

TRAVEL CONTRACT & MEMBERSHIP AGREEMENT

1. General Rules

- a. Members will have access to all hotels/events special rates, prices and conditions included in luxiocollection.com.
- b. Membership is available to all qualifying individuals 18 years of age and over and the registration can be done at anytime on luxiocollection.com. After the registration you'll receive immediately your credentials to log into the platform and perform your bookings/reservations and available events and access to all the benefits.
- c. Members are required to show their membership at anytime when asked from one of our agent/partner.
- d. Membership cards are non-transferrable and can only be used by the named cardholder/s.
- e. Member promise to not conduct any fraudulent business or activity.
- f. All members must to be ethical and responsible when dealing with Luxio Collection's partners and public image.
- g. We expect members not to abuse their member benefits.

2. Membership Qualification.

If any of the following issues come under, we will decline the registration. Besides, if any applies after the registration, we will revoke membership qualification. There will be no notice to the member upon this expiration.

- (I) When the member declares false information at the time of registration.
- (II) When the member is identified to be a member of an organised crime group, affiliated with an organised crime group, or an affiliated member of antisocial forces.
- (III) When the address, telephone number and other contact information of the member identified to be unknown.
- (IV) When the member fails to pay various charges, such as accommodation charges or etc. as stipulated in the Terms and Conditions.
- (V) When the member disturbs the order of the hotel/event without observing the Terms and Conditions.
- (VI) When the member violates this membership agreement.
- (VII) Luxio Collection Ltd. reserves the right to take action against members who fail to follow our code of conduct.

3. Card and Fees

- a. Membership fee is for one year period, from the date of enrolment and is included of all taxes.
- b. Classic Card is for 1 (one) adult traveler only (+18 years old) does not includes children.
Premium Card is for 2 (two) adults travelers only (+18 years old) does not includes children.
- c. Family Card is for 1 (one) or 2 (two) adults travelers only (+18 years old) and includes children (max 2) up to 17 years old.



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- d. The primary member is responsible for the reservations made for any additional guest; in case this guests are not members of Luxio, will be applied a surcharge for the extra membership.
- e. Membership card is valid for all reservations made on luxiocollection.com.
- f. Card renewal must to be completed for all cardholders at the expiration day. Members have an extra grace period of three days to complete the renewal.
- g. If your previous membership has expired you shall no longer receive the benefits of the program until full payment has been made.

c. Reservations, Bookings and Terms.

- a. On luxiocollection.com you'll find many hotel's offers and rates. Most of our hotels require an advanced payment (50% and above) as a deposit to guarantee the booking/reservation (to be made at the time of the booking directly on the platform with your credit card or other method of payment) and in some case the balance will be made directly at the property at the date of arrival upon check-in; refund is not permitted. In the same time we suggest you to check the description of the hotel to see how much deposit/payment is requested. Events are always paid in advance and due the complexity of the form, refundable is not permitted; in case a member can't attend to the event reserved, he/she can sell/give the event ticket (understood as a package of services and benefits) to another member as we only provide name changes (minimum 1 week prior check-in).
- b. If the booking/reservation will be made on a date less than 7 days or is a very special promo-rate, the member must paid the full amount at the time of the booking. No modification will be possible.
- c. If you have requested a quote or contacted one of our representatives and, only after your approval, payment has been requested off-line (wire transfer, payment link or more), the booking will be confirmed once the due amount has been received. If payment is not made within 24 hours of the invoice/link payment date, the reservation will be cancelled.
- d. If you have requested a quote or contacted one of our representatives and received our offer, it will be valid for a maximum of 7 days. If it is not confirmed by this date, it will be deleted from our systems and, if necessary, a new quotation will have to be created.
- e. In case of no show, no refund/name change will be made.
- f. Early check-in and late check-out can be request the day of arrival, upon hotel availability.
- g. All rates are inclusive of taxes.
- h. In some cases, due to force majeure (hotel renovation, sub-optimal conditions of the hotel/venue, lack of the hotel's qualitative bases or other) we reserve the right to change hotels, maintaining the same category (sometimes highest) and location of the hotel previously reserved, by contacting the member at least 1 week before check-in.



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- i. Most of our extra services, transfers, tours, excursion, etc..., are refundable (prior of 48 hours).
- j. Minimum 7 days prior the arrival date/tour date, you can modify the guest name. After this period no modification can be made.
- k. We do not charge any commission or booking fees, just a small bank's fee will be applied and, due bank regulations, those fees will not be refunded.
- l. Best Available Rate. If you find on-line (inside any hotel booking platform, same hotel, dates and conditions) an hotel's rate cheaper than our offers, the member is entitled to claim the membership's fee back.

4. Benefits and Privileges

1. All benefits are valid for members only.
2. Partner's discounts and benefits are not cumulative with other special offer.
3. Luxio Collection Affiliate/Partners
See the complete list on luxiocollection.com.

5. Complaints

- a. Any complaints, breach of the contract must be immediately contested by the member to Luxio Collection Ltd. through our local representative on destination or by email so that they can promptly provide the necessary remedies. No complaints will be accepted later than 10 working days from the date of return to the place of departure.

6. Obligations of Members

- a. Travellers must comply with the rules of normal prudence and diligence, he/she will be called to answer for all damages that Luxio Collection Ltd. may suffer as a result of their failure to comply with the aforementioned obligations.
- b. Members accept by entire this agreement and rules definitions.

7. Applicable Laws

All the laws and regulations of England and Wales shall be applied to the applicable laws concerning this agreement and the England Courts shall be the exclusive jurisdictional court for any disputes which arise between members/customers and Luxio Collection Ltd.

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