



Hotel Chain Loyalty Program Regulations

Olimpia Resort

(discount reward system)

"01" August 2026

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1. Program Description

The loyalty program of the Olimpia Resort hotel chain (hereinafter referred to as the "Program") is offered by Hotel 28 LLC (hereinafter referred to as the "Operator"), a company that manages the customer loyalty program and is designed to allow its participants (hereinafter referred to as the "Participants") to enjoy a discount on accommodation and other privileges (described below) during your stay at the Olimpia Resort chain of hotels participating in the Program, as well as with the Program's Partners.

The Loyalty Program is governed by these General Terms and Conditions of Participation. Terms of participation of the Program are available on the website <https://olympioresort.ru/olympioresort.ru/>. The Operator reserves the right to change them at any time. The amended terms of participation of the Program come into force from the date of their posting on the Site and are considered accepted without reservations by any user viewing the Site after publication. The applicable terms of participation of the Program are those that apply on the day of navigation on the Site.

The program of the Olimpia Resort hotel chain is available only if it is permitted by the legislation of the country of residence of the Participant. Otherwise, participation is considered invalid and canceled. This Regulation specifies Moscow Time (GMT+3). Unless otherwise specified, a different time zone is not used, regardless of the place of residence of the Client or Participant.

2. Terms and definitions

Check-in at the hotel: date of arrival at the hotel.

Check-out from the hotel: date of check - out from the hotel.

Client: an individual who is not a Member of the Program and has paid for a night or day stay at the hotel.

Day use: Booking a room only for use during the day when check-in and check-out occur on the same day.

Participant: A client who has accepted the General Terms and Conditions of Participation in the Program.

Qualified night: a night within the Participant's stay at a hotel, the costs of which are taken into account when determining the Participant's Loyalty Level in accordance with the scale given in Article 7. Only nights of the Participant's stay at the Olimpia Resort hotels participating in the Program, booked through one of the channels providing for participation in the Program, and at the tariff that gives the right to accumulation, as specified in Articles 7.1 and 7.2.

Partner: A company that does not operate under one of the brands of the Olimpia Resort hotel chain, but, despite this, participates in the Program by providing discounts or other privileges to Participants at its own expense in its own network, and/or recognizes the Level of loyalty of the Participant in accordance with its own loyalty scheme and vice versa. Partners can operate in any industry, including transportation, leisure and entertainment, retail and tourism.

Discount: the percentage of reduction in the basic room rate provided to the Participant when booking a stay in a hotel participating in the Program, the amount of which depends on the Loyalty Level assigned to the Participant in accordance with the scale given in Article 7.2.3. The discount is not cash credited to the account, cannot be exchanged for money and does not accumulate — it is applied directly to the booking price.

Accumulation: the amount of the Participant's accommodation expenses (or the number of Qualified nights) taken into account by the Operator to determine and change the Loyalty Level of the Participant.



Adjustment: change in the Loyalty Level or recalculation of Savings that can be made by the Operator based on the results of consideration of the Participant's complaint, in case of detection of a technical failure in the software, as well as on an individual basis at the Operator's discretion, including cases of force majeure (force majeure).

Program-eligible accommodation: accommodation booked at a participating hotel at rates that give you the right to Accumulate and receive Discounts (as defined in Article 7.2 "Rates considered for assigning a Level"), through direct sales channels of the Olimpia Resort hotel chain (website, e-mail, phone number of the department reservations, chatbot, social networks). Stays booked through intermediaries, tour operators, or third-party online travel agencies (such as Ozon Travel, Yandex Travel, Ostrovok, etc.) are not considered Accommodations for the Program and do not qualify for a Discount.

Status (Loyalty Level): the level that depends on the amount of Savings generated by the program participant for a certain period, and based on which the Discount amount and other benefits received by the participant are determined.

Transaction: fixing the Accumulation or assigning / changing the Loyalty Level on the Participant's account.

Личный кабинет участника: Participant's personal account: Participant's personal account on the site <https://olympioresort.ru/> — a secure section of the site intended for authorized users, allowing them to manage their account, receive services, and view personal information.

