



TERMS AND CONDITIONS

ARTICLE 1 - DEFINITIONS AND DURATION

Scheme name: **Exclusive.**

- 1.1 The "**Exclusive**" scheme (hereafter abbreviated for simplicity to "Scheme"), is to be understood as the rewards scheme promoted by the Grand Visconti Palace (hereafter GVP).
- 1.2 The **Exclusive** Scheme is valid from 1 March 2007 to 31 December 2008.
- 1.3 Participation in the Scheme is subject to these Terms and Conditions.
- 1.4 GVP reserves the right to amend the procedures for the participation in the Scheme, even partially, at any time, provided that the rights already acquired by the participants are safeguarded and that no amendments are introduced entail less favourable terms for their continued participation in the Scheme throughout its life.
- 1.5 The Exclusive Card is activated at the time of the first stay.

ARTICLE 2 - CONDITIONS FOR JOINING

- 2.1 All physical persons of more than 18 years of age may participate in the Scheme.
- 2.2 Registering for the Scheme is free of charge.
- 2.3 GVP employees may not join the Scheme.
- 2.4 To register for the Scheme, the application form must be filled in and sent to GVP by fax on 02 54069523. The form can be obtained from GVP or from website www.grandviscontipalace.com in the dedicated "Fidelity Card" section.
- 2.5 The card is personal and can only be used by the Holder.
- 2.6 Other persons may not apply to be added to the same card. Each registration is personal and contains the personal data supplied by the Holder, whose duty it is to inform Customer Care of any changes in these data.
- 2.7 Holders are entitled to only one code number each. If there is more than one code in the name of the same Holder, Customer Care will transfer the points earned to a single account/code number and close the others, informing the Holder accordingly. Any points earned from the same service on different accounts in the name of the same Holder will be credited only once, to the only valid account.
- 2.8 The Holder warrants the accuracy of all the information provided and is the sole person responsible for them.
- 2.9 The data that the Holder provides in order to join the Scheme will be put into an archive whose purpose is the best possible management of the Scheme. GVP is the data controller under Italian Legislative Decree 196/2003 and guarantees that the Holder's data will be used only for the above purpose. Holders will be asked separately for their consent, which is optional, to the processing of their personal data for the generation of an individual profile whose purpose is to optimise GVP's services for its customers and for the sending of commercial and marketing information regarding new projects launched either by GVP or Partner Companies.
- 2.10 In accordance with Italian Legislative Decree 196/2003, GVP will process the data of persons that join the Scheme in order to operate the Scheme, also using electronic tools. The data may be transmitted to agents acting as data protection officers and data processors, and may be

transferred to other countries that belong to the European Union or to which the transfer of data is allowed by the Italian Information Commissioner. Holders may exercise the rights laid down in Article 7 of Legislative Decree 196/2003 regarding the data they have supplied (confirmation of the existence of the data, source, purpose, updating, erasure, right to object, etc.). To exercise these rights, the Holder should contact the GVP Data Protection Officer.

2.11 Participation in the Scheme will be subject to the continued existence of, and compliance with, all the rules and clauses laid down in these Terms and Conditions, which may be consulted on website www.grandviscontipalace.com in the Fidelity Card section. GVP reserves the right to cancel the Holder's registration should even one of these rules/clauses cease to exist, as also in the event of the Holder not complying with them.

2.12 In the event of the loss or theft of the Card, or if it is damaged, the Holder must promptly inform Customer Care, which will issue another Card. GVP, however, will not be liable if a Card that has been mislaid or stolen is fraudulently used before the occurrence has been reported as above.

ARTICLE 3 - POINTS

3.1 The points are the basic calculation units that GVP uses to operate the Scheme. The personal code of each Holder corresponds to an account on which the points will be credited that have been earned for hotel stays, for the use of services and/or for the purchase of Partners' products or for any other items included in the Scheme.

GVP stays (night's accommodation, services, SPA catering establishments)	10 euro spent (net of VAT) = 1 Exclusive point
WE CAN car hire Partners / Transfers from and to airports	each hire/transfer = 10 Exclusive points

3.2 In the event of GVP making alternative arrangements with other hotel establishments as a result of overbooking or an excess of reservations, Holders may ask for their points to be credited by sending Customer Care a copy of their booking, confirmed by GVP, and the invoice for the stay completed at another establishment on the same day within.

