

GHA DISCOVERY Programme Terms & Conditions

1.	"GHA" refers to GHA Loyalty DMCC, the operator of the GHA DISCOVERY Programme. GHA LOYALTY DMCC is a company duly organized and existing under the laws of Dubai, having its registered office at JBC5, Jumeirah Lake Towers, PO Box 487771 Dubai, United Arab Emirates.
2.	"GHA DISCOVERY Programme" or "Programme" refers to the guest recognition programme as offered by GHA and the GHA Member Brands, the "Terms & Conditions" of which are set forth herein.
3.	"GHA Member Brands" refers to the brands operating hotels that participate in the GHA DISCOVERY Programme, including: Anantara Hotels, Resorts & Spas, Araiya, Atura Hotels, Avani Hotels & Resorts, Campbell Gray Hotels, Capella Hotels & Resorts, Corinthia Hotels, Discovery Destinations, Divani Collection Hotels, Doyle Collection, Elewana Collection, Fauchon Hospitality, GLO Hotels, JA Resorts & Hotels, Kempinski Hotels, The Leela Palaces, Hotels and Resorts, Lungarno Collection, Maqo Hotels, Marco Polo Hotels, Meritage Collection, Mysk Hotels, Niccolo Hotels, Nikki Beach Resorts & Hotels, NUO Hotels, Oaks Hotels, Resorts and Suites, Outrigger Hotels & Resorts, Pan Pacific Hotels & Resorts, PARKROYAL Hotels & Resorts, PARKROYAL COLLECTION, Patina Hotels, QT Hotels and Resorts, The Residence by Cenizaro, Shaza Hotels, Sun International, The Sukhothai Hotels & Resorts, Tivoli Hotels & Resorts, Viceroy Hotel Group, Ultratravel Collection, Regal Hotels and iclub by Regal Hotels. The list of GHA Member Brands is subject to change without notice from time to time, in GHA's absolute discretion.
4.	"Member Brand Hotels" refers to the hotels operated by the GHA Member Brands. The list of Member Brand Hotels is subject to change without notice from time to time, in GHA's absolute discretion.
5.	"Eligible Outlets" refers to outlets that are operated by GHA Member Brand hotels or have an agreement with a GHA Member Brand hotel to be included in the eligible outlet list. The list of Eligible Outlets is subject to change without notice from time to time, in GHA's absolute discretion.

6.	" Member " or " You " means a member of the GHA DISCOVERY Programme, who has accepted these Terms & Conditions and the Privacy Policy.
7.	An " Eligible Night " is an overnight stay by a Member who is a registered guest paying an Eligible Rate at a participating Member Brand Hotel.
8.	A " Eligible Rate " is determined by GHA, in its absolute discretion. GHA reserves the right to amend the list of eligible rates at any given time, without prior notice. This list can be consulted through GHA DISCOVERY Customer Care.
9.	"Ineligible Rates" shall include, without limitation: (1) third party online retailer rates, such as Expedia.com, Booking.com, Hotels.com, Orbitz.com, Priceline, Travelocity.com, Ctrip, Fliggy, etc. ("OTAs") (2) tours series rates and charter rates (3) room rates for airline staff and crew where rooms are pre-booked and paid for by the airline or directly; (4) travel-industry staff rates; (5) with the exception of GHA staff, friends & family rates, any employee rates, employee family or employee friends discount rates; (6) other discounted rates; (7) any complimentary, free, traded or bartered night stays, or any stays in connection with gift certificates or other awards or vouchers. First stays through ineligible rates may receive DISCOVERY Dollars (D\$) on a promotional basis, but will not count toward tier qualification; subsequent stays on an ineligible rate will not receive D\$ nor will count toward tier qualification. Stays on Ineligible Rates are not eligible for tier benefits.
10.	" Eligible Spend " means member spend that is included in the programme against which D\$ can be earned and redeemed. Eligible Spend excludes taxes, tips, feeds, and redeemed points.

11.	"Net Eligible Spend" is the Eligible Spend at eligible hotels or outlets, after promotions, before taxes, tips and fees. On transactions with D\$ redemption, Net Eligible Spend pertains to the net amount after redemption.
12.	"Brand Stay" is a stay with qualified night(s) at a GHA Member Brand.
13.	"Tier Credit" is a night stay, spend, or brand stay that is eligible to count towards the requirements to qualify for a tier.
14.	"DISCOVERY Dollars" (D\$) is a rewards currency that a Member of the GHA DISCOVERY Programme can earn on Net Eligible Spend or through promotions or partnerships.
15.	"GHA DISCOVERY Customer Care" is the dedicated service centre for Member inquiries related to the GHA DISCOVERY Programme. Inquiries accepted by the GHA DISCOVERY