PESTANA
Guest Club
A LIFETIME EXPERIENCE

TERMS AND CONDITIONS OF THE CAMPAIGN

"THE MORE YOU TRAVEL, THE MORE YOU EARN"

1. Background

"The more you travel, the more you earn" campaign is intended to recognise the loyalty of active Pestana Guest Club members by granting rewards when certain accumulated-night thresholds are reached.

2. Scope of the campaign

The campaign applies to Pestana Guest Club members and is based on the **number of nights accumulated during the preceding 24 months**. Information relating to nights and bookings may be consulted in the member's personal area (MyAccount), under "My Bookings".

3. Participation and eligibility

All **Pestana Guest Club members** may participate in this campaign. Customers who are not yet members may join the programme in order to benefit from the applicable advantages. Eligibility for a reward is subject to reaching an applicable threshold and fulfilment of the conditions associated with the member's account.

4. Night count and thresholds

Rewards are granted **when the member reaches one of the following accumulated-night thresholds: 10, 20, 30, 40 or 50 nights**. The count is always calculated based on the **preceding 24 months** and therefore corresponds to a rolling period that is continuously updated. The mere increase in the number of nights between thresholds does not, in itself, give rise to entitlement to a reward.

5. Rewards associated with each threshold

Each accumulated-night threshold corresponds to a Gift Card with the following value:

10 nights: **€50** Gift Card;

20 nights: **€80** Gift Card;

30 nights: **€100** Gift Card;

40 nights: **€150** Gift Card;

50 nights: **€200** Gift Card.

Whenever the member reaches a new eligible threshold, they will be entitled to the corresponding Gift Card, in accordance with the values indicated above and the conditions set out in these Terms and Conditions.

6. Reward Assignment

Following check-out from the stay that enables the member to reach an eligible threshold, **an email will be sent containing the instructions required to request the relevant Gift Card.** The reward is not issued automatically.

The communication will be sent to the email address associated with the member's Pestana Guest Club account. **Members must ensure that their details are correct and up to date and that communications are enabled**. Communication preferences can be viewed or updated in the "My Profile" section of MyAccount, available here.

7. Reaching two or more thresholds in the same booking

If, within the same booking, the member reaches two or more thresholds, **the reward granted will correspond solely to the last threshold reached.** For example, if the member increases their accumulated nights from 11 to 30, they will only receive the reward corresponding to the 30-night threshold, namely a €100 Gift Card.

8. Request and issue of the Gift Card

Following the request for the Gift Card, the member will receive the relevant Gift Card within a few days at the email address associated with their Pestana Guest Club account, together with the instructions for its use.

9. Accumulation of Gift Cards

Whenever the member reaches a new threshold, they will be entitled to a new Gift Card corresponding to that level. Several Gift Cards may therefore be accumulated, provided that each Gift Card results from reaching a different eligible threshold. However, **only one Gift Card may be used per booking.**

10. Use of the Gift Card

A **pre-booking is mandatory** in order to use the Gift Card. To make the pre-booking, the member must access the Help Center page and contact the team by email, telephone or chat. The Customer Support team will process the booking request. The Gift Card must be printed and presented at check-in. If it is not presented, the stay may be charged at the rate available on pestana.com. The Gift Card terms and conditions may be consulted here.

11. Place of use

Gift Cards may be used for future bookings at Pestana Hotels and Pousadas in Portugal, in accordance with the specific conditions applicable to the Gift Card issued.

12. Gift Card validity

Each Gift Card has its own expiry date, which will be communicated when the Gift Card is issued. The benefit must be used within the indicated validity period.

13. Bookings made before the start of the campaign

Reaching a threshold before the start of the campaign does not give rise to any retroactive entitlement to a reward. In such cases, the member will only become entitled to a reward when they reach a subsequent threshold through a **new stay**.

14. Campaign duration and updates

The campaign will run for a limited period. Members are therefore advised to follow the official communications in order to confirm any updates, operational changes or termination of the campaign. In all cases, the night count will continue to be based on the preceding 24 months.