3.3 In order to have their hotel stay points credited automatically, Holders must provide their personal **Exclusive** code when they check in, presenting their Card. The points earned during the stay will be recorded when they check out. If the points are not credited, Holders may remedy this by sending a legible photocopy of the hotel bill with the **Exclusive** code by post or fax within four months of the date of the stay in question.

3.4 No documents will be accepted for stays completed or services/products used on dates prior to the date on which the Holder has joined the Scheme.

3.5 Points earned by different Holders may in no circumstances be accumulated in a single account, nor can requests be made for points from different accounts to be set off against each other.

3.6 Individual stays paid directly in the hotel by the Holder earn points on the basis of the table in section 3.1. Only the hotel services used during the stay earn points. Holders may only earn points from services they have enjoyed themselves. Stays booked or paid for by the Holder but completed by other persons do not count towards points, except for children staying in a hotel at the same time as the Holder. Reward stays do **not** earn points.

3.7 Points are not credited for complimentary stays/services, group stays pre-booked by tour operators, travel agents, incentive houses, etc. This condition is mandatory and GVP will therefore cancel any points that have been acquired in breach of this clause.

3.8 Individual stays completed after a booking has been made by a travel agent or a business travel agent entitle the Holder to a flat rate credit of 10 points per night. Stays completed on travel agent rates entitle the Holder to a flat rate credit of 5 points per night. Stays that have been completed and paid for directly in the hotel earn points as set out in the table in section 3.1.

3.9 Points may not be traded or converted into cash.

3.10 GVP may cancel any points that have been wrongly credited, informing the Holder accordingly.

ARTICLE 4 - REWARDS

4.1 Rewards may be collected by the winners themselves or by other persons they indicate.

4.2 Winners may ask for reward stays at GVP or the rewards offered by its Partners. Reward stays may be requested and booked for at most three consecutive nights, of which at least one night during the weekend (Friday, Saturday or Sunday).

4.3 A number of rooms are reserved for reward winners. This number is limited and depends according to days of the week, periods of the year and any trade fairs that may be on in Milan at the time.

4.4. Holders that have reached one of the points bands in the Table of Rewards may ask for a reward voucher by telephoning Customer Care or by sending a request by fax to 02 54069523.

The application form must state the Holder's forename and surname, **Exclusive** code, phone number, e-mail address and the method by which the Holder wishes to receive the voucher (e-mail or fax), the reward, the period in which the Holder wishes to use it and the beneficiary's name (which may be the name of the Holder or of another person). The request for the issue of the voucher must be made at least 30 days before the date on which the beneficiary plans to use the reward. **Exclusive** Customer Care will book reward stays or services, and will send the reward voucher by e-mail or fax, according to the method that has been chosen, within 24 hours of the request; if the period requested is not available, Customer Care will contact the client.

Reward stays are understood as being per room, per night, for one or two persons and inclusive of VAT and breakfast.

4.5 When the voucher is issued, Customer Care will update the points account of the Holder that has requested his or her reward, subtracting the corresponding number of points.

4.6 Once the reward voucher has been issued, it is valid for 6 months and may not be converted back into **Exclusive** points. Holders or beneficiaries in possession of a voucher with a confirmed stay booking that cannot make use of it may ask Customer Care to issue another voucher.

Customer Care will then cancel the previous voucher and take 50 points off the Holder's account.

4.7 **Exclusive** reward vouchers can only be booked and issued by Customer Care.

4.8 When 5,000 points have been earned and have not been used, the Holder will automatically receive a voucher for the corresponding amount from Customer Care, to be used within 6 months, and his or her points will be zeroed.

4.9 The voucher will be issued in the name of the beneficiary, which may be the Holder or another person.

4.10 Rewards vouchers have no cash value and cannot be refunded if they are not used after being issued.

4.11 No reimbursement is envisaged in the event of the loss or theft of a reward voucher, but the voucher may be re-issued if the Holder submits a request to Customer Care in writing.

POINTS	REWARDS
600	GVP unisex personalised bathrobe
800	ARENA unisex microfibre bathrobe
1000	Face treatment and complete hair removal
2000	Idrocare treatment
2000	AquaSPA treatment
2000	1 relax massage
2000	Gastronomical dinner for 2 persons
3000	One night in an Exclusive hotel and gastronomical dinner for 2 persons
5000	Package: night in presidential suite, one skin test at the Fitness Centre and gastronomical dinner for 2 persons

