

# GALO GUESTS BENEFITS PROGRAM

## TERMS AND CONDITIONS

Program starts at 01<sup>st</sup> January 2018

### Program Overview

Galo Benefits program is our official program to reward and thank returning loyal guests.

In order to be a member, you just have to book directly through our website or our reservations department. Once you have booked directly you are automatically entitled to use our benefits program.

### Not a direct booking guest?

If you are not a direct booking guest, we still have good news for you! As a returning guest, you are entitled to some benefits (please check point 9 below).

### 1. LEVELS

Currently, there are 4 levels of benefits within the Galo Benefits program that are determined by the number of direct bookings of our guests.

By booking directly with us (website or reservations department) you are automatically entitled to our welcome level benefits.

Once you reach a specific category, you will receive the benefits that are applicable to that level at that time. If you are a returning guest please contact our reservations department in order to receive the code regarding your benefit level: [reservations@galoresort.com](mailto:reservations@galoresort.com) | +351 291 930 930

If you don't have access to your code, please contact our reservations department or book it anyway and get credit for it on site.

The Galo Benefits Program is valid for Galo Resort, Alpino Atlântico, Restaurants & Bars and partners.

#### **Welcome (*booking for the first time*) - 5%**

By booking directly with us (website or our reservations department) you are automatically entitled to our welcome level benefits. Use the welcome code available in our booking system [www.galoresort.com](http://www.galoresort.com)

#### **Green (*from the 2nd to the 5th booking*) - 5%**

After your first booking, your green code will be delivered during check out. This code assures you extra benefits on your next stay. If you are a returning guest please contact our reservations department in order to receive the code regarding this level.

#### **Silver (*from the 6th to the 10th booking*) - 7%**

After your 5th booking, your silver code will be delivered during check out. This code assures you exclusive benefits on your next stay. If you are a returning guest please contact our reservations department in order to receive the code regarding this level.

#### **Gold (*from the 11th booking*) - 10%**

From your 10th booking, your gold code will be delivered during check out. This code assures you unique benefits on your next stay. If you are a returning guest please contact our reservations department in order to receive the code regarding this Level.

Attention, from 2018 on your invoice will always show your corresponding benefits code. This code gives you access to our website and benefits during your next stay.

## 2. ACCOMMODATION DISCOUNT

The accommodation discount is applied in all accommodation types, early booking and regular rates. Not cumulative with any other special offer: Flash Deals, Hot Deals, Last minute deals, Super offers.

Please note that if you are not a direct booking guest, discounts won't be applied to the accommodation rate.

## 3. NUMBER OF BOOKINGS

Welcome	Green	Silver	Gold
-	2-5	6-10	11 +

## 4. BOOKING RESTRICTIONS

Please consider that the active booking period in Peak Seasons is 30 days before arrival. Peak season: New Years' Eve; Easter; Flower Fest; Summer.

## 5. BENEFITS

### 5.1. Bottle water

Available for silver and gold level guests.

Silver – Per Stay

Gold – Per night

### 5.2. Local amenity

A surprise local amenity - for gold members only/ per stay.

### 5.3. Special Birthday Amenity

Exclusive for green, silver and gold members, special Birthday amenity.

### 5.4. Welcome Drink Voucher

Exclusive for green, silver and gold members, special welcome drink voucher.

### 5.5. Restaurants & Bars Discount

Food & Drinks discount. Services charged during check out.

Room charge system only. Discount won't apply with any other offer.

Galo Resort restaurants & bars: Restaurante Ondamar, Ondamar Gastro Pub, Restaurante Atlantis, Pizzeria Galosol, Pool Bar, Capoeira Bar, Restaurante Alpino Atlântico. Mini-bar. Discount according your benefit level. Excludes room service.

### 5.6. SPA ASHOKA

At ASHOKA SPA we offer you holistic relaxation, inspired by the five elements (air, space, fire, water and earth) in harmony with traditional Ayurvedic and European treatments. Located on the resort's adult's only restricted area, to assure the necessary peace and tranquility, discover our Oceanfront view panoramic saunas (Bio and Finnish); Turkish Bath; Infra Red sauna; Panoramic resting room with terrace; Yoga Room; Aromatic Herbs Garden.

Available languages: Portuguese; english and german

Please book your treatment directly +351 291 930 948

Services Charged during check out. Room charge system only. Discount won't apply with any other offer.

SPA ASHOKA: Discounts according your benefit level.

### 5.7. Gym Services (Extra charge)

Services Charged during check out.

Room charge system only. Discount won't apply with any other offer.

Gym Extra Charge Services: squash court rental; Squash instructor; PT training

### 5.8. Kayake Equipment Rental

Services Charged during check out.

Room charge system only. Discount won't apply with any other offer.

