

## TERMS AND CONDITIONS AMRÂTH GIFT CARD PROGRAM

### ARTICLE 1 GENERAL

**1.1** These General Terms and Conditions apply to the purchase of all Amrâth Experience gift cards, Amrâth Balance gift cards and issued Amrâth Promotion gift cards and Amrâth Wellness cards, as to be spent in all participating hotels or wellness departmenta of the hotels listed below.

**1.2** The Amrâth Experience gift cards are released in different versions and are, depending on the item that is given, to be spent in the selected Amrâth hotels, as well as in the hotels owned by Amrâth Hôtels but operated under the flag of Tulip Inn, that are outlined below.

***Experience High-Tea for two \*\*\*[\*]***

Four star hotels: hotels: Amrâth Hotel Lapershoek, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur. Five star hotels with supplement: Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus.

***Experience High-Tea for two \*\*\*\*\****

Five star hotels: Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus. Four star hotels without restitution: Amrâth Hotel Lapershoek, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur.

***Experience Dinner for two \*\*\*[\*]***

Three and four star hotels: Amrâth Hotel Lapershoek, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur, Amrâth Hotel Media Park Hilversum. Five star hotels with supplement: Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus.

***Experience Dinner for two \*\*\*\*\****

Five star hotels: Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus. Three and four star hotels without restitution: Amrâth Hotel Lapershoek, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur, Amrâth Hotel Media Park Hilversum.

***Experience Bed and Breakfast for two \*\*\*[\*]***

Three and four star hotels: Amrâth Hotel Alkmaar, Amrâth Grand Hotel Frans Hals, Amrâth Hotel Lapershoek, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur, Amrâth Hotel DuCasque, Amrâth Hotel Media Park Hilversum, Tulip Inn Heerlen City Centre. Five star hotels with supplement: Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus.

***Experience Bed and Breakfast for two \*\*\*\*\****

Five star hotels: Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus. Three and four star hotels without restitution: Amrâth Hotel Alkmaar, Amrâth Grand Hotel Frans Hals, Amrâth Hotel Lapershoek, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur, Amrâth Hotel DuCasque, Amrâth Hotel Media Park Hilversum, Tulip Inn Heerlen City Centre.

**1.3** The Amrâth Balance gift card can be used in all participating Amrâth hotels, including those owned by Amrâth Hôtels but operating under the Tulip Inn flag.

***Balance gift card***

Amrâth Hotel Alkmaar, Amrâth Grand Hotel Frans Hals, Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus, Amrâth Hotel Lapershoek, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur, Amrâth Hotel DuCasque, Amrâth Hotel Media Park Hilversum, Tulip Inn Heerlen City Centre.

**1.4** The Amrâth Promotion gift card can be used in all participating Amrâth hotels, including those owned by Amrâth Hôtels but operating under the Tulip Inn flag. The Amrâth Promotion gift card is not sold and is only issued for promotional purposes by Amrâth Hôtels.

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### **Promotion gift card**

Amrâth Hotel Alkmaar, Amrâth Grand Hotel Frans Hals, Grand Hotel Amrâth Amsterdam, Grand Hotel Amrâth Kurhaus, Amrâth Hotel Lapershoek, Amrâth Hotel & Thermen Born-Sittard, Amrâth Grand Hotel de l'Empereur, Amrâth Hotel DuCasque, Amrâth Hotel Media Park Hilversum, Tulip Inn Heerlen City Centre.

- 1.5** The Amrâth Wellness card can be redeemed in all participating Amrâth hotels with a wellness department. The Amrâth Wellness card is not sold and is only issued for representative purposes by one of the participating hotels. The Amrâth Wellness Entrance card is valid for a day or evening entrance in one of the participating wellness departments of the participating hotels. The Amrâth Wellness Treatment card is valid for a massage or facial treatment of 30 minutes in one of the participating wellness departments.

### **Wellness entrance card**

Amrâth Hotel & Thermen Born-Sittard.

### **Wellness treatment card (30 minute massage or facial)**

Grand Hotel Amrâth Kurhaus and Amrâth Hotel & Thermen Born-Sittard.

- 1.6** These General Terms and Conditions replace all previously issued terms and conditions and can be amended by Amrâth Hôtels at any time.

## **ARTICLE 2 PURCHASE OF AMRÂTH GIFT CARDS**

- 2.1** Amrâth Experience and Amrâth Balance gift cards are available at the receptions of all participating hotels mentioned in 1.2 and 1.3 and in the webshop on the Amrâth Hôtels website.
- 2.2** Amrâth Promotion gift cards and Amrâth Wellness cards are only issued by Amrâth Hôtels and are not for sale.

