

TERMS AND CONDITIONS OF THE LOYALTY PROGRAMME

THE COMMUNITY REWARDS

1. RESPONSIBLE ENTITY

The **Community Rewards** loyalty programme (the “Programme”) is owned by **Canarian Hospitality, S.L.**, with Tax Identification Number B6881957, registered address at Calle Montevideo 12, 1º, Las Palmas de Gran Canaria, 35007, province of Las Palmas, Canary Islands, Spain, registered in the Commercial Registry of Las Palmas, and with email address for notifications: **thecommunity@canarianhospitality.com** (hereinafter, the “Company”).

2. PURPOSE OF THE PROGRAMME — ELIGIBILITY AND ACCESS

The purpose of the Programme is to reward the loyalty of members who make reservations at any of the tourist establishments operating under the **MYND Hotels** and/or **Sholeo Lodges** brands, managed by the Company, by providing exclusive benefits when registering for the Programme and booking through www.myndhotels.com and/or www.sholeolodges.com.

Anyone over the age of 18 who stays at any MYND Hotels or Sholeo Lodges establishments, booking directly in their own name and enrolling in the Programme (hereinafter, the “Member” or “Members”), may join. Membership is individual, **free of charge**, and **voluntary**, and entails full acceptance of these Terms and Conditions as well as the privacy policy of Canarian Hospitality, S.L., available on www.myndhotels.com and/or www.sholeolodges.com.

The Programme excludes, and membership will not be available to, persons who are direct employees of Canarian Hospitality, S.L., who may not register while their employment relationship with the Company remains in effect.

Each Member will have a private area within www.myndhotels.com or www.sholeolodges.com, accessible after registration via username and password, where they may check their membership level and the benefits available, in accordance with the following section.

3. SCOPE OF THE PROGRAMME — MEMBERSHIP LEVELS AND BENEFITS

The Programme consists of three levels, with exclusive benefits at each stage, which improve as the Member progresses:

3.1. The Community Traveller (Entry Level)

Granted upon registration in the Programme. Benefits include:

- **Exclusive booking discounts** on our websites, based on current rates.
- **Discounts at bars and restaurants** (where available).
- **Welcome gift** (hotels only).
- **Special offers** at **spa and wellness** centres (where available).
- **Free return coach transfers** to/from the airport for stays over 14 nights, on request. Available only in hotels when booking through our direct channels, with non-refundable rate.
- **Priority access** to promotions, restaurants, and activities organised by the hotels.

3.2. The Community Explorer (Intermediate Level)

To qualify during each Programme year (1st August – 31st July), Members must meet **at least one** of the following:

- Accumulate spending **over €2,499** and **under €7,000** on bookings made via our direct channels within the programme year - including consecutive bookings.
- Make **more than 4 but fewer than 12 bookings** via our direct channels within the programme year (excluding consecutive-date bookings — in such cases, only the first booking is counted, with a minimum of 7 nights between bookings to count separately).

Benefits:

- **Exclusive booking discounts** on our websites, based on current rates.
- **Discounts at bars and restaurants** (where available).
- **Welcome gift** (hotels only).
- **Room upgrade** to the next category (on request, subject to availability).
- **Special offers** at **spa and wellness** centres (where available).
- **Complimentary early check-in and late check-out** (on request, subject to availability).
- **Complimentary semi-private return airport transfers** for stays over 14 nights, on request. Available only in hotels when booking through our direct channels, with non-refundable rate.
- **Priority access to promotions**, restaurants, and activities organised by the hotels.

3.3. The Community Globetrotter (Top Level)

To qualify during each Programme year (1st August – 31st July), Members must meet at least one of the following:

- Accumulate spending **over €6,999** on bookings made via our direct channels within the programme year - including consecutive bookings.
- Make **12 or more bookings** via our direct channels within the programme year (excluding consecutive-date bookings — only the first booking is counted, with a minimum of 7 nights between bookings to count separately).

Benefits:

- **Exclusive booking discounts** on our websites, based on current rates.
- **Discounts at bars and restaurants** (where available).
- **Welcome gift** (hotels only).
- **Room upgrade** to the highest available category (on request, subject to availability).
- **Special offers** at **spa and wellness** centres (where available).
- Complimentary early check-in and late check-out (on request, subject to availability).
- **Complimentary private return airport transfers** for stays over 14 nights, on request. Available only in hotels when booking through our direct channels, with non-refundable rate.
- **Priority access** to offers and promotions.
- **Guaranteed access** to restaurants and activities organised by the hotels.

Benefits are generally available across the programme but may be adapted, personalised, or subject to exceptions depending on the circumstances of each property.

Benefits are not cumulative between levels; when a Member advances, they will only enjoy benefits applicable to their new level.

Programme members can check their level in the private area of the website at www.myndhotels.com or www.sholeolodges.com.

Programme discounts for each level will be set at the Company's discretion in line with its commercial policy and can be checked by Members on the programme websites.

3.4. Special Conditions for “Stay Vibe Rewards” Members

Members of the “StayVibe Rewards” programme, which ends on 29th July 2025, will have their eligible bookings and spending automatically recognised under this Programme, attaining the equivalent level as of 30th July 2025, in accordance with these Terms and Conditions. Those who do not wish to continue may opt out as detailed in Section 6.