Location: Lido Galomar Complex

## 5.9. Partners Discount

Discount applied on the time of the experience/activity booking upon payment directly to the partner

Discount may not be combined with any other offers or promotions

Discounts according your benefits level

### Official Partners:

#### Manta Diving Madeira

Manta Diving exists since 1982 and was the first diving center to be established in Madeira. It is located on the south coast and directly in the Underwater Nature Reserve of Madeira. This unique and privileged spot, with a large and lively house reef, offers fantastic conditions for divers, free divers and snorkelers.

- Is the only ISO 24803 certified diving center in the Atlantic.
- All courses according to the international standards of CMAS (VDST, IAC), SSI and PADI – with worldwide recognized instructors.
- House reef with 4 different diving spots, directly at the Underwater Nature Reserve of Madeira (from 5m to 35m depth). Only 20 steps from the diving center into the water!
- Daily guided dives, also for less experienced divers. Always small groups!
- Ideal for independent diving for experienced divers with partner.
- New rental equipment every 2 years, as well as, Nitrox, Bonex Scooter Ecos+ and GoPro rental.

Exclusive discount on the **Beginners Course** according to your benefits level.

Please check Manta Diving pricelists and other information at [www.mantadiving.com](http://www.mantadiving.com)

Available languages: Portuguese, English and German | Location: Lido Galomar Complex

#### Madeira Wandern Mit Christa

Is a hiking company that offers exclusive nature experiences. Join this dynamic group and discover the Madeira island magical landscapes through their passionate eyes.

Available languages: Portuguese, English and German

Please check Madeira Wandern Mit Christa pricelists and other information at [www.madeirawandern.com](http://www.madeirawandern.com)

#### Lokoloko

Outdoor adventure activities company. The best nature activities with the experienced guidance of our adventure experts. Mountain biking, canyoning, kayak and jeep tours among many others thrilling adventures.

Available languages: Portuguese, English, Dutch and German

Please check Lokoloko pricelist and other information at [www.lokolokomadeira.com](http://www.lokolokomadeira.com)

#### Ayurveda Cure Center in collaboration with ASHOKA Ayurveda

Located in Hotel Alpino Atlântico this cure center offers ancient Indian medicine tailor made treatments combined with ayurveda cuisine, meditation and yoga sessions.

Available languages: Portuguese, English and German

Please check ASHOKA Ayurveda treatments, programs pricelists and other information at [ashoka-ayurveda.com](http://ashoka-ayurveda.com)

## 6. EXCLUSIVE RATES & OFFERS

Galo Benefits program includes exclusive rates & offers that will be advertised directly to program members through e-mail/website.

## 7. ROOM UPGRADE

Exclusive for gold members, room upgrade is available according the rooms availability.

## 8. INVITE A FRIEND

Exclusive for green, silver and gold members. Invite a friend and offer them the same accommodation discount. Offer your friend your exclusive code (one booking per member).

## 9. A RETURNING GUEST, BUT NOT A DIRECT BOOKING GUEST?

Accommodation and Restaurants & Bars discounts are not applied to not direct booking guests. All the other benefits according to the guest level and are subject to availability.

From the first direct booking all your previous stays will be considered according to your level.

## ECO TOURISM TAX

Please note that according to the regulations of the Municipality of Santa Cruz into force from 1st May 2017, a municipal tax (Ecotax) of 1€ per night / per guest over 18 years, up to 5 nights stay, per person will be due. This tax is to be paid directly at the reception.

We will not apply any discount in this or any others taxes.

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. BY ACCESSING OR USING THIS PROGRAM, YOU AGREE TO BE BOUND BY THE TERMS DESCRIBED HEREIN AND ALL TERMS INCORPORATED BY REFERENCE. IF YOU DO NOT AGREE WITH ALL OF THESE TERMS, DO NOT PARTICIPATE IN THIS PROGRAM.

These Terms and Conditions apply to your access to, and participation in, the Galo Benefits program which is operated by Galo Resort Hotels, in Portugal. These Terms and Conditions do not alter in any way the terms or conditions of any other agreement you may have with Galo Resort Hotels for services or otherwise. Galo Resort Hotels reserves the right to change, modify and/or eliminate Galo Benefits and/or these Terms and Conditions or any policy, FAQ or guideline pertaining to Galo Resort Hotels, at any time and in its sole discretion. Any changes or modifications will be effective immediately upon posting the revisions to [www.galoresort.com](http://www.galoresort.com), and you waive any right you may have to receive specific notice of such changes or modifications. Your continued participation in Galo Benefits Program will confirm your acceptance of such changes or modifications; therefore, you should review these Terms and Conditions and applicable policies frequently to understand the terms and conditions that apply to Galo benefits program. If you do not agree to the amended terms, you must stop participating in Galo Benefits program.

This program is not targeted towards, nor intended for use by, anyone under the age of 18.