

General Terms and Conditions

1 INTRODUCTION

1.1 General

Arenas points reward the loyalty of customers of POSCOM Tour Operating AG (hereinafter Arenas The Resorts) and its subsidiaries. The General Terms and Conditions are an integral part of the Arenas loyalty programme.

1.2 Eligible persons

Only natural persons and persons of full age are entitled to participate. As this is a loyalty programme, Arenas points are only awarded from the second stay. Persons living in the same household shall benefit from the same advantages as the member. Employees of Arenas The Resorts, instructors or persons who are in a contractual agreement or similar with Arenas The Resorts may participate in the loyalty programme; however, they will not collect any Arenas points. They will benefit from advantages in the resort as well as from partner offers as within the loyalty programme.

1.3 Commencement of the participation

After your initial stay in an Arenas Resort, participation can be requested online. Admission to the loyalty programme will be confirmed within two weeks. Arenas The Resorts may refuse to approve participation without giving reasons. The participation shall be valid until it is revoked.

1.4 Account

The participant shall receive password-protected access to his online profile on the Arenas The Resorts website. The current score of points, benefits, latest and future activities, etc. are listed in the profile.

2 LEVELS

2.1 General

The loyalty programme includes the «Arenas status GOLD» and «Arenas status BLUE» levels. Until further notice, «Arenas status GOLD» shall be reserved for former shareholders of POSCOM Ferien Holding AG as well as their descendants (adult children and grandchildren) and must be applied for.

3 COLLECTING ARENAS POINTS

3.1 General

Overnight stays in the Swiss Arenas Resorts must be booked directly with the respective resort. Bookings made at foreign resorts are not rewarded with Arenas points, but participants at the resorts benefit from advantages. Anyone who selects another booking channel shall not benefit from any Arenas points or benefits.

The participant may principally add a partner to his account whose Arenas points are credited to the same online profile. If the participant books and pays for rooms and consumption for third parties, he shall not receive Arenas points for these rooms and consumption. Generally no points may be collected for special rates (e.g. group rates) and payment with Arenas points. Arenas points are not transferable.

3.2 Calculating points

The loyalty programme participant shall receive one Arenas point per CHF 250.– that he spends (accommodation, meals, certain hotel extras) in the Swiss Arenas Resorts. The corresponding amount spent shall be divided by 250 and then rounded up or down (from 0.5 rounded up) in accordance with international rounding regulations to evaluate the number of Arenas points to be issued. For services outside the Arenas Resorts the member shall not receive any points (e.g. inward travel, transfer or ski tickets). Voucher purchases are only entitled to points for special offers.

If the participant recruits new guests for Arenas The Resorts, he shall receive 7 Arenas points per travel group. The prerequisite is that the guest has never been to an Arenas Resort before, mentions the recommendation at the time of booking and stays for at least three nights.

3.3 Points balance

From March 2019, the Arenas points shall be automatically credited to the electronic points balance in the participant's online profile. This will be done within 3 working days after the participant's return home. The participant is responsible for checking the points received. Complaints must be made within four weeks of the participant's return home. After this time, no claims for compensation may be made.

4 REDEEMING ARENAS POINTS

4.1 General

One Arenas point is worth CHF 10.–. The holder may use valid Arenas points to pay for his next stay in a Swiss Arenas Resort, which means that a portion of the accommodation or half-board costs, and even further hotel services in Switzerland, can be paid for. Arenas Points are not transferable. Cash payment is excluded in any case.

4.2 Reservation

Payment with Arenas points must be announced at the time of reservation. The Arenas Points will be deducted from the participant's online profile during his hotel stay at the latest. The following procedure shall apply to any valid existing physical holiday points: for services in the Swiss resorts, the holiday points may be delivered in advance by registered post.

4.3 Service

The fixed value of an Arenas point shall be checked every four years, commencing on 01/12/2022, and adjusted in line with operating costs and inflation. If a guest pays in a currency other than Swiss francs, the current daily exchange rate shall apply. As a rule, at least 50 per cent of the costs for accommodation and half board must be paid without Arenas points.

4.4 Validity

The collected Arenas points with the «Arenas status BLUE» shall be valid for 3 years from the date of the homeward journey. Example: Departure from the resort on 20 March 2019; the Arenas points must be redeemed by 19 March 2022. The relevant date is the date of booking and not the date of travel. Arenas points collected with the «Arenas status GOLD» shall be valid for an unlimited period of time.

5 OTHER

5.1 Misuse

The exchange or sale of Arenas points to third parties is prohibited. In case of abuse Arenas The Resorts reserves the right to exclude participants from the loyalty programme.

5.2 Changes, terminating the programme

Arenas The Resorts reserves the right to make changes or amendments to the terms and conditions of participation, the issue of Arenas points, the value of Arenas points or other mutations which affect the loyalty programme, or to terminate the programme.

5.3 Legal matter

Swiss law applies exclusively. The place of jurisdiction is the headquarters of POSCOM Tour Operating AG in Bern, Switzerland.

5.4 Entry into force

The present contractual terms and conditions for the Arenas loyalty programme replace all previous versions as of October 2020.