15. Relationship with Pestana Guest Club tier benefits

The campaign is complementary to the benefits associated with the member's tier in Pestana Guest Club. Accordingly, this campaign does not replace the benefits already available at the member's applicable tier. However, **a Gift Card and a discount voucher may not be combined in the same booking.**

16. Customer support

If the member does not receive the expected email after reaching a threshold, they should check their spam or junk-email folder. If the communication cannot be located, the member may contact Help Center or send an email to guest.club@pestana.com.

17. Final provisions

The specific conditions applicable to each Gift Card, including its validity and instructions for use, will be communicated when the benefit is issued. To ensure the reward is used correctly, the member must comply with the instructions contained in the official communications relating to the campaign.

FREQUENTLY ASKED QUESTIONS

1. How can I earn the rewards?

Rewards are granted when you reach certain accumulated-night milestones, namely 10, 20, 30, 40 or 50 nights, calculated over the preceding 24 months following a new booking.

2. How can I check how many nights I have accumulated?

You can check all your nights and bookings in your personal area (MyAccount), under “My Bookings”.

3. Do I receive a reward whenever I increase the number of nights between thresholds?

No. Rewards are granted **exclusively when you reach a defined threshold**: 10, 20, 30, 40 or 50 nights.

4. Is my reward issued automatically?

When you reach a threshold, you will receive an email containing the instructions for requesting your Gift Card. The reward is not issued automatically. You must follow the instructions provided in the communication.

The communication will be sent to the email address associated with the member's Pestana Guest Club account. **Members must ensure that their details are correct and up to date and that communications are enabled**. Communication preferences can be viewed or updated in the "My Profile" section of MyAccount, available here.

5. What must I do to use the Gift Card?

Following your request for the Gift Card, you should receive an email confirming its issue, in accordance with the instructions provided. A **pre-booking is mandatory** in order to use the Gift Card. To make the pre-booking, you must access the customer support page and contact the team by email, telephone or chat. The Customer Support team will process the booking request. The Gift Card must be printed and presented at check-in. If it is not presented, the stay may be charged at the rate available on pestana.com. The Gift Card terms and conditions may be consulted here.

6. Can I accumulate several Gift Cards?

Yes. Whenever you reach a new threshold, you will be entitled to a new Gift Card corresponding to that level. However, **only one Gift Card may be used per booking**.

7. Can I receive more than one reward per booking?

No. If, during a single booking, you reach two or more different thresholds, you will receive the reward associated with the highest threshold reached. For example, if you make a 16-night booking that takes your accumulated nights from 5 to 21 during the preceding 24 months, you will be entitled, following check-out, to the reward associated with the highest threshold reached, in this case the 20-night threshold.

8. Where can I use my Gift Card?

Gift Cards may be used for future bookings at Pestana Hotels and Pousadas in Portugal, in accordance with the applicable specific conditions, which may be consulted here.

9. Do Gift Cards have an expiry date?

Yes. Gift Cards have an expiry date, which will be indicated when the Gift Card is issued.

10. If I reached a threshold before the start of the campaign, will I receive the reward?

No. You will only receive a reward when you reach the next threshold through a new stay.

11. Who may participate in this campaign?

All Pestana Guest Club members may participate in this campaign. If you are not yet a member, you may register in order to benefit from the campaign.

12. Does the night-counting period restart?

No. The count is based on the **preceding 24 months**. The counting period is therefore continuously updated.

13. I did not receive the email after reaching a threshold. What should I do?

We recommend checking your spam or junk-email folder. If you cannot find the email, you may contact Help Center or send an email to guest.club@pestana.com.

14. Is this campaign for a limited period?

The campaign may run for a specific period. We recommend following the official communications for updates.

15. Does this campaign replace my tier benefits?

No. This campaign is complementary to the benefits associated with your Pestana Guest Club tier.