



PLATINUM MOUNTAIN

Hotel & SPA

REGULATIONS OF THE LOYALTY PROGRAM FOR CHILDREN #PLATINUMDIARY

§ 1 Definitions:

1. **The organizer** of the loyalty program is Silver Mountain Resort Operator spółka z ograniczoną odpowiedzialnością spółka komandytowa with its registered seat in Warsaw (00-023) at 8 Widok Street, entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for the capital city of Warsaw in Warsaw, XIII Commercial Division of the National Court Register, under the number: 0000694273, NIP (Fiscal Code): 5213793837, REGON (Statistical Business Identification Number): 368264254. Delivery address: Platinum Mountain Hotel & SPA***** and Platinum Apartments, 15B Kilińskiego Street, 58-580 Szklarska Poręba, e-mail: marketing@platinum-mountain.pl
2. **Client** – a natural or legal person being a party to a contract for temporary use of a residential unit (rental contract for an apartment or a room for a recreational stay), at the disposal of Platinum Mountain Hotel & SPA and Platinum Apartments. A residential unit apartment, described in detail in the offer presented on the Platinum Apartments website, which a Client rents for a temporary stay for recreational purposes.
3. **Room** – a special-purpose residential unit described in the offer presented on the Platinum Mountain Hotel & SPA website, which a Client rents for a temporary stay for recreational purposes.
4. **#PlatinumDiary** loyalty program addressed to minors (children) aged 4 to 12 years of age, staying at the Platinum Mountain Hotel & SPA and Platinum Apartments under the care of legal guardians.
5. **Child** – a minor staying at the Platinum Mountain Hotel & SPA and Platinum Apartments under the care of a legal guardian.
6. **Program Member**– a child who joined the loyalty program and by registering a #PlatinumDiary by a legal guardian, became the Program Member.
7. **Direct Booking** - booking of a stay at the Platinum Mountain Hotel & SPA or Platinum Apartments made directly via the website www.platinum-mountain.pl, a direct phone call at the Platinum Mountain Hotel & SPA or Platinum Apartments or direct e-mail at the Platinum Mountain Hotel & SPA or Platinum Apartments.
8. **Booking through Intermediaries** - booking of a stay at Platinum Mountain Hotel & SPA or Platinum Apartments made through external companies.

§ 2 General provisions

1. The hereby Regulations for using the loyalty program, hereinafter referred to as the Terms and Conditions, constitute an integral part of the Apartment or Room rental contract for a stay, concluded between the Client and the Organizer.
2. The Organizer declares that he/she is entitled, as part of the rental management, to provide services for the temporary provision of an Apartment or a Room to Clients for short-term stays.
3. Commencing the stay at Platinum Mountain Hotel & SPA or Platinum Apartments entitles to register the child to participate in the loyalty program.
4. The Regulations define the rules of the Program, primarily the rights and obligations of the Program Member and the benefits resulting from participation in the Program.

§ 3 Rules for joining the program

1. The condition for joining the Program Member is staying at the Platinum Mountain Hotel & SPA or Platinum Apartments by making a Direct Booking or Booking through Intermediaries.
2. In order to join the loyalty program, the child's legal guardian has to complete and sign the application for participation in the program.



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3. On the basis of the completed application, the child receives a #PlatinumDiary in which the Member's data have to be completed.
4. The child becomes the loyalty program Member upon signing the application and receiving the diary.