3. Hotels participating in the program

The Program includes the following hotels operating under the brand of the Olimpia Resort hotel chain: "Rider Lodge" (LLC "Rider Lodge", 354392, Sochi, Adler district, 1 Bukovy Les St.), "Hotel 28" (LLC "Hotel 28", 354392, Krasnodar Krai, Sochi resort city, ter. Sulimovka, 1, p. 7), "Hotel 28 Priyut Pandy" (LLC "Priyut Pandy", 354392, Krasnodar Krai, Sochi resort city, ter. Sulimovka, 1, p. 7), "Philosophy of Mountains", building A (LLC "Sky Inn B", 354392, Krasnodar Territory, Sochi, Adler district, 1 Bukovy Les str.), "Philosophy of Mountains", buildings B and D (LLC "Sky Inn", 354392, Krasnodar Territory, 1), "Ski Village" (LLC "Sky Inn", 354392, Krasnodar Territory, Sochi, Adler district, 1).

The following terms are used in this Regulation: "ORGANIZER", "COMPANY", "HOTEL" — Limited Liability Company "PRIME HOSPITALITY", hotel chain "Olimpia Resort", TIN 2367032890, KPP 236701001, OGRN 1232300050212 dated 29.08.2023, legal address: 354392, Krasnodar Territory, Sochi resort city, Adler district, Estosadok village, emb. Polyanka, 1, room 4.

If a hotel joins the Olimpia Resort hotel chain, or if the hotel becomes a member of the Program, Members will be able to receive a Discount and enjoy Program privileges at such a hotel only during the stays counted for the Program, provided that such stays are made after the hotel joins the network or after the start of participation in the Program.

If the hotel withdraws from the Olimpia Resort hotel chain or ceases to be a member hotel after the Participant has booked accommodation, but before the Participant actually arrives at the hotel, the Participant will not receive a Discount and will not be able to use the preferential services and other privileges in the hotel corresponding to its Status, as well as will not be able to use special promotions, in which such a hotel participated. The operator will do its best to inform Participants affected by this situation within a reasonable time prior to their stay at the hotel.

4. How to join the program



4.1. Terms of joining the program

Any individual who is an adult or has the legal capacity to enter into contracts in accordance with the legislation of the Participant's country of residence can become a participant of the Program.

Participation in the Program is free of charge.

Participation is confirmed by the Participant's card, which is provided in digital form. The Membership Card is issued only for a specific person. The card cannot be sold, leased, or assigned. The card is not a means of payment and does not serve as a guarantee of booking. Each card displays an individual identification number.

Each Participant can hold only one card of the Olimpia Resort hotel chain. The card is only available to the participant whose identification number is specified in their personal account of the cardholder.

In order to join the Program, you must have a valid personal email address. Two or more Participants cannot use the same email address. By becoming a Member of the Program, you agree to receive electronic messages about the Program's services, including informational messages, notifications about changes in the Loyalty Level and Discount amount, and information about managing the Member's account. If the Participant no longer wishes to receive such messages, which are an integral part of the Program, they must request their exclusion from the Program in accordance with Article 12.1.

Participants of the Program agree that its terms and conditions may be changed in whole or in part at any time. Participants will be notified about changes that may significantly change the rights and obligations of Participants within the Program before the changes take effect, through a publication on the site <https://olympioresort.ru//olympioresort.ru/> and / or by email. Participants retain the option to cancel their participation in accordance with Article 12.1. Participation in the program after the effective date of the changes means that the Participant agrees to them.

4.2. Registration as a Program participant

The client can join the Program by registering on the website <https://olympioresort.ru//olympioresort.ru/>, or any other method available to the Client for the given time period.

The Client must provide the necessary and mandatory data requested during entry into the program (full name, valid email address, valid mobile phone number). The new participant will have to accept the general terms and conditions of the program.

