

TERMS OF THE LOYALTY PROGRAM

The loyalty program is a bonus system that accumulates points when you regularly purchase services and / or goods in the ART HOTEL Complex.

To join the loyalty program, the client must make at least 1 purchase at the ART HOTEL and fill out the Loyalty Program participant questionnaire at the reception. When joining the loyalty program, the client is provided with a virtual card, which is fixed by phone number.

Bonuses are NOT awarded when booking rooms and other services of the ART HOTEL, when using third-party services, websites or applications, as well as travel companies or agencies. The booking must be made using the website arthotel-kamchatka.ru, by calling or sending a request to the mail arthotel-kamchatka@mail.ru.

Accrual of bonuses

When paying for hotel accommodation or purchasing goods and/or services, Bonuses are credited to the Participant's Bonus Account, in accordance with his current level in the Loyalty Program, depending on the number of room nights;

The amount of accrued Bonuses depends on the number of nights spent and paid for by the Participant at the ART HOTEL. The amount of the accrued Bonus is calculated according to the following scheme:

1 bonus = 1 rub.

Number of rooms-nights	The amount of the bonus awarded
After the first booking of up to 10 rooms-nights inclusive, the base	50 bonuses for 1 room-night
From 10 to 35 inclusive, silver	100 bonuses for 1 room-night
From 36 to 100 inclusive, gold	200 bonuses for 1 room-night
From 101, platinum 250 bonuses	250 bonuses for 1 room-night

Bonuses can be spent:

For accommodation, payment in the restaurant "Our place", purchase of photos-paintings, laundry services, room upgrade, mini-bar.

Loyalty Program Levels

Level	Privilege
The basic	discount is not provided, only the accumulation of bonuses
Silver	5% discount on accommodation Early check-in, late check-out ¹ 1 free breakfast per month Discount on the purchase of fish and seafood in the company store "41 region",
Gold	10% discount on accommodation Early check-in, late check-out ¹ Free breakfast for the Participant Free one-time individual training in the gym "41 region ski team" 1 time in 3 months Discount on the purchase of fish and seafood in the company store "41 region" Champagne in the room upon check-in
Platinum	15% discount on accommodation Early check-in, late check-out ¹ Free breakfast for the Participant Free one-time individual lesson in the gym "41 region ski team" at each check-in Champagne and fruit in the room upon check-in Free excursion from the partner of the hotel "ART HOTEL" 1 time a year ² Discount on the purchase of fish and seafood in the company store "41 region»"

¹-if there is such a possibility

²-prior approval is required

In addition to the basic amount of accrued Bonuses, the Organizer may announce additional accrual of Bonuses within the framework of special promotions.

The validity period of Bonuses accrued to the Participant's Bonus Account ends 12 months after the date of accrual, provided that they are not used for transactions for more than 12 months. The Bonuses unused by the Participant are burned out at the end of their validity period; the validity period of the Bonuses is automatically extended after each new transaction is made.

To earn Bonuses, you must present a Virtual Card to an employee of the company at the time of submitting the invoice, or at the time of payment before purchasing and inform them about your desire to add Bonuses to the Card, or specify the Bonus card number when booking rooms using the website arthotel-kamchatka.ru.

The accrued Bonuses become available for use on the next calendar day.

With the help of one Bonus Card of the Participant, you can book no more than two hotel rooms at the same time.

Bonuses on the card do not imply the payment of their monetary equivalent.

The owner of the virtual card is prohibited from transferring copies (photo copies) of his virtual card to third parties. The administration of the ART HOTEL is not responsible for the use of the cardholder's bonuses by third parties.