



SUENO HOTELS LOYALTY PROGRAM – HONOURS CLUB RULES

Honours Points

As of 01.01.2022, Honours Points will be calculated based on accommodation stays made at all hotels affiliated with TELERKO TURİZM A.Ş.

The Central Bank of the Republic of Türkiye's Euro selling rate valid on the guest's check-in date will be taken as the basis. For each €100 spent on accommodation (excluding taxes and official charges), members will earn 1 Euro worth of points (1%).

In the calculation of points, Value Added Tax (VAT), Accommodation Tax, and other similar official payment components will not be taken into account.

The point ranges and membership statuses valid under the program are shown in the table below. TELERKO TURİZM A.Ş. reserves the right to change the status names, point ranges, and earning conditions when deemed necessary.

STATUS	POINT RANGE
GOLD	50-99
PLATINUM	100-199
EMERALD	200-299
DIAMOND	300+

Honours Club Membership

Staying at a Sueno Hotels property alone does not automatically grant Honours Club membership. To become a member, registration must be completed through the official website at sueno.com.tr/honoursclub.

During the membership application, it is sufficient to provide basic information such as name, address, e-mail address, and phone number. However, in order to ensure integration with hotel management systems, Turkish citizens must provide their Turkish ID Number, while foreign guests are required to provide their passport number.

Honours Club membership is completely free of charge; no fee is required for registration. Moreover, individuals who have not previously stayed at any of the properties operated by TELERKO TURİZM A.Ş. may also apply for membership.

The Honours Points earned are uploaded to the member's account as status points. These points cannot be spent; they are used solely to determine the member's status level, which entitles them to specific privileges and discounts.

Members who do not stay at any of the hotels for 36 consecutive months from their last accommodation date will have their status automatically downgraded to GOLD level.

For all inquiries or issues related to membership, members may contact honoursclub@sueno.com.tr via e-mail.

Use of Honours Points and Status Rules

Honours Points are credited to the member's account after the completion of their stay. Therefore, even if a member qualifies for a new status during a stay, the privileges associated with that new status will only apply to the following stay.

For Honours Points to remain valid and for members to benefit from the privileges tied to their status, the stay must be continuous throughout the reservation period.

Honours Points cannot be converted into cash or spent; they are used solely to determine the member's current status level. Points are recorded in the master profile linked to the reservation, and the right to use them belongs exclusively to that profile.

If a member linked to a master profile wishes to allow a first-degree relative (with whom they have stayed previously) to benefit from their status privileges, they must personally apply via e-mail to honoursclub@sueno.com.tr using the e-mail address registered in the application. This transfer of privileges is limited to the duration of the relevant reservation and is subject to the approval of TELERKO TURİZM A.Ş.

Within the scope of the Loyalty Program, status privileges cannot be transferred to third parties. Matters such as the determination of card statuses, seasonal adjustments to privileges (summer/winter concepts), cancellation of memberships due to improper use, or partial or full suspension of the program are explicitly governed by the SUENO HOTELS HONOURS CLUB TERMS OF USE.

Members who register for the program are gifted 10 Welcome Points. The addition or removal of extra point-earning methods is at the sole discretion of TELERKO TURİZM A.Ş.

Each member who downloads the SUENO HOTELS Mobile Application and logs in to their profile will receive an additional 5 Honours Points as a bonus.

Members who wish to withdraw from the program must submit a request via honoursclub@sueno.com.tr.

Points cannot be merged or transferred between members, and multiple registrations by the same person are not permitted. If multiple applications are detected, TELERKO TURİZM A.Ş. reserves the right to remove the member from the program.

The legal basis regarding the processing of personal data within the scope of the application can be found on the website sueno.com.tr.

Status privileges cannot be combined with other discounts or benefits offered by the hotel or its business partners; the higher discount rate will apply.

To benefit from privileges within the hotel, the member must log in through the Honours Club page on the Sueno Hotels Mobile Application and present their digital membership card to the relevant staff member.

Privilege Rules

- To benefit from accommodation discounts associated with membership statuses, reservations must be made through SuenoTUR or directly with the hotel (valid only for the Golf Market). These discounts cannot be combined with other discounts.
- Whether or not early booking discounts can be combined with status-based discounts is at the sole discretion of TELERKO TURİZM A.Ş., and the company reserves the right to withdraw this privilege at any time.
- Other privileges associated with each status may vary depending on the services offered by the respective property. The table below specifies in which properties these privileges apply. TELERKO TURİZM A.Ş. reserves the right to modify the privileges available at any property.