Starting from the moment of acceptance of the General Terms and Conditions of participation in the Program, the Participant is assigned the starting loyalty level "Standard" and the Participant gets access to all the benefits of the Program, including various site functionality <https://olympioresort.ru//olympioresort.ru/> (checking the client's account, etc.) and identification on all websites and in all hotels of "Olimpia Resort".

4.3. Client's Account

In order to register in the Program, the Client must create a client account by providing the information required in the registration form, including their user name (hereinafter referred to as the "User Name"). The Client declares that the information that he/she provides in the registration form or sends to the Operator's company is correct and complete. The Operator is not responsible if the Client provides or sends erroneous or incomplete information and, as a result, the Operator is unable to provide the Client with all the features of the Program described in this document.



The Client's username is strictly personal and confidential. The Client is solely responsible for storing and using their User Name. The Operator is not responsible to the Client for any damage caused by unauthorized, fraudulent or inappropriate use of his / her User Name. The Client undertakes to immediately inform the Operator in case of unauthorized use of the Client's User Name by another person or in case of loss of the User Name.

A personal account allows the Participant to: view the current loyalty Level and Discount amount; get acquainted with the history of their Savings (amount of expenses/nights) and transaction history; track the history of their reservations and make changes to any existing reservations; subscribe to receive news letters from the Olympia Resort hotel chain; get access to individual offers and services.

5. Using the Member's card

In order to enjoy the relevant privileges and receive a Discount, the Participant must indicate their card number every time they request a service and / or present the card digitally upon arrival at the hotel. The Program's privileges depend on compliance with these requirements.

Participants have access to their digital card in the Participant's account (on the website <https://olympioresort.ru//olympioresort.ru/>).

6. Suspension or termination of participation in the program

Any violation by the Participant of these Terms of Participation, failure to fulfill a payment obligation (hotel bill, invoice or any other obligation) in connection with the goods and services offered by the hotels of the Olympia Resort chain or their partners, or related to the loyalty program of the Olympia Resort chain, or fraudulent use of the card or Discounts, providing false information and/or damaging or reprehensible actions of the Participant or any accompanying person (in particular, deplorable, malicious or offensive behavior towards hotel staff, customers, customer service employees or any other persons related to the services, benefits or other benefits provided to the hotels of the chain "Olympia Resort"), including during events organized under the Program, may be grounds, at the Operator's discretion, for temporary suspension of participation in the Program or for cancellation of participation without prior notice, as well as without payment of compensation, with subsequent cancellation of the assigned Loyalty Level and Discount in accordance with the conditions set out in article 12. Such suspension or cancellation does not affect the Operator's ability to sue the Participant.

7. How to get a discount in the Olympia Resort hotel chain

7.1. General Terms and Conditions for receiving a discount

The discount cannot be transferred to another person, is strictly registered and cannot be assigned.

By agreeing to the General Terms and Conditions of participation in the Program, the Participant acknowledges and agrees that the Discount is not a means of payment and has no monetary value in itself — it only reduces the cost of booking a stay at the time of its registration. There is no monetary compensation for an unused Discount.

When a participant provides eligible accommodation in one of the participating hotels, including at least one paid night personally spent at the hotel by the participant, the amount of expenses for such accommodation is



taken into account in its Accumulation in accordance with the duration of their stay. In the case of a day stay at the hotel, expenses for the Program purposes are not taken into account.

7.2. Tariffs taken into account for assigning a Level

Only stays booked at the rates that qualify for the Program are considered when determining the Loyalty Level of the Participant and qualify for a Discount.

The rates considered for the Program include all rates available through the guest's personal account on the site <https://olympioresort.ru//olympioresort.ru/> or by using the hotel team, but DO NOT include the following:

- rates for group booking (more than 5 rooms with a single stay in hotels of the Olimpia Resort chain with a total bill for accommodation, fully paid by the organizer);
- rates for tour operators;
- third-party online travel agencies (such as Ozon Travel, Yandex Travel, Ostrovok, etc.).

