

# Finlandia Hotels Terms and Conditions



## 1 General

1.1 Finlandia Hotel Club -membership is a way for Suomen Mukavat Hotellit Ltd ("Finlandia Hotels") to reward its loyal private customers ("Member's"). Corporations, associations or organizations are not permitted to enroll in Finlandia Hotel Club.

1.2 Finlandia Hotel Club membership and its benefits are offered at the sole discretion of Finlandia Hotels, Pohjolankatu 38, 00610 HELSINKI, FINLAND. E-mail: sales@finlandiahotels.fi. Business ID: 1004677-4.

## 2 Membership and membership card

### 2.1 Membership terms

2.1.1 Only individuals of majority age may enroll in Finlandia Hotel Club –loyalty program ("loyalty program").

2.1.2 Joining Finlandia Hotel Club is completely free of charge.

### 2.2 Registration

2.2.1 Finlandia Hotel Club –membership and personal reference period (see section 2.3) begins when the Member's information is registered in the Finlandia Hotel Club system. The Member must be able to prove his/her identity on request.

2.2.2. Registration takes place during first stay in Finlandia Hotels. To confirm the registration, Finlandia Hotels will send membership number as an email, or a text message to Member's mobile phone.

### 2.3 Membership card

2.3.1 After registration Member will receive a bonus number and the digital card on phone or e-mail.

2.3.2 It is forbidden to give a Finlandia Hotel Club membership card and -number to another person. Finlandia Hotels reserves the right to remove earned credit from the account if such credit has been earned in an incorrect or dishonest manner.

2.3.3 Finlandia Hotels Club –membership card is not a debit or credit card.

## 2.4 Termination of Membership

2.4.1 Finlandia Hotels Club may terminate a Member's membership and cancel the Member's credit as a result of misuse and / or other improper conduct without liability and without prior notice. Misuse includes violating these terms and conditions and falsifying, altering, selling or unauthorized transfer of documents, such as gift cards, or lending a membership card to another person. In this case, Finlandia Hotel Club will notify the Member in writing of the termination of the membership, the reason for the termination and the cancellation of the credit.

2.4.2 Member may terminate the membership at any time by contacting Finlandia Hotels' customer service. Contact information is at the beginning of these terms.

2.4.3 Finlandia Hotel Club Member is responsible for advising Finlandia Hotels of any changes to his/her contact information. Each Member is responsible for remaining knowledgeable as to the Program Terms and Conditions. . The changes will be announced on Finlandia Hotels' website.

2.4.4 Finlandia Hotels reserves the right to terminate a member account whose contact information is incorrect if the Member has not provided new contact information within 12 months of the change of contact information.

## 3 Finlandia Hotels Privacy Policy

We process Member's personal information in accordance with the Finlandia Hotels' Privacy Policy.

## 4 Finlandia Hotels' membership marketing and advertising

4.1 Finlandia Hotels is allowed to send information about Finlandia Hotel Club and offers to Members by SMS, e-mail and post.

4.2 A Member has the right at any time to prohibit the use of her/his personal data for direct marketing.

## 5 Finlandia Hotel Club bonus system and membership level conditions

### 5.1 Points Credit and Membership Levels

5.1.1 There are four levels of Finlandia Hotel Club memberships, which are Blue, Silver, Gold and Platinum. Different levels of membership entitle to different benefits.

5.1.2 Credits earned by a member are called Points. The Finlandia Hotel Club membership level is reviewed annually. If the customer exceeds the next level limit during the review period, then the customer immediately rises to the new level. The level reached is therefore valid for the current and the next reference period. If the purchases made by the customer are not sufficient to maintain the current membership level, then the customer drops one member level down at the end of the reference period.

5.1.3 The personal tier level begins from the date of registration of the Finlandia Hotel Club.

5.1.4 The level benefits will take effect after the level change notification.

5.1.5 Finlandia Hotels' has the right to change the level system of the digital Finlandia Hotel Club and the benefits related to the different levels according to section 7.2 below.

5.1.6 Additional information on membership levels, membership benefits and rules related to collecting points can be found on Finlandia Hotels' website [www.finlandiahotels.fi](http://www.finlandiahotels.fi).

### 5.2 Earning tier status

5.2.1 Blue-level is the first level of Finlandia Hotel Club -membership. The next level, Silver-level, is reached at 750 € purchases within 12 months personal reference period.

5.2.2 Silver-level is the second level of Finlandia Hotel Club -membership. The next level, Gold-level, is reached at 2000 € purchases within 12 months personal reference period.

