt of Program Points or any other incentives.

5. Discounts

5.1 Cash transactions: Hotel service discounts (food & drinks, spa, etc.) are not available on cash transactions.

6. In Hotel Benefits & Services (to be defined)

Member benefits are subject to change. Member's benefits are subject to availability. Only the Member is entitled to the benefits associated with the loyalty account.

6.1 Status bonus points are calculated on the total Base points of the visit. Status bonus points are not calculated on Tier points.

6.4 For Priority check - in form must be submitted at least 24 hours prior to member's arrival.

7. Redemption of Program Points

Please refer to Program's website for current redemptions options.

Redemption offers are subject to availability which may limit offering all products and services offered by the Voyager Loyalty Program or any of the Program Partners. Redemption may also be limited during certain times of the year.

7.1 Declined Redemption: Program reserves the right to decline a Redemption if the correct procedure is not adhered to.

7.2 Registered Member: Voyager Loyalty Program Points may only be redeemed by the registered Member for Redemption as specified by Omicron Hotels.

7.3 Available Points: In order to qualify for a redemption offer, the Member must have sufficient Points in their account before the requested redemption date. Points collected during current stays cannot be redeemed.

7.4 Name on Voucher: The redemption Voucher, where applicable, is issued in the member's name or to a third party as authorized by the Member (gift voucher).

7.5 Not exchangeable: Program Points and Redemption Vouchers are not exchangeable for cash and no change for outstanding amounts will be given. Voyager Loyalty Program Points can only be used in exchange for Redemption Vouchers.

7.6 Transaction Date: Voyager Loyalty Program Points are deducted from the Member's account on the day that the Redemption activity is made.

7.7 Points Required: The number of points required for each redemption is in accordance with the current Program Redemption List on web site.

7.8 Validity: Redemption Vouchers must be used:

7.8.1 For hotel services: 12 months from the date of issue unless otherwise stated on the voucher.

7.9 Fraudulent Use: Vouchers believed to have been bartered, sold, exchanged, or issued fraudulently, or issued to someone other than the eligible Voyager Loyalty Program Member, will be void and will not be honored.

7.10 Hotel Service Redemption Vouchers

Hotel Service Vouchers include food and drinks, spa etc.

7.10.1 Application: The Member must complete and sign a Redemption Application Form.

7.10.3 Contact: To claim a Redemption Voucher, Members must contact the Reception of the Participating Hotel or the Voyager Loyalty Program Head Offices.

7.10.4 Condition: All Redemption Vouchers can be issued during members active stays - members must stay in the hotel in order to be able to use their vouchers.

7.10.5 Cancellation: Redemption Vouchers may be cancelled within 3 days of issue. Reception in the hotel or the Voyager Loyalty Program Head Offices must be informed of any cancellations. Voyager Loyalty Program Points will then be re-credited to the Member's Account. If Voucher is not officially cancelled, Points will not be re-credited.

7.11 Redemption for Free Stays

Please sign in into the Program's Website and select the preferred option ([link](#))

The standard Hotel's cancellation policies will apply to Loyalty reservations - redemptions including, without limitation. Based on all minimum length of stay requirements, charges for late cancellation, no-shows and early checkout.

No-Show penalty: 100% of the full stay points.

Early checkout: For non-emergency early departures, 100% of the remaining stay points will be charged.

7.12 Free Stay Vouchers

7.12.1 Application: Members who have collected the required number of points must apply in writing for a free stay voucher from the Club head office or through the Club.

For Omicron Hotels: allow at least 3 month before the arrival date of the requested visit. The Voyager Loyalty Club head office requires at least 15 working days to process each request.

The amount of Voyager Loyalty Club Points needed to obtain rooms at Participating Hotels varies by the category of the Hotel and the category of rooms available and may also vary by time of year. A list of Participating Hotel categories is available on the Voyager Loyalty Club website under "Redeem". Omicron may change the category in which a specific Participating Hotel is classified at any time.

7.12.2 Name on Voucher: The Voucher is issued in the Member's names or to a third party designated by the Member (Gift Voucher). The voucher may only be used by the named person on the Voucher.

7.12.3 Maximum Redemption: Free Stay Vouchers are issued for one night or multiples thereof up to a maximum of 5 nights / per Member.

7.12.4 Board Basis: Each Voucher is valid for Omicron Hotels, accommodation and all-inclusive package for Seaside A Lifestyle Resort, accommodation and Half board package for Momi Slow Leaving Hotel, accommodation and Bed and Breakfast for Acro A Well-being Resort.

7.12.5 Room Availability: Vouchers are issued according to room availability - and for a single or double occupancy for standard rooms and suites.

7.12.6 Identification: The Voucher must be given to the hotel reception on arrival. The guest using the Free Stay Voucher may be required at check-in to show proper identification and provide a credit card to the Participating Hotel for incidental charges.

7.12.7 Cancellations: The Member must inform the Club Headquarters of any cancellations. If Voucher is not officially cancelled, Points will not be credited.

The standard Omicron Hotels cancellation policies will apply to Club reservations - redemptions including, without limitation. Based on all minimum length of stay requirements, credit card guarantee requirements and charges for late cancellation, no-shows and early check-out.

Dates: the precise dates/season change annually and can be seen for each hotel on the individual websites

All Hotels

No-Show penalty: 50% of the full stay points.

Early check-out: For non-emergency early departures 50% of the remaining stay points will be charged.

7.13 Benefits & Points during Free Stay: All Program benefits are valid during the free stay. Points will not be credited during a free stay.

7.13.1 Application Instructions:

The Member must send the completed Free Stay Request Form to the Voyager Loyalty Club head office.

The Voyager Loyalty Club administrator will check that the Member has the necessary points.

Depending on hotel availability, the Member will be informed if the requested dates are not available.

Where the dates are confirmed, the Voyager Loyalty Club will issue a Voucher by post or email to the Member's registered address.

It is recommended for our Voyager Loyalty Members not to book any flight tickets or make any holiday bookings in advance, until he/she has received the voucher.

The Member may combine the free voucher with a tour operator or direct booking for additional days.

Vouchers cannot be used as part of an existing/confirmed booking.

7.14 Hotel Extra Bills: The offer does not include extra charges in the hotel (extra meals, drinks, telephone etc.), flights or airport transfers.

7.15 Benefits & Points during Free Stay: All Tier benefits are valid during the free stay. Points will not be credited during a free stay.

7.16 Not-exchangeable: Free Holiday Vouchers cannot be redeemed for cash or refunds at any hotel or with any third party (including travel agent, tour operator)

7.17 Contact: All Free Holiday redemption bookings must be made through the Voyager Loyalty Club head office

8. Data Protection

By submitting their information on the Membership Application Form, Members consent to Omicron Hotels processing their personal data in relation

to their participation in the Voyager Loyalty Program. Our company collects and processes personal data in accordance with the General Data Protection Regulation (GDPR - EU Regulation 2016/679), applicable national data protection laws, and our Privacy Policy. Processing is carried out with the explicit and specific consent of Members and for a defined purpose. Members retain their rights, including the right to access, rectify, erase, or object to the processing of their data, in accordance with the aforementioned regulations.

Voyager Loyalty Member Services

Omicron Hotels

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