## **ARTICLE 3 VALIDITY OF AMRÂTH GIFT CARDS**

- 3.1** From the date of issue, the Amrâth Experience, Amrâth Balance or Amrâth Promotion gift card or Amrâth Wellness card is valid for 2 years, unless stated otherwise. The expiry date can be checked via the balance and validity checker at [www.amrathhotels.nl/giftcards](http://www.amrathhotels.nl/giftcards) by entering the card number.
- 3.2** The Amrâth Experience, Amrâth Balance or Amrâth Promotion gift card or Amrâth Wellness card must be redeemed before the expiry date at one or more of the participating hotels mentioned in article 1.2, 1.3 and 1.4. It is not possible under any circumstances to extend the validity period. No refund will be made after the expiration date.
- 3.3** Only an activated Amrâth Experience, Amrâth Balance or Amrâth Promotion gift card or Amrâth Wellness card is valid. The card is activated after payment or issue by Amrâth Hôtels.
- 3.4** Amrâth Hôtels reserves the right, without having to pay any compensation, to block the unique card number in the event of non-compliance with the payment and reservation obligation, which irreversibly expires.
- 3.5** In the event of loss, theft and / or damage to the Amrâth Experience, Amrâth Balance or Amrâth Promotion gift card or Amrâth Wellness card, as a result of which it is no longer considered usable, Amrâth Hôtels will not issue a new gift card.
- 3.6** It is not possible to exchange an Amrâth Experience, Amrâth Balance or Amrâth Promotion gift card or Amrâth Wellness card for cash and/or another product.

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### ARTICLE 4 VALIDITY OF AMRÂTH GIFT CARDS

- 4.1** To use your Amrâth Balance or Amrâth Promotion gift card you are not required to make a reservation in advance. The credit on the card can be used as a payment method in one of the participating hotels mentioned in 1.3 and 1.4.
- 4.2** To use your Amrâth Experience gift card or Amrâth Wellness card, you are required to book in advance at the hotel or wellness department of the hotel of your choice. See article 1.2 and 1.5 for participating hotels. More information about redeeming your gift card is available at [www.amrathhotels.nl/giftcards](http://www.amrathhotels.nl/giftcards). The contact details of the hotels are available on [www.amrathhotels.nl](http://www.amrathhotels.nl).
- 4.3** When making a reservation for use of the Amrâth Experience gift card or Wellness card, it must be clearly stated which card is in possession.
- 4.4** The reservation is a transaction between the recipient of the Amrâth Experience gift card or Amrâth Wellness card and the participating hotel or wellness department of the hotel. No rights can be derived from reservation requests.
- 4.5** The Amrâth Experience gift card or Amrâth Wellness card can be redeemed based on the place and price availability of the participating hotels or wellness department of the hotels as mentioned in article 1.2 end 1.5. Participating hotels are entitled to refuse a reservation with limited availability.
- 4.6** Upon arrival you must have the original Amrâth Experience, Amrâth Balance or Amrâth Promotion gift card or Amrâth Wellness card scanned for payment at the relevant hotel. After payment with the Amrâth Experience gift card or Amrâth Wellness card, it is fully debited and becomes worthless.
- 4.7** When a confirmed reservation for the spending of an Amrâth Experience gift card or Amrâth Wellness card is cancelled, cancellation costs may apply. The cancellation terms of the hotel for which the reservation was made will apply. In case of late cancellation or no show your Amrâth Experience gift card or Amrâth Wellness card will be considered redeemed and will be fully debited to become worthless.

### ARTICLE 5 LIABILITY

- 5.1** Amrâth Hôtels made all reasonable efforts to provide accurate and actual information on the Amrâth Experience, Amrâth Balance or Amrâth Promotion gift cards or Amrâth Wellness card on her website and in related promotional printed advertising. Amrâth Hôtels cannot be held responsible for any kind of damage as a result of the use, the inability of use of website or related promotional printing, or for damage due to incorrect or incomplete information on website or promotional printing. All information on website and in related promotional printing is subject to typing, printing and typesetting errors.
- 5.2** Amrâth Hôtels will not provide compensation in case of loss or theft of the Amrâth Experience, Amrâth Balance or Amrâth Promotion gift card or Amrâth Wellness card, complaints about the details of the experience or service or unclear disclosure.

### ARTICLE 6 COMPLAINTS

- 6.1** Complaints about spending the Amrâth Experience, Amrâth Balance or Amrâth Promotion gift card or Amrâth Wellness card should be reported locally at the hotel where the gift card is spent. The hotel then has the ability to anticipate directly on the complaint.