



PortoBay Prestige is the PortoBay Hotels & Resorts loyalty programme which recognizes guests' preference for group hotels by offering discounts and other benefits.

## PROGRAMME LEVELS

The PortoBay Prestige programme consists of 3 levels : Prestige First, Prestige Blue and Prestige Gold. With the exception of Prestige First, your level is based on the number of stays. Stays are accumulated independently of the PortoBay group hotel. Only actual stays are counted, e.g. not including cancellations, no-shows or prolonged stays (check-out and check-in on the same day at the same hotel).

### PRESTIGE FIRST

Anyone who has created an account on the [www.portobay.com](http://www.portobay.com) site and has not yet stayed in a PortoBay group hotel is a Prestige First member. No card is issued for this level.

#### benefits :

- > 5% discount on accommodation for bookings made through [www.portobay.com](http://www.portobay.com)

### PRESTIGE BLUE

Any guest with 1 to 5 actual full stays at any PortoBay hotel is a Prestige Blue level member. The card is delivered automatically to the reservation holder when they visit a PortoBay hotel for the first time, at the time of check-out (except when logistical issues make this impossible). The card is then activated after receipt of the properly completed form. This form accompanies the card, and is also available online at [www.portobayprestige.com](http://www.portobayprestige.com)

#### benefits :

- > 10% discount on accommodation for bookings made directly with the hotel, at [www.portobay.com](http://www.portobay.com) and/or via email or telephone with the Reservations Department
- > the discount on accommodation may be subject to seasonal restrictions, as described at [www.portobay.com](http://www.portobay.com)
- > benefits may vary from hotel to hotel. Detailed information may be found at [www.portobayprestige.com](http://www.portobayprestige.com) and at the hotel reception
- > benefits are exclusively for the room occupied by the member

- > to ensure access to Prestige benefits, the Prestige member must inform the hotel of their Prestige number prior to arrival
- > the card must be presented to enjoy the benefits
- > there are also discounts for food and drink (10%), spa treatments and products (5%) or merchandising (5%)
- > PortoBay Prestige discounts and/or benefits are not retroactive, and cannot be combined with other campaigns or promotions
- > other campaigns, such as Double Discounts, will only be applicable for members staying at a PortoBay hotel at that time

### PRESTIGE GOLD

Any guest with more than 5 actual full stays at any PortoBay hotel is a Prestige Gold level member. This level has even more benefits.

The card is activated after the fifth check-out at any of the group's hotels.

The card is delivered automatically to the PortoBay Prestige member at the end of the fifth stay (except when logistical issues make this impossible) and may only be used after this check-out.

A guest immediately qualifies as a Gold member when a Timeshare product is purchased directly from PortoBay Hotels & Resorts.

The Gold card is delivered at the time the contract is signed with PortoBay Hotels & Resorts.

#### benefits :

- > 15% discount on accommodation for bookings made directly with the hotel, at [www.portobay.com](http://www.portobay.com) and/or via email or telephone with the Reservations Department
- > the discount on accommodation may be subject to seasonal restrictions, as described at [www.portobay.com](http://www.portobay.com)
- > benefits may vary from hotel to hotel. Detailed information may be found at [www.portobayprestige.com](http://www.portobayprestige.com) and at the hotel reception
- > benefits are exclusively for the room occupied by the member
- > the card must be presented to enjoy the benefits
- > there are also discounts for food and drink (15%), spa treatments and products (10%) or merchandising (10%)
- > PortoBay Prestige discounts and/or benefits are not retroactive and cannot be combined with other campaigns or promotions
- > other campaigns, such as Double Discounts, will only be applicable for members staying at a PortoBay hotel at that time

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## TERMS AND CONDITIONS

01 > in accordance with the Data Protection and Privacy Policy in force, which may be consulted at [www.portobay.com](http://www.portobay.com), and as a condition of joining the PortoBay Group's Loyalty Programme, the member expressly authorizes the computerised processing of this personal data for the purposes of information, promotion and communication of PortoBay hotel services and offers, and is able to exercise their rights to personal data protection and privacy at any moment by contacting the PortoBay Data Protection Officer at [dpo@portobay.pt](mailto:dpo@portobay.pt)

02 > members must be 18 years of age or older

03 > subscription to the programme is free

04 > the PortoBay Prestige card is personal and non-transferable

05 > the card is valid for 5 years. After this time, it may be renewed or reactivated by filling out the form at [www.portobayprestige.com](http://www.portobayprestige.com), via email ([prestigeclub@portobay.pt](mailto:prestigeclub@portobay.pt)) or at the reception desk of any PortoBay hotel

06 > the card will be delivered by default to the reservation holder. However, the other occupant(s) of the room may become members and apply for a card in their name by filling out the form at [www.portobayprestige.com](http://www.portobayprestige.com), via e-mail ([prestigeclub@portobay.pt](mailto:prestigeclub@portobay.pt)) or at the reception desk of any PortoBay hotel

07 > members who do not receive their card automatically may request one at [www.portobayprestige.com](http://www.portobayprestige.com), via e-mail ([prestigeclub@portobay.pt](mailto:prestigeclub@portobay.pt)) or at the reception desk of any PortoBay hotel

08 > PortoBay Hotels & Resorts has the right to change or cancel the PortoBay Prestige programme's terms and conditions, at any time, without prior notice and with no responsibility to programme members

09 > if you do not agree to these terms and conditions, you may cancel your membership via e-mail at [prestigeclub@portobay.pt](mailto:prestigeclub@portobay.pt)

## PROCESSING OF PERSONAL DATA

> the processing of personal data is carried out according to the general terms defined in the PortoBay Data Protection and Privacy Policy, and this policy is accessible on the various company sites through which it is possible to join the PortoBay Group's Loyalty Programme

> for membership and participation in the programme, it is necessary for some of your personal data to be processed, specifically your name, date of birth, e-mail and address. This personal data may be used for the purposes of managing the relationship and loyalty programme, namely: administration of programme members; provision of information on the status of members; analysis, development and improvement of services and exclusive offers; internal statistical research and analysis; sending promotional communications and news from the PortoBay Hotels & Resorts group

> members are responsible for ensuring that the data provided is correct and up-to-date. Any changes may be made by telephone (+351) 291 703 711 (working days, from 9:00 AM to 1:00 PM and from 2:00 PM to 6:00 PM), via e-mail to [prestigeclub@portobay.pt](mailto:prestigeclub@portobay.pt) or by filling out the form in your personal area of [www.portobayprestige.com](http://www.portobayprestige.com)

> PortoBay Hotels & Resorts' Personal Data Protection Policy is available at [www.portobay.com](http://www.portobay.com), where you may exercise your rights as the data owner, including rights on information, access, consultation, correction or deletion, limitation or opposition to processing by contacting the PortoBay Data Protection Officer at [dpo@portobay.pt](mailto:dpo@portobay.pt)