

# Terms & conditions

## “Horstmann stay&earn”

Initiative carried out in application of the simplifications in promotional operations referred to in art. 6 DPR 430/2001 point 1 paragraph c), introduced by art. 22 bis of Decree-Law No. 91 of June 24, 2014, which came into force on 21.08.2014 - to be considered in Exclusion from Prize Events.

**Promoting Company:** Horstmann Hotels Group s.r.l.  
Via Lungolago Guglielmo Marconi 11,  
Limone sul Garda (BS) 25010  
C.F. e P.IVA 04177150986

**Associated Societies:** LIMEN S.R.L.  
Via Lungolago Marconi, 17  
25010 Limone sul Garda (BS)  
Partita IVA 00588310987  
Cod. Fiscale 00924920176

FONTANELLE S.R.L. UNIPERSONALE  
Via del Magone, 13  
25080 Moniga del Garda (BS)  
Partita IVA 01919140986  
Cod. Fiscale 04293750370

LIMONGARDA S.R.L.,  
Via Tamas 19  
25010 Limone sul Garda (BS)  
C.F. e P.IVA 01641230980

HOTEL EUROPA S.R.L.,  
Viale Trento, 34  
38066 - Riva del Garda (TN)  
C.F. e P.IVA 00434450227

**Intended Audience:** All clientele of users 18 years of age or older who will participate in this Program and enjoy stays at Horstmann Hotels Group properties and associated companies. Employees or associates of the Promoting Company and associated companies are excluded from participation in this Program.

**Territory:** National Italian, exclusively at Horstmann Hotels Group facilities and associated companies.

**Promotional period:** Period of participation and point consumption from 01/03/2025 to 28/02/2027

**Promotional products:** Stays at Horstmann Hotels Group facilities and associated companies, booked directly through the following channels: website - direct phone call - whatsapp - e-mail

## TERMS & CONDITIONS

This initiative is aimed at all consumers who, during the period from 01/03/2025 to 28/02/2027, join the HORSTMANN STAY&EARN Program. Membership will give them the opportunity to accumulate points for each stay made or service purchased.

The total amount of the invoice issued, meaning the amount actually paid net of the tourist tax and the purchase of services not covered by the promotion, as well as bonus, discounts, vouchers and the equivalent, will be taken as a reference for the attribution of points.

Each stay, made in one of the available Horstmann Hotels facilities, will be counted in one's points balance.

### REGISTRATION MODE AND POINTS COLLECTION

Subscription is available only for reservations through the following channels:

- Website;
- Direct phone-call;
- Whatsapp;
- E-mail.

Therefore, it will not be possible to participate in the program for those who book through:

- Portals (by way of example only Booking.com, Expedia, Secret Escapes ecc.);
- Purchase of Coupons (by way of example only Groupon, Smart Box, ecc.);
- Travel Agencies / Tour Operators.

All new Direct Customers 18 years of age or older will be eligible to subscribe to the Program and participate in this activity. For subscription purposes, it will be necessary to register through the link under HORSTMANN STAY&EARN found in the booking confirmation email, using the same email address associated with the reservation. Once registered, the Client will receive access credentials to their VIRTUAL CARD.

Each registration is nominative and implies that the customer of age provides his or her personal data (first name, last name, e-mail address, age, origin). Any changes can be made within the personal area of the APP with the exception of the e-mail address, the change of which must be communicated by sending an e-mail to this address: [info@horstmannhotels.com](mailto:info@horstmannhotels.com).

Membership implies acceptance of this document and automatic participation in initiatives (completely free of charge) that will be organized by Horstmann Hotels in observance of this promotional initiative and aimed at members during the entire promotional period.

The enrollment in the Program is totally free of charge and no cost will be attributed to the end consumer who applies for it.

Throughout the duration of the Program for each purchase/booking by the Program member, **1 point** will be credited against **€1.00 spent**; the total of the purchase invoice will be rounded down. By way of example only, if a user made a stay totaling €141.65, 141 points will be credited.

Points related to the first reservation associated with enrollment in the Program will be automatically awarded. To accumulate points related to further bookings or purchases, it will be necessary to use or communicate the email address associated with the APP.

In all cases, the accumulated points will be credited upon completion of the relevant transaction and the total balance will be visible on the dedicated application, within one's private area. Points may be redeemed upon reaching a minimum threshold as indicated in "POINTS AND DISCOUNTS SIGHTS," circulating on all facilities.

The points accumulated by each customer will be personal; they cannot be transferred to third parties, accumulated with those of other customers (family and non-family) or transferred to different accounts. Each customer may enroll only once in the Current Program and may have only one active points account.

The Promoter reserves the right, during the course of the initiative, to include special period or product promotions that will allow all participants to increase their Rewards Points. Recipients will be made aware of any such changes by means of appropriate notices reported through media channels and by providing for the amendment of these Terms & Conditions.

Accrued points not converted into discounts by the deadline of 02/28/2027 will be voided.

## POINT THRESHOLDS AND DISCOUNTS

Earned points can be converted into discount coupons, following this scheme:

Table explaining the conversion from points to €:

*600 points = 30€ of non-fractional discount coupon (and multiples of 600 points)*

Points are redeemable from the next purchase.

Partial use of the points will not entitle the recipient to a refund, in any form, of any unused residual value, but residual points will remain available.

## HOW TO REQUEST AND USE DISCOUNT COUPON

The matured coupons can be used as a discount to the account balance by making a request from APP (with sufficient points) and submitting the coupon code that APP generates.

Once points are converted into coupons, the corresponding point value will be deducted from the participant's spendable points balance and no more changes can be made.

Coupons are not convertible into gold tokens or money, nor is the recipients given the right to request, with or without cash adjustments, conditions other than those provided in these regulations.

## ADVERTISING

Participants will be notified of the initiative via dedicated page on the website and newsletter.

The full Terms & Conditions will be kept at the Promoter's office for the duration of the event while the excerpt of the rules will be available in the dedicated section of the initiative on the website at the link: HORSTMANN STAY&EARN

However, the Promoter and associated companies reserve the right to use any other means of communication that appears appropriate to bring the contents of the initiative to the recipients of the initiative.

## SPECIFIC NOTES

- The Promoter also reserves the right to revoke or change the manner of execution of the Program for good cause, pursuant to and under the terms of Article 1990 of the Civil Code, by giving prior notice to the promisors in the same form as the previous notice or in an equivalent form.
- Horstmann Hotels Group reserves the right to take action if it believes that the participant has violated these Terms & Conditions. This includes cancelling or suspending the membership or revoking the points he/she has collected. Points accumulated up to the time of cancellation will be cancelled and the participant will no longer be able to benefit from any benefits provided.
- Participation in this initiative is free of charge and implies full acceptance of these rules and conditions by the promisors.

## TRATTAMENTO DATI PERSONALI

Customers will be able to view the full text of the Privacy Policy on the website [www.horstmannhotels.com/privacy-policy](http://www.horstmannhotels.com/privacy-policy).

By enrolling in the Program and accepting these regulations, the enrollee agrees that his or her information may be made accessible for purposes related to these regulations (including participation in and management of any additional prize events held and reserved for customers participating in the HH CLUB CARD Program):

- To employees and collaborators of the Data Controller, in their capacity as data processors and/or data controllers and/or system administrators. All appointed subjects will exclusively carry out the processing operations, on behalf of the Owner and/or the person in charge, within the limits, with the forms and in the manner expressly indicated in the respective acts of nomination.
- To third-party companies or other entities (by way of example professional firms, consultants, insurance companies, service companies, etc.) that perform outsourced activities on behalf of the Data Controller, in their capacity as external data processors.