

TERMS AND CONDITIONS

CAVALLINO LOVERS

In these terms and conditions, the following terms shall have the meanings specified below:

- **Cavallino Bianco.** The tourist establishment Cavallino Bianco Family Spa Grand Hotel, located at Strada Rezia 22, 39046 Ortisei as well as the establishment located at Carole Viale dei Cacciatori, 30021, hereinafter, also the “**Hotel**” or “**Cavallino Bianco**”;
- **Inviting Guest.** The person who has stayed at the Cavallino Bianco Family Spa Grand Hotel for at least one night and who has completed the registration in the www.cavallino-bianco.com website's secure area (hereinafter also “**Inviter**”);
- **Invitee.** Means the person (and members of their family) who have never stayed at the Cavallino Bianco Family Spa Grand Hotel before (hereinafter the “**Invitee**”).

Cavallino Lovers is an exclusive programme dedicated to guests who wish to share the Cavallino Bianco experience with friends and family. Each Inviter who invites a new guest to stay at the hotel for the first time receives a credit voucher, which can be used against a future reservation. At the same time, the Invitee will receive a special discount on their first stay.

Both the Invitee and the Inviter will receive a coupon which can be used as a discount voucher against the price of the booking. Each voucher is identified by a unique alphanumeric code, valid for two years from the date of issue and can be used at any time of the year, without seasonal restrictions. The vouchers can also be used interchangeably at either the Ortisei or Caorle hotels.

Each voucher can only be used once. It can also be combined with the *Early Birds*, *Fidelity Guest* and *Relive the Fairy Tale* offers, if available.

The Cavallino Bianco Family Spa Grand Hotel offers two types of coupon, as described below:

- The “**loyalty bonus**” coupon: this is a discount voucher worth **€200**, applicable to all *Cavallino Bianco* rates. It can be used by the family of the Inviter for their next holiday at the Cavallino Bianco Family Spa Grand Hotel, with a minimum stay of 3 nights. Each inviting family will be entitled to the loyalty bonus for each new family of guests staying at the hotel for the first time. You can combine up to a maximum of three coupons, worth €200 each, allowing a total discount of €600 off the price of your stay (excluding extras). Any additional coupons can be used for future bookings.
- The “**advantage bonus**” coupons, with a value of **100 €**, can be used with all *Cavallino Bianco* rates by the family of the Invitee on their first stay at the Cavallino Bianco Family Spa Grand Hotel, with a minimum stay of 3 nights. The invited family can use the guest code provided by the Invitee in order to receive the bonus. The bonus can be combined with any offer available on the website and is valid all year round.

General terms of participation

1 Right of participation and registration

1.1 Right of participation

The Cavallino Lovers programme is available to adults who have reached the age of 18 with the legal capacity to act. Each family can participate with only one member.

1.2 Enrolment in the Cavallino Lovers programme

To participate in the programme, the Inviter is not required to register on the **Cavallino Bianco** system, as their details will already be on the system from their previous stay and they will have registered in the secure area of the website www.cavallino-bianco.com, where the section dedicated to the programme is also available.

However, the Invitee is required to register in the secure area at the time of their first stay.

1.3 Invitation to the Cavallino Lovers programme

To invite a guest, the Inviter can choose between two alternative options:

- **Direct invitation:** in their secure area of the www.cavallino-bianco.com website, the Inviter will find a dedicated section with a field where they can enter the Invitee's email address. The email address provided must not have been previously registered for a guest booking by Cavallino Bianco.
- **Indirect invitation:** in their secure area of the www.cavallino-bianco.com website, the Inviter can copy a link which they can share with the Invitee via email or WhatsApp. By clicking on the link, the recipient will be directed to a form to be completed with their details (name, surname and email address). If the email address provided is already registered, the registration cannot be completed.

In both cases, at the end of the registration process, the Inviter will receive an email confirmation containing a unique identification code, which must be used when checking out of the hotel.

The invitation will be valid for 1 (one) year from the date of receipt of the email or link sent by email or Whatsapp. After this period, it will automatically lose its validity.

1.4 Claiming the discount

• Booking

The Inviter makes the reservation and, at check-out, presents the voucher code in order to take advantage of the discount.

• Verification

To prevent fraud, an authorised Cavallino Bianco employee will carry out a manual check on the PMS system, to ensure that the Invitee has not previously stayed at the hotel. At the same time, the voucher's validity will be checked using the content management system (CMS, Drupal).

• Application of the discount

If all the checks are clear, the booking clerk will apply the discount and the coupon will be voided on the system, to ensure that it can only be used once.

- **Activation of Inviter voucher**

The Inviter's voucher will be activated automatically. The Inviter will receive an email notification confirming the activation. They will then find the voucher in their secure area, where it can be used for future bookings.