7.2.1 Expenses considered for Level assignment

Only expenses related to the booking that was fully paid for and the Participant who booked the room through the guest's personal account on the site are included in the Accumulation. <https://olympioresort.ru//olympioresort.ru/> or with the help of the hotel team, personally stayed at the hotel:

- the Participant's expenses for staying in room at the hotel and, if applicable, the expenses for staying in another room at the same hotel on the same date (i.e. no more than 5 rooms in the receipt), provided that the Participant stays in one of these rooms and subsequent rooms are not reserved for another Participant, whose Accumulation would be formed separately. Please note that despite the fact that the Participant can save up for the cost of accommodation in both rooms, only one room is counted in the Level account — the Participant's number.

However, in the event of a change in the reservation made by the Participant during the stay, and if payment is made by a third party, the Participant who made the original reservation will be able to accumulate for the changed stay, provided that the third person is not a Participant and lives in the same room as the specified Participant.

Accounting scheme. The entire amount (including taxes) of eligible room expenses is credited to the Accumulation. This invoice must be paid in full, i.e. the payment must be accepted and confirmed by the hotel.

If the Participant does not pay the invoice in full or in part, in particular if they block payment by cheque, write a cheque without security, or object to a payment made using a bank card, then the expenses on this account will not be credited to the Participant's Savings.

7.2.2 Expenses not considered for Level assignment

The following expenses are not included in the Accumulation:

- additional expenses (even if they are paid at the hotel) for a stay that is not included in the Program.
- tips, taxi fare, transfer to / from the hotel, service fees, and other applicable charges.
- expenses incurred in organizing a company seminar, banquet, or any other event, including private events, that are fully paid for;

- all fees and expenses that are not included in the Program.

7.2.3 Scale of loyalty levels and discount amount

The program offers five Loyalty Levels, which are assigned according to the amount of Savings generated for the period (N) specified in Article 8: "Standard", "Silver", "Gold", "Platinum", "Infiniti". The following table shows the accumulation thresholds that allow you to get the next Level, and the corresponding amount of Discount on accommodation.

Loyalty levels	Amount of expenses to reach the Level	Amount of discount on accommodation
Standard	up to 149,999. 99 rubles	5%
Silver	from 150,000 rubles	7%
Gold	from 300,000 rubles	10%
Platinum	from 500,000 rubles	15%
Infiniti	from 1 million rubles	20%

Discounts on additional hotel services that are not included in the price of accommodation (meals, spa, equipment rental, etc.) are established by a separate Supplement No. 1 to these Regulations.

8. Participation Statuses (Loyalty Levels)

Savings Period (N): 14 months. The review period starts from the last Transaction date. By default, the specified period is used; for a specific hotel/chain, the period can be configured differently on the side of the loyalty program management system used.

During the period of participation in the Program, you can get a higher Level if you reach the required amount of Savings.

At the beginning of each period (N), the amount of eligible Savings generated by the Participant for the past period (N-1) is calculated:

- If Na Participant has reached the set threshold that allows them to keep the current Level or get a higher Level in N-1 years, they will keep the Level of the N-1 period Nfor the next period.
- if during the N-1 period, the Participant has reached one of the thresholds that allow him to get a higher Level, he will keep this new Level obtained in N-1 for the N period.
- if the Nparticipant has not reached any of the threshold values that allow him to maintain his Level within N-1 days, he is transferred to the Level corresponding to the actual Accumulation formed.

Changing the Loyalty Level of the Participant is accompanied by an automatic transition to a new level, sending the Participant an email notification of the status change, as well as automatic updating of the Participant's status in the hotel's PMS and in the Travelline (TL) system.

Accumulation is reset to zero (with a return to the Standard Level and a 5% Discount) after 14 months from the last Transaction date, unless otherwise indicated by the settings used by the Operator.

9. Benefits and services of hotels participating in the program

9.1 Benefits and services of the Program intended for all Participants

Only the Participant can receive benefits if they have a loyalty card and according to its Level on the day of Arrival.

Guaranteed benefits depending on the Level: privileged and personalized services should be provided to participants depending on their Level. The list of available privileges is shown in the table below.

Such privileges are granted only for stays counted for the Program, with the exception of Day-use bookings (as defined in these terms and conditions).

Loyalty Levels	Extra birthday discount (7 days before and after) ***	Preferences
Standard	+2% to the basic Level discount	of One hour of visiting the aquathermal complex * *
Silver	+3% to the basic level discount	of Two hours of visiting the aquathermal complex * *
Gold	+5% to the basic Level discount	• Free room upgrade* • Free Early Check-in/Late check-out* • Four-hour visit to the aquathermal complex** • Room Compliment
Platinum	+7% Base Level Discount	• Free Upgrade* • Free Early Check-in/Late check-out* • Unlimited access to the aquathermal complex** • Bonus to Infiniti room
Infiniti	+10% to the basic level discount	• Free upgrade of the room category — to the maximum available room category* • Guaranteed Free Early Check-In/Late check-out regardless of the hotel load* • Unlimited access to the aquathermal complex for a Participant and up to 2 accompanying guests* * • Complimentary room service

*the service is available subject to availability at the booked hotel for your stay.

* * The service is subject to availability of the aqua complex at Olympia Resort.

* * * the additional birthday discount based on the Loyalty Level is combined exclusively with the special "Birthday" tariff; this discount does not apply to other special tariffs. The technical possibility of simultaneous application of the Level discount and the "Birthday" tariff is provided by the appropriate configuration of the rules for joint application of discounts in the TravelLine (TL) system.



9.2 Rate for participants

The member rate is an available rate that is transmitted to the site user://olympioresort.ruhttps://olympioresort.ru/ via your Personal Account (hereinafter referred to as the "Member Rate").

Reservations at the Member Rate can be made through appropriate channels, such as the website https://olympioresort.ru://olympioresort.ru/.

The member rate applies to a maximum of 5 rooms per Member per stay when booking through the website https://olympioresort.ru://olympioresort.ru/ or directly at the hotel.

9.3 Discount from the moment of registration in the Loyalty Program

From the moment of registration in the Loyalty Program, all Participants are assigned the "Standard" Level and, accordingly, a 5% discount on accommodation, which the Participant can use immediately at the next booking after registration.

The privilege is granted to the Participant, unless otherwise specified in the Special Conditions of a particular booking.

9.4 Free access to the aquathermal complex

Members of the loyalty program are offered the opportunity to visit the aquathermal complex for free. The duration of the session depends on the level of the participant. This privilege is available upon request. Services are provided in case of availability of an aqua-thermal complex in the pool of objects of Olimpia Resort.

- Standard—one hour of session.
- Silver — two hours of attendance.
- Golden — four hours of attendance.
- Platinum — unlimited access.
- Infinity — unlimited access for a Participant and up to 2 accompanying guests.

9.5 Free Early Check-In/Late check-out

Members of the loyalty program are offered the possibility of free Early check-in (and/or) Late check-out during check-in/check-out at the hotel according to the current Level. This privilege is available upon request and subject to availability.

Free early check-in requires checking in earlier than the hotel's standard check-in time, but not earlier than 09:00 am on the day of check-in. Early check - in is subject to availability.

The free late check-out includes check-out after the hotel's standard check-out time, but no later than 18:00 on the day of check-out. Late check - out is subject to availability.

* The use of privileges individually or jointly depends on the level of the participant in the program and the availability of available numbers. Free Early check-in privilege/Late check-out is provided to the Loyalty Program participant starting from the "Gold" status and higher.

9.6 Free upgrade of the Room Category



Participants with Gold status and above are offered the opportunity to upgrade their room category free of charge during check-in/check-out at the hotel. This privilege is available upon request, subject to availability and subject to the availability of different room categories in the hotel.

The participant receives a free upgrade to the next category from the one booked by the guest. If a higher category room is not available, the hotel has the right to offer an alternative: accommodation in the best room of the category booked by the Participant — on a higher floor, with a more beautiful view, in a corner room or with better services.