5.2.3. Gold-level is the third level of Finlandia Hotel Club -membership. The next level, Platinum-level, is reached at 3000 € purchases within 12 months personal reference period.

5.2.4 Platinum-level is the fourth level of Finlandia Hotel Club -membership. To keep Platinum-level status requires 3000 € purchases within personal reference period.

5.2.5 The Finlandia Hotel Club -membership level is reviewed annually. If the customer exceeds the next level limit during the review period, then the customer immediately rises to the new level. The level reached is therefore valid for the current and the next reference period. If the purchases made by the customer are not sufficient to maintain the current membership level, then the customer drops one member level down at the end of the reference period.

5.2.5 The accumulation of points is related to the level of Finlandia Hotel Club -membership.

One point is worth one cent (€ 0,01).

One euro spent earns one point, multiplied by the customer's Membership Level -multiplier:

Membership level / Points multiplier

Blue x 5

Silver x 6

Gold x 8

Platinum x 10

For example:

- 120 € purchase, Blue-level:  $120,00 \text{ €} \times 5 = 600 \text{ points}$  (6,00 €)
- 95,50 € purchase, Silver-level:  $95,50 \text{ €} \times 6 = 573 \text{ points}$  (5,73 €)
- 91,20 € purchase, Gold-level:  $91,20 \text{ €} \times 8 = 730 \text{ points}$  (7,30 €)
- 102,50 € purchase, Platinum-level:  $102,50 \text{ €} \times 10 = 1025 \text{ points}$  (10,25 €)

5.2.6 The number of Points used does not affect the level of Finlandia Hotel Club.

### 5.3 Crediting points

Member can use points to purchase our services at our hotels or purchase bonus products from our online webstore.

### 5.4 Validity of points

5.4.1 Points are valid for 24 months from the month of earning.

5.4.2 Finlandia Hotel Club - Points can be collected only after activating the membership. Points have no redemption value.

5.4.3 Upon termination of the Finlandia Hotel Club -membership, all points will be void and the Member is not entitled to claim compensation for them. Expired points are automatically deleted from your account and cannot be reinstated.

## 6 Accrual of points

### 6.1 Earning points

6.1.1 Member earns points when making a room reservation for own use, either through the Finlandia Hotels' website, on each hotel's own website, or by booking a room directly from the hotel.

If Member recommends a new customer to Finlandia Hotel Club, will he/she receive 200 points.

6.1.2 Member doesn't get points if staying overnight with a gift voucher, paying with points, from free nights, award night that will be charged separately or from specified contract rates nor if Member's reservation is made through a third party, like booking office, group bookings or tour operator reservations.

6.1.3 You don't get points from alcohol and tobacco products, or from online webstore purchases (products, services, gift cards).

### 6.2 Using points

6.2.1 You can use points to purchase our services at our hotels or purchase bonus products from our online webstore.

6.2.2 Finlandia Hotel Club Member can not transfer Points to another Finlandia Hotel Club Member.

## 7 Other terms

7.1 Finlandia Hotels has the right to offer various benefits and offers to Finlandia Hotel Club members. This means that Finlandia Hotels is not obliged to offer the same benefits to all Members. For example, various benefits can only be granted to holders of different levels of Finlandia Hotel Club cards.

7.2 The terms and conditions of Finlandia Hotel Club are valid in the form in which they are published on the website of Finlandia Hotel Club. Finlandia Hotels has the right at any time to make changes to the Finlandia Hotel Club -program, the terms and conditions of the program, the criteria for awarding points or the prices of products in points.

Finlandia Hotels will notify Members of any changes when they take effect, and will also notify the reasons for the changes. A member who does not accept the amended terms and conditions may terminate his or her membership in Finlandia Hotel Club immediately.

7.3 Except as required by applicable law, Finlandia Hotels shall not be liable for any losses (including lost points, lost benefits or worse benefits) resulting from changes to these terms and conditions, and Finlandia Hotels shall not be liable in any way to compensate for such losses. members or third parties.

7.4 Finlandia Hotels is not responsible for the services or products provided by the partner or for any related complaints.

7.5 In accordance with Finnish law, any disputes concerning Finlandia Hotels Club that are not agreed between the parties will be settled in a Finnish court. If a Member wishes to resolve a dispute out of court, he or she may contact the Consumer Disputes Board, whose address is Kuluttajariitalautakunta, PO Box 3066, FI-00531 Helsinki, [www.kuluttajariita.fi](http://www.kuluttajariita.fi), insofar as the Board is competent to handle the matter.

The terms and conditions of Finlandia Hotels Club were last updated on September 5, 2022.