1. 5 Transfer and conversion of vouchers

The special offers available with the Cavallino Lovers programmes are reserved for the Inviter's family and the Invitee's family, limited to one room per family. The voucher cannot be converted into cash or given to a third party.

2 What's included in the Cavallino Lovers programme

Participants in the Cavallino Lovers programme can access a personal page where they can monitor the status of the invitee families who have already stayed at the Cavallino Bianco and who have generated a €200 voucher for the Inviter's family. The accumulated value may be redeemed by making a reservation directly at the hotel, by email, telephone or on the www.cavallino-bianco.com website.

3 Duration of participation in the Cavallino Lovers programme

Participation in the Cavallino Lovers programme is indefinite, subject to the right of Cavallino Bianco to suspend or terminate the offer at any time, after giving prior notice to the participants.

4 Changes to Terms and Conditions and the Cavallino Lovers programme

The general terms and conditions as well as the advantages and services offered can be consulted in the www.cavallino-bianco.com website's secure area.

Cavallino Bianco reserves the right to change these conditions and the programme contents at any time. The participants will be informed of these changes via email sent to the address provided at the time of registration or the address given when the changes are made.

The changes will be considered accepted if the participant does not express disagreement in writing within one month of having been notified.

Participants are invited to regularly check their email inbox. Cavallino Bianco cannot be held responsible in the event that the participants do not read these communications and/or are unable to do so for reasons beyond the control of Cavallino Bianco. This does not affect the efficacy of the changes. Silence is deemed automatic acceptance of the new terms.

5 Cancellation and exclusion from the Cavallino Lovers programme

5. 1 Cancellation by the participant

Participants can cancel their inclusion in the Cavallino Lovers programme at any time, without the need for a reason or prior notice, by sending an email to info@cavallino-bianco.com or by

calling +39 0471 783 333. From the date of the notice of cancellation, any loyalty bonuses accrued and not yet used will be permanently cancelled.

5. 2Exclusion by the Cavallino Bianco Family Spa Grand Hotel

Cavallino Bianco reserves the right to exclude any participant from the programme for serious reasons, without prior notice.

Serious reasons include but are not limited to the following:

- The improper or fraudulent use of the Cavallino Lovers programme and/or other deals offered by Cavallino Bianco;
- Inappropriate behaviour during the stay;
- Dissemination of the invitation and/or guest code on the web in order to obtain multiple discount vouchers, thereby damaging the hotel's image and/or circumventing the hotel's discount policies.

5. 3End of the Cavallino Lovers programme

Cavallino Bianco may terminate or replace the Cavallino Lovers programme, at any time, without the need for a reason.

Participants are not entitled to any claims for compensation or indemnities as a result of cancellation or changes to the programme.

6 Processing of Personal Data

The Cavallino Bianco Family Spa Grand Hotel manages personal data in accordance with the current laws and regulations (General Data Protection Regulation no. 679 of 2016 – GDPR, Privacy Code – Legislative Decree no. 196 of 2003 as amended by Legislative Decree no. 101 of 2018). These data will be collected, processed and transferred in full compliance with the law and only with the explicit and informed consent of the data subject. Information relating to the processing of personal data and the rights of data subjects can be found in the privacy policy available at the following link: www.cavallino-bianco.com/sites/default/files/2024-03/Informativa_Privacy_CB_ITA.pdf.

Specifically, at the time of the first registration in the secure area, the user will be invited to read, understand and accept the privacy policy and the conditions relating to customer profiling. If the Inviter is already a member of the Cavallino Lovers programme, they have already accepted the privacy conditions referred to in the regulations. The Invitee, on the other hand, must read and accept the privacy conditions provided for in the regulations at the time of filling in the form or receiving the invitation email. If the Invitee decides to use the coupon and stay at a Cavallino Bianco hotel, they must create a profile in the secure area to manage their booking, and then accept the privacy and profiling conditions once more.

7 Miscellaneous provisions

- If any provision of these terms and conditions is or becomes ineffective, the efficacy of the remaining provisions is not affected. The ineffective clause will be replaced by a valid provision that best reflects the financial purpose of the ineffective clause. The same applies to any omissions not currently regulated by any of the provisions of these terms and conditions. These terms and conditions are governed by Italian law, with the exclusion of the conflict-of-laws rules and the law on the International Sale of Goods.

- Any dispute relating to the validity, effectiveness, interpretation and/or execution of these terms and conditions will be submitted to the exclusive jurisdiction of the Court of Bolzano (Italy), with the exclusion of any other Judicial Authority, unless provided otherwise in mandatory provisions of law, including (where applicable), the provisions of Italian Legislative Decree no. 206 (Consumer Code) dated 6 September 2005.

Ortisei, 27 February 2025

Cavallino Bianco Family S.p.A. Grand Hotel

