

# **Hotel Marietta GmbH - Marietta Connect Terms and Conditions, Terms of Use**

**November 2017**

Participation in the Marietta Connect Program, here forth referred to as the program, is free. Members have an electronic member account that is personal.

The account cannot be sold, loaned or transferred. The electronic member account is not a means of payment and cannot be used as pre-payment for bookings.

For participation in the program, a valid email address is required. It is not possible for two members to use the same email address. It is explicitly forbidden for one person to register multiple member accounts.

By signing up to an account, the participant agrees to receive communications and information in electronic form about the program.

If the member does not want to receive any further information, he or she must apply to quit the program.

Members of the program agree that the program may be changed in whole or in part at any time.

The member may not transfer on his personal password to third parties. The account holder is liable for all transactions, in form of points, on the relevant account.

## **Collecting points**

The member will be credited with his membership account for the actual realized overnight stays (including special promotions).

The points cannot be transferred from one member to another member. They are personal and non-transferable.

The points are not a means of payment and have no monetary value. Expired or unused points will not be balanced with a monetary amount.

If an account is inactive for 3 years, the points will expire.

Points are entitled to stays booked via the Marietta website, by phone or by email directly with the hotel and at the reception in the Hotel Marietta.

On the other hand, stays that are booked via a reseller, a tour operator, a company (company travel) or an online travel agency (booking.com, etc.) are not eligible for points.

The basis for the calculation of the points is the room rate. The corresponding invoice must be paid in full.

The points will be credited to your account within 14 days of check-out. The period in which non-credited stays can be applied to an account is a maximum of 90 days after the date of departure.

If the invoice has to be rewritten to a company after departure, the credited points will be charged back.

### **Redeeming points**

You can redeem the collected points at the reception to reduce your room bill or print a voucher online, which you can only use at the hotel reception. The voucher cannot be redeemed in the restaurant, spa, sports shop and ski school. Please note that there is an expiration of the voucher! When booking online in the Marietta Connect Program, you can redeem your points as well. Otherwise, our hotel contract conditions apply.