10. Procedure for applying the discount

10.1 The discount corresponding to the Loyalty Level assigned to the Participant is applied automatically when booking a stay in one of the hotels participating in the Loyalty Program through the Participant's personal account on the website <https://olympioresort.ru/> or by using the hotel team. A separate request or debiting procedure is not required.

The discount is calculated from the basic room rate. The Discount amount corresponds to the Level assigned to the Participant on the date of booking (see the table in Article 7.2.3).

10.2 The rates to which the Discount applies include all rates available through the guest's personal account on the website <https://olympioresort.ru/> or by using the hotel team, but DO NOT include the following:

- rates for group booking (more than 5 rooms with a single stay in hotels of the Olimpia Resort chain with a total bill for accommodation, fully paid by the organizer);
- rates for tour operators;
- corporate rates
- third-party online travel agencies (such as Ozon Travel, Yandex Travel, Ostrovok, etc.).

10.3 The Discount does not apply to additional hotel services provided separately from the stay (meals, spa, mini bar, etc.).

11. Requests regarding the Member's account

11.1 Making a complaint about non-application of the Discount or incorrect determination of the Level in hotels participating in the program. If after seven days from the date of Registration of the Participant's departure from the hotel, their Loyalty Level has not been adjusted or the Discount has not been applied to the accommodation counted for the Program, they will have the right to request a corresponding adjustment within 6 months from the time of their stay at the hotel. To do this, the participant must complete the "Report a problem with the loyalty program" procedure, available in the site's service chat <https://olympioresort.ru/>, or fill out the feedback form at the support service email address booking@olympioresort.ru.

In order for the Participant's request to be considered, the booking confirmation data must be attached to it.

Recalculation based on a valid complaint will result in correct accounting of the program participant's Savings for the last 14 calendar months during which the stay related to this complaint took place. If, when accounting for the missing Savings, a participant reaches a higher Level in accordance with the rules described in article 8 above, this Level will remain in effect for the remainder of the current period.



If a Participant is unfairly denied a Discount or a privilege corresponding to his/her Level, the Operator's liability is limited to correct adjustment of the Level on the Participant's account.

12. Cancellation of participation

12.1 Cancellation of participation by the Participant

The Participant may decide to terminate the Program at any time. To do this, just send a corresponding request to the support service's email address booking@olympioresort.ru or olympioresort.ru.

12.2 Suspension or cancellation of participation at the initiative of the Operator

Any use of the Olimpia Resort card that does not comply with these General Terms and Conditions of Participation in the Program may, at the Operator's discretion, be the basis for the following measures:

- temporary suspension of the Participant's participation for a period determined by the Operator's decision, but not exceeding three (3) months (the "Suspension Period");
- termination of participation in the program for any reason implies immediate cancellation of the card, the assigned Level and Discount, closing the account and zeroing out the accumulated amount of expenses without the possibility of receiving any compensation by the participant.

In addition, if the Participant's account is inactive for five (5) years, the account will be automatically closed by the Operator.

12.3 Consequences of suspension of participation

During the Period of suspension of participation, the Participant will not be able to use the Discount and other privileges of their Level in accordance with the conditions set out in Article 11 of this document.

During the Period of Suspension of participation and no later than the date of its expiration, the Operator may make the following decisions: cancel the suspension — in this case, the Participant will again be able to use the benefits and services that Participants are entitled to; or announce the cancellation of participation in accordance with the provisions of Article 12.1.

12.4 Consequences of cancellation of participation

In all cases, termination of participation in the program implies a complete withdrawal from it and the final termination of any relationship between the Operator and the participant within the program. In addition, termination of participation in the program entails zeroing the Loyalty Level and the accumulated amount of expenses as of the date of implementation of this procedure.

13. Consent to messages about the Program

The participant can view all information related to their participation in the Program (including the current Loyalty level, the discount amount, and the functioning of their account) on the website <https://olympioresort.ru/> in your client account. We hereby remind you that in accordance with clause 4.1, when you become a Member of the Program, you will start receiving electronic messages about the Program's activities and services (informational messages, notifications about changes in the Level,



etc.). If the Participant no longer wants to receive information that is an integral part of the Program, they must request their exclusion from the Program (see item 12.1).