4. DURATION, ELIGIBILITY, AND CALCULATION OF BENEFITS

The Programme operates in **annual periods from 1st August to 31st July**.

For progression, **only bookings made through official direct channels will be valid:**

- Official MYND Hotels or Sholeo Lodges websites.
- Company reservations centre.
- Direct bookings at the properties.

Stays must be booked at **public standard rates or designated “eligible” promotions.**

Excluded and non-qualifying stays include:

- Complimentary stays.
- House use stays.
- Employee special rates.
- Confidential or non-eligible discounts.

When a Member meets the requirements to move up a level between 1st August and 31st July of the following year, **the upgrade will be applied automatically at the moment those requirements are met**, and the Member will enjoy the new level for the **remainder of the current year and the full duration of the following** annual Programme period.

From the *Community Traveller* level onwards, at the end of each annual period, if the Member does not meet the criteria applicable to their current level, they will automatically be downgraded to the next lower level. In other words, the downgrade will be applied annually and only if the requirements for that level have not been met between 1 August and 31 July of the following year.

The benefits offered under the Programme are personal and non-transferable.

They are **exclusively for Members**, meaning **individual customers who book directly in their own name** and personally stay at our establishments.

Consequently, bookings made through intermediaries — such as travel agencies, even if processed via our website, call centre, or any other direct channel — **will not be eligible** for benefits, discounts, or stay accumulation under the Programme.

Under no circumstances **will benefits be duplicated**, nor will benefits be granted for bookings that generate commissions for third parties.

If a booking is made without the Member identifying themselves in the Programme beforehand, the benefits of the Programme will not apply to that stay, and the booking or related spend will not be counted towards level calculations.

By exception to the above, if a booking is not registered in the Programme due to a website error or malfunction, the Member will have thirty (30) days to contact the Company at the following

address: thecommunity@canarianhospitality.com so the error can be corrected and the booking recognised for the purposes of applying the Programme benefits.

If two or more bookings are made under the Member's account with consecutive dates at the same establishment (check-out of one booking = check-in of the next), only one booking will be counted in the Programme's stay counter. However, the total amount spent will be taken into account in the Programme's accumulated spend counter.

It is expressly stated that if the Member makes bookings covering multiple rooms, the Programme benefits will apply exclusively to the Member whose name is registered in the Programme, and only one booking will be counted in the stay counter. However, the total amount spent will be included in the Programme's accumulated spend counter.

5. PERSONAL DATA PROTECTION

In accordance with **Regulation (EU) 2016/679 (GDPR) and Spanish Organic Law 3/2018**, Members are informed that:

- **Canarian Hospitality, S.L.** is the data controller.
- Data will be processed for Programme management, sending of commercial communications and promotions, and personalising the Member's experience.
- Legal basis: the Member's consent and execution of the membership agreement.
- Data will be retained while the Member remains active and for legally required periods.
- Members may exercise their rights of access, rectification, erasure, objection, restriction, and portability by emailing rgpd@canarianhospitality.com or writing to the postal address provided.

By registering, the **Member expressly authorises** the use of their personal data for the purposes outlined above. This consent may be withdrawn at any time.

Furthermore, by accepting these Terms and Conditions, the Member agrees to the possible receipt of periodic email communications to keep them duly informed about their level and progress within the loyalty programme, as well as the benefits applicable to them at any given time.

6. VOLUNTARY TERMINATION (MEMBERSHIP)

Membership remains active unless the Member requests to cancel, which they may do at any time by emailing thecommunity@canarianhospitality.com with the subject "CANCEL". Upon cancelling, all benefits and rights are forfeited and cannot be transferred.

7. FRAUDULENT USE

In the event that any fraudulent use or abuse of the loyalty programme is detected – including, but not limited to, the manipulation of personal information, the creation of fictitious bookings, attempts to obtain undue benefits, or suspicion that a third party is creating accounts on behalf of others – the Company reserves the right to remove the Member from the programme immediately and without prior notice, with notification to the Member being sufficient.

As a result, the Member will forfeit all benefits and rights accrued up to that point, without prejudice to the Company's right to take legal action against any Members engaging in fraudulent or abusive practices.

In all such cases, given that the Programme is offered free of charge to the Member, they expressly waive any claim for damages against the Company arising from the termination of their participation in the loyalty programme.

8. AMENDMENTS AND TERMINATION

Canarian Hospitality, S.L. **reserves the right to amend** these Terms and Conditions, in whole or in part, as well as to suspend or cancel the Programme at any time, subject to prior notice to Members through reasonable means that provide proof of communication (including, but not limited to, the website or email).

9. GOVERNING LAW AND JURISDICTION

These Terms and Conditions are governed by Spanish law.

As a general rule, any dispute or conflict relating to these conditions will be referred, in the first instance, to the parties themselves with the aim of reaching an amicable, mutually agreed solution, using the channel and email address provided in the first section of this policy.

Should such a resolution not be possible, the parties, expressly waiving any other jurisdiction that may apply to them, agree to submit to the Courts and Tribunals of the city of Las Palmas de Gran Canaria.