Terms and Conditions of the Carlsbad Plaza Prestige Club Program

1. Preliminary Terms

These Terms and Conditions govern the rules for membership in the Carlsbad Plaza Prestige Club program, which is offered by Eden Group a.s. Membership in the program is free and allows members to enjoy benefits related to bookings and stays at the Carlsbad Plaza Hotel.

2. Membership Requirements

Membership in the Carlsbad Plaza Prestige Club program begins the moment a guest receives the activation email, agrees to the terms and conditions, and successfully activates their membership via the provided link (provided they join the program and accept all general terms and conditions). Legal entities, individuals under the age of 18, and employees of Eden Group a.s. or its affiliated companies are not eligible to become members of the Carlsbad Plaza Prestige Club. Members may hold only one valid loyalty card, and membership benefits cannot be transferred to another person or company.

3. Membership Levels

Carlsbad Plaza Prestige Club program offers four membership levels: Bronze, Silver, Gold, and Diamond.

After registering for the program, a member is automatically assigned the default membership status. This status does not include any membership benefits and remains in effect until the member completes their first stay, after which they are upgraded to the Bronze level.

To reach the higher Silver and Gold levels, members earn points for stays at the Carlsbad Plaza Hotel. Members earn 1 point per night in a standard room and 2 points per night in a suite. Points earned over the past 24 months are used to determine membership level.

The Diamond level is the highest membership level and is awarded on an individual basis based on a guest's long-term loyalty to the hotel. There is no automatic entitlement to this level.

3.1. Bronze Level

After completing their first stay and filling out the check-in form entirely, members of the Carlsbad Plaza Prestige Club automatically achieve Bronze status. This status is permanent and has no expiration date.

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- Completing the first stay after registering for the program
- Complete the check-in form in its entirety

Benefits

- 5% discount on hotel services
- Welcome drink upon arrival

3.2. Silver Level

The Silver level in the Carlsbad Plaza Prestige Club program is intended for guests who regularly use our services. Members at this level can enjoy greater discounts and other benefits that will make their stay at the Carlsbad Plaza Hotel more enjoyable.

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- Earning at least 20 points for stays completed within the last 24 months

Benefits

- 10% discount on hotel services
- Additional 5% discount on booked accommodations or vacation packages at BAR (Best Available Rate)
- Welcome drink upon arrival
- Welcome gift upon arrival
- Early check-in, subject to availability

3.3. Gold Level

The Gold level in the Carlsbad Plaza Prestige Club program is reserved for our most loyal guests, who regularly use the hotel's services and can enjoy greater discounts and other premium benefits.

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- Earning at least 50 points for stays completed within the last 24 months

Benefits

- 15% discount on hotel services
- Additional 8% discount on booked accommodations or vacation packages at BAR (Best Available Rate)
- Welcome drink upon arrival
- Welcome gift upon arrival
- Early check-in and late check-out, subject to availability
- Unlimited access to the VIP Lounge

3.4. Diamond Level

The Diamond level represents the highest membership level in the Carlsbad Plaza Prestige Club program. It is awarded on an individual basis to guests who have demonstrated long-term loyalty and an exceptional relationship with the hotel. There is no automatic entitlement to this level. The Diamond level has no expiration date.

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- Awarded on an individual basis based on long-term loyalty and relationship with the hotel

Benefits

- 15% discount on hotel services
- Additional 10% discount on booked accommodations or vacation packages at BAR (Best Available Rate)
- Welcome drink upon arrival
- Welcome gift upon arrival
- Flowers in the Room
- Early check-in and late check-out, subject to availability
- Free room upgrade, subject to availability
- Unlimited access to the VIP Lounge

4. Membership Status Information

Members can find up-to-date information about their membership, membership level, and points earned in the online members-only section HERE.

5. Virtual Card Replacement

If you need to download your virtual loyalty card again, log in to the members' section using your active email address. You can download the card as an image of the virtual card or add it directly to your e-wallet (Android / Apple).

6. Booking

Members of the Carlsbad Plaza Prestige Club have access to a unique promotional code corresponding to their current membership level, which they can use when making a booking. This code allows them to apply the applicable discount to their stay. Benefits and discounts must be applied at the time of booking.

7. Termination of Membership

Membership in the Carlsbad Plaza Prestige Club program may be terminated at any time by sending an email to: sales@edengroup.cz. Eden Group a.s. reserves the right to terminate membership in the following cases:

- Violation of program terms and conditions
- Abuse of benefits and discounts
- Not granting consent to the processing of personal data

8. Changes to the Terms and Conditions

Eden Group a.s. reserves the right to change the terms and conditions of the Carlsbad Plaza Prestige Club program at any time. Members will be notified of any changes to the terms and conditions by email.

Eden Group a.s. also reserves the right to unilaterally terminate the Carlsbad Plaza Prestige Club program with 30 days' notice. After this period expires, new registrations will no longer be accepted, and members will only be able to enjoy the benefits that were confirmed prior to the program's termination.

9. Privacy Policy

Eden Group a.s. protects members' personal data in accordance with applicable data protection laws. The data provided during registration will be processed for the duration of the membership and used for the purposes of administering the Carlsbad Plaza Prestige Club program.

10. Contact Information

If you have any questions or requests regarding membership in the Carlsbad Plaza Prestige Club, please feel free to contact us at sales@edengroup.cz.