

### **Miles & More Conditions**

1. "Membership Terms and Conditions": shall mean the Miles & More Terms and Conditions in their currently valid versions downloadable at [www.miles-and-more.com](http://www.miles-and-more.com).
2. Spend Miles: Bookings shall be handled directly by the Lufthansa Service Center. Once a reservation is confirmed, the necessary miles shall be deducted and the letter of confirmation or voucher dispatched.
3. Earn Miles: Miles & More award miles will only be credited on direct reservations (Grecotel website or call centre)
4. Members must present their Miles & More card on arrival at each hotel.
5. Members may make cancellations free of charge only when cancellations are made outside the cancellation period as defined in Grecotel Resorts & Classical Hotels' Cancellation Policy; should cancellations occur within the cancellation period, then cancellation fees will apply according to the cancellation policy of Grecotel Resorts & Classical Hotels. Members will be held liable for Cancellation fees or No-shows.
6. If a member claims to have stayed at a participating hotel of Grecotel Resorts & Classical Hotels without having been credited the miles concerned, the member must submit to Grecotel Resorts & Classical Hotels or Lufthansa, the original hotel invoice containing the following particulars:
  - a. date of arrival and departure
  - b. name of the member
  - c. name and location of the hotel
  - d. invoice number of the hotel
  - e. total amount charged for the room.

Any miles not automatically recorded may still be credited to the member's account within 12 months after a service has been used.

7. Non-qualifying rates:

The following special rates shall be excluded from members' miles accruals:

  - a. "Group Rates": Miles & More cardholders are not eligible to earn miles, when travelling as part of a Leisure Group or taking part in a conference, meeting, exhibition, incentive etc. These reservations are usually made through a Travel Agency or a Corporate entity.
  - b. "Crew rates": Miles & More cardholders are not entitled to earn miles, when travelling as part of an airline crew under a special accommodation agreement.

- c. "Complimentary Rates": Miles & More cardholders do not earn miles, when staying at Grecotel or Classical Hotels on complimentary basis for whatever reason.
- d. "Redemptions": Miles & More cardholders do not earn miles, when staying at Grecotel or Classical Hotels on a LH Miles & More Redemption Voucher.

All other rates & packages available to individuals either directly from the Grecotel Resorts & Classical Hotels, the Grecotel Call Centre (Tel. 0030 210 72 80 484 email: milesandmore@grecotel.gr) or via the On-line Booking facilities on Grecotel's Web Site ([www.grecotel.gr/promotions/milesandmore](http://www.grecotel.gr/promotions/milesandmore)) qualify for members miles accruals.

In the event that a Miles & More cardholder is also eligible to collect similar points/miles under any third party scheme/club, the cardholder must decide on which card to credit the earned miles. Grecotel Resorts & Classical Hotels will credit miles to only one third party scheme/club.

- 8. The hotels shall offer Lufthansa's Frequent Traveller cardholders the following benefits:
  - a. Grecotel Hotels
    - i. Waiting List Priority,
    - ii. Early check-in upon availability,
    - iii. Late check-out upon availability,
  - b. Classical Hotels
    - i. Waiting List Priority
- 9. The hotels shall offer Lufthansa's Senator & Honorary Circle Member cardholders the following benefits:
  - a. Grecotel Hotels
    - i. Waiting List Priority,
    - ii. Early check-in upon availability,
    - iii. Late check-out upon availability,
    - iv. Fruit, mineral water and wine in room upon arrival
    - v. VIP treatment
  - b. Classical Hotels
    - i. Waiting List Priority
    - ii. Early Check-in upon availability
    - iii. Late Check-out upon availability
    - iv. VIP treatment