

## FAQ

-Who can become a member?

-Anyone who is above 18 years old with a valid email address

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-Can I register only during my stay?

-No, you may register online whenever you wish. If you become a member before or during your stay though, you will be able to collect that stay's points

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-Should all my family members sign up?

-The card is personal, however only one member, the booking leader, may collect stay's points

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-How can I register?

-You may register online at the loyalty portal here:

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-Do I earn points for items paid to a hotel department (restaurants, bars etc.) directly in cash?

-No. In order to earn points the extras should be charged to your room bill

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-What do I need to do to collect my points?

-Check the loyalty portal to identify your coming stays. If a future booking is missing then inform us at [loyalty@paraloshospitality.com](mailto:loyalty@paraloshospitality.com)

Inform hotel staff at check-in or during your stay that you are a member of the Program.

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-I have made a reservation from a different source than the hotel website (Booking.com, Expedia, Tour Operator, travel agent, online portal etc) but I have enrolled in the Program though the hotel website. Why can't I see my future reservation?

- The Program is not able to identify loyalty members and their respective future reservations and then match them, if the email is not available. The email is only provided to the Program, when the reservation is made directly through the hotel website. So, if you have not made the reservation on your name, as a loyalty member, through the hotel website, please contact us prior to your arrival at [loyalty@paraloshospitality.com](mailto:loyalty@paraloshospitality.com) and inform us about your loyalty code

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and future reservation, in order for us to be able to make the match prior to your arrival. Then you will be able to see your future reservation and profit your tier benefits.

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-I am staying in the same room with another member of the Program. Can we both collect points?

-No, only one member may receive the accommodation points and that is the booking leader.

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-I will have 41K points during my current visit. Will I receive the Gold card during this stay?

-Points are credited after departure, so you will receive the Gold card benefits from the following visit

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-I have visited the hotels in the past, can I collect for my previous stays, when I was not a member?

-No, your account cannot be updated with points for stays that took place prior to your registration

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-When will my points be credited to my account?

-Your account will be updated up to 14 days after your departure.

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-How can I check my account?

-You may login to your account and check your updated balance

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-After redeeming my points, will I be downgraded?

-No, the tier level is based on tier points, while only the base points can be redeemed for free nights

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-I made a reservation and paid with points, will I receive points?

-No, only paid visits are eligible for earning points

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-I did not get all benefits during my stay. Why?

-Please note that you may only take advantage of your tier benefits. Most benefits are upon availability and cannot be confirmed in advance

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-I have a Platinum card and want to stay in my room after the check-out time on departure day? Why am I not able to keep my room?

-Although we always try to provide benefits for our elite members, the use of your room (or another room if yours is needed for an arrival) is strictly upon availability.

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-I have a Platinum card and want to receive a specific room in the booked category, why was it not guaranteed?

-Although we always try to provide benefits for our elite members, the room allocation is defined by many factors and hence is subject to availability.

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-I have a Platinum card and want to check-in earlier? Why was it not possible?

-Although we always try to provide benefits for our elite members, the use of your room (and hence the check-in time) is strictly upon availability.

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-I have a Platinum card and want to receive a room upgrade? Why was it not possible?

-Although we always try to provide benefits for our elite members, the room allocation (and hence the possibility for an upgrade) is defined by many factors and hence is subject to availability.

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-I asked for a free night and it was refused. Why?

-Your membership is inactive and you need to visit another of our hotels in order to reactivate your membership.

The Program has a limited number of rooms each night at the hotels for the specific period.