PRIVILEGE DESCRIPTION	SUENO HOTELS DELUXE BELEK	SUENO HOTELS GOLF BELEK	SUENO HOTELS BEACH SIDE
Accommodation Discount	YES	YES	YES
Complimentary Early Check-in	YES	YES	YES
Complimentary Late Check-out	YES	YES	YES
Concert Reservation Priority	YES	YES	YES
Room Upgrade	YES	YES	YES
SPA Services	YES	YES	YES
Pavilion Rental	YES	YES	YES
Room Service Privilege	YES	YES	YES
Transfer Service	YES	YES	YES
Paid Alcohol Menu	YES	YES	YES
Baby Care Service	YES	YES	YES
Gameland	YES	YES	YES
Lolitown	NO	NO	YES
Funfair (Lunapark)	NO	NO	YES
Laundry Service	YES	YES	YES
À la Carte Restaurants	YES	YES	YES
Day Use	YES	YES	YES
CIP Room Access	YES	YES	NO
In-room Breakfast	YES	YES	YES
Turn-down Service	YES	YES	NO
Exclusive Minibar	YES	YES	NO
Proshop Retail Products	YES	YES	NO
Trolley / Token	YES	YES	NO
Golf Lessons	YES	YES	NO
Tennis Lessons	YES	YES	YES
Complimentary Treats	YES	YES	YES

Privileges Based on Membership Status

The privileges associated with each membership status are clearly detailed in the table below.

PRIVILEGE	GOLD	PLATINUM	EMERALD	DIAMOND
Accommodation Discount	–	–	✓	✓
Complimentary Early Check-in	–	–	✓	✓
Complimentary Late Check-out	–	–	✓	✓
Concert Reservation Priority	–	–	✓	✓
Room Upgrade	10% Discount	15% Discount	20% Discount	Complimentary Upgrade to the Next Category
SPA Services	15% Discount	20% Discount	25% Discount	30% Discount
Pavilion Rental	5% Discount	10% Discount	15% Discount	20% Discount
Room Service Privilege	5% Discount	10% Discount	15% Discount	20% Discount
Transfer Service	5% Discount	10% Discount	15% Discount	Complimentary One-way Transfer
Paid Alcohol Menu	5% Discount	10% Discount	15% Discount	20% Discount
Baby Care Service	5% Discount	10% Discount	15% Discount	20% Discount
Gameland	5% Discount	10% Discount	15% Discount	20% Discount
Lolitaown	5% Discount	10% Discount	15% Discount	20% Discount
Funfair (Lunapark)	5% Discount	10% Discount	15% Discount	20% Discount
Laundry Service	5% Discount	10% Discount	15% Discount	20% Discount
À la Carte Restaurants	10% Discount	15% Discount	20% Discount	25% Discount
Day Use	10% Discount	15% Discount	20% Discount	25% Discount
CIP Room Access	10% Discount	15% Discount	20% Discount	25% Discount
In-room Breakfast	–	–	–	✓
Turn-down Service	–	–	✓	✓
Exclusive Minibar	–	–	–	✓
Proshop Retail Products	5% Discount	10% Discount	15% Discount	20% Discount
Trolley / Token	5% Discount	10% Discount	15% Discount	20% Discount
Golf Lessons	10% Discount	15% Discount	20% Discount	25% Discount
Tennis Lessons	10% Discount	15% Discount	20% Discount	25% Discount
Complimentary Treats	✓	✓	✓	✓

- Complimentary Early Check-in
- Complimentary Late Check-out
- Concert Reservation Priority
- Room Upgrade
- À la Carte Restaurant Privileges
- Pavilion Rental
- CIP Room Access
- Golf and Tennis Lessons
- Funfair (Lunapark), Lolitown, Gameland

All the privileges listed above are subject to availability of rooms, tables, pavilions, courts, vehicles, play areas, instructors, and other relevant facilities at the respective property.

- The transfer service is provided one way for up to four (4) persons.
- The in-room breakfast service is offered only once during the stay.
- The turn-down service and exclusive minibar service are provided once per day throughout the stay.
- The concert reservation priority privilege will be valid only if requested at least 15 (fifteen) days before the relevant concert by sending an e-mail to crm@sueno.com.tr.