§ 4 Rules for participation in the program

1. Each stay of the Program Member should be recorded and confirmed by the Front Desk of the Platinum Mountain Hotel & SPA in the diary.
2. The Program Member can participate in the program since the first stay made by Direct Booking or Booking by Intermediaries. Each next stay, enabling further participation in the program, must be made by a Direct Booking.
3. The Program Member can obtain stickers for using the following hotel services:
 - a. 1 grey sticker for a stay in a Room or Apartment marked as Premium category when booking. The Program Member can get a maximum of 1 sticker during the stay. A sticker is pasted in the #PlatinumDiary by the Front Desk.
 - b. 1 gray sticker if the Program Member is a Returning Guest. The Program Member can get a maximum of 1 sticker during the stay. A sticker is pasted in the #PlatinumDiary by the Front Desk.
 - c. 1 gray sticker for a stay with half-board each day of the stay. The participant can get a maximum of 1 sticker during the stay. A sticker is pasted in the #PlatinumDiary by the Front Desk.
 - d. 1 gray sticker for two days of stay. The participant can get a maximum of 5 stickers during one stay. Stickers are pasted in the #PlatinumDiary by the Front Desk.
 - e. 1 gray sticker for participating in the pizza making workshop at the Piatti restaurant. The Program Member can get a maximum of 1 sticker during the stay. A sticker is pasted in the #PlatinumDiary by the Front Desk.
 - f. 1 gray sticker for renting a bike or winter equipment. The participant can get a maximum of 2 stickers during the stay. Stickers are pasted in the #PlatinumDiary by the Front Desk.
 - g. 1 red sticker for participation in 6 animations with the Kids Concierge animation team. The Program Member can get a maximum of 3 stickers for animations during the stay. Stickers are pasted in the #PlatinumDiary by the Front Desk.
4. The participant can obtain stickers for using the following catering services:
 - a. 1 sticker for ordering a dish from the Kids Menu a'la carte Regional Plates or Piatti restaurant. The Program Member can get a maximum of 6 stickers during the stay. Stickers are pasted in the #PlatinumDiary by the Front Desk.
 - b. 1 sticker for ordering pizza at Piatti restaurant. The Program Member can get a maximum of 5 stickers during the stay. Stickers are pasted in the #PlatinumDiary by the Front Desk.
 - c. 1 sticker for ordering a dessert a'la carte at Regional Plates or Piatti restaurant. The Program Member can get a maximum of 3 stickers during the stay. Stickers are pasted in the #PlatinumDiary by the Front Desk.
 - d. 1 sticker for ordering a drink at the Palladium Café & Lobby Bar. A Program Member can get a maximum of 2 stickers during the stay. Stickers are pasted in the #PlatinumDiary by the Front Desk.

Stickers are issued by the Front Desk on the basis of a receipt with a detailed purchase or after prior verification of the purchase for a room or apartment in the system.

5. A Program Member can collect a maximum of 30 stickers during one stay
6. After collecting 35 stickers placed in the #PlatinumDiary, the Program Member goes to the Front Desk for verification. The reception forwards the completed #PlatinumDiary to the marketing department to verify the number of stickers and mark the appropriate number to issue the prize.

§ 5 Award issue

1. The award is issued to the legal guardian on the basis of the #PlatinumDiary supplemented with stickers.



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2. The organizer decides on the form of issuing the prize:
 - a. A designated hotel employee issues the prize, and the participant's legal guardian confirms the receipt of the prize by signing the receipt protocol, which he obtains at the Front Desk.
 - b. The organizer issues the prize via a courier company within 30 days of submitting the completed #Platinum Diary, to the address indicated by the participant's legal guardian. The confirmation of the award is then the waybill of the courier company
3. The Organizer approves the number of stickers on each page of the #Platinum Diary and appropriately notes the award on the "Prize collection" page and returns it to the Participant along with the award. The Organizer keeps a copy of the completed #Platinum Diary in the documentation.

§ 6 Final provisions

1. The Organizer is the Administrator of the Program Member's personal data and the legal guardian, provided upon joining or participating in the program.
2. Personal data of the Program Members are processed in accordance with applicable regulations. Detailed information on personal data processed by the Organizer, including in particular the data for the purposes of processing and the rights of the data subjects, are set out in the Privacy Policy. The Program Member declares that the personal data provided by him/her remain his/her data, and also that they are true and up-to-date. Providing personal data is voluntary, however, required for the participation in the Program.
3. The legal guardian of the #platinum diary loyalty program member has the right to access and correct his/her personal data.
4. The Organizer reserves the right to amend these Regulations in the course of the Program, however, such a change may not infringe the rights already acquired by the Program Members. The information about the change in the regulations will be sent to the Club Members using contact details provided upon registration to the Program.
5. The Regulations come into force on September 1, 2023.