In addition, each participant of the program can subscribe to receive electronic messages designed to inform about offers, promotions and benefits related to the program. If a member of the program does not wish to receive commercial alerts, they can unsubscribe at any time by using the corresponding link available in such alerts or in their account. Canceling your subscription does not affect your participation in the program.

14. Personal data protection

The processing and protection of information about loyalty program participants is carried out in accordance with the Personal Data Processing Policy posted on the website <https://olympiaresort.ru/olympiaresort.ru/>

Article 14 aims to draw the attention of program participants to the main points concerning the use of their personal data in the framework of participation in the program.

Data collected during registration or during your participation in the Program is processed by Hotel 28 LLC located at 354392, Krasnodar Krai, Sochi resort city, ter. Sulimovka, 1, p. 7).

Grounds for processing information about program participants:

- fulfillment of these general terms and conditions of the Loyalty Program and administration of participation in it;
- legitimate interest of the company related to the Operator's marketing activities (including targeted marketing campaigns);
- participants' consent to receive electronic commercial communications about the Program.

Directions for transmitting information about program participants: to the authorized persons of the Olympia Resort hotel chain responsible for the program, as well as to their service providers and program partners (hotels, airlines, and other contractual partners), if this is necessary for program participants to receive benefits available to them. At the same time, the email addresses of loyalty program participants are not transmitted to partners for sending their own commercial messages, unless the participants have explicitly agreed to this.

The Operator also processes personal data based on its legitimate interest in order to identify and eliminate violations, in particular fraud, that may occur when a Participant enters the Program or when receiving or using a Discount. Data collected as part of such measures is shared with authorized employees of the Operator, its contractors and, if necessary, Program Partners, as well as the manager of the hotel with which the violation is associated. Participants are informed about the detected violations that concern them by a corresponding letter.

Each member of the loyalty program can exercise their rights by contacting the following address booking@olympiaresort.ru, and request access to your personal data, their correction, deletion, restriction or refusal of processing, or exercise the right to transfer your data, and may also provide instructions on how to process your data after death.

In addition, each member of the loyalty program has the right to file a complaint with the supervisory authority.

15. Acceptance of the general terms and conditions of participation in the program, dispute resolution procedure and applicable law



Joining the Program means that Participants unconditionally accept the General Terms and Conditions of Participation in the Program. These General Terms and Conditions of Participation in the Program take precedence over any previous version of the General Terms and Conditions of Participation.

After the Participant contacts the Client Service of the Olimpia Resort hotel chain at the following address: @olympioresort.ru booking@olympioresort.ru In order to resolve the dispute amicably, the Operator will provide a response within sixty (60) days from the date of the request.

The terms of participation in the Program are regulated by the legislation of the Russian Federation without prejudice to mandatory protective norms that may apply in the client's country of residence.

16. Additional information

All additional and clarifying information about the Program offered by each participating hotel and about the privileges of the Program Partners can be found in the section dedicated to the loyalty program on the website <https://olympioresort.ru/olympioresort.ru/>.

Addendum # 1

to the Regulations on the loyalty program of the Olimpia Resort hotel chain-discounts on additional services

This Supplement sets the amount of the discount provided to Members of the Loyalty Program for additional services of hotels of the Olimpia Resort chain that are not included in the price of accommodation (SPA services, restaurants and bars, equipment rental, additional paid hours of visiting the aquathermal complex in excess of the limit stipulated by the Level of the Participant). The discount is applied automatically when you pay for these services with a Member's card or through your personal account and is calculated from the full cost of the service.

Loyalty level	Discount on additional services
Standard	2%
Silver	3%
Gold	5%
Platinum	7%
Infiniti	10%

The discount on additional services is not combined with the discount on accommodation and does not apply to services already included in the room rate or provided to the Participant free of charge in accordance with Article 9 of these Regulations.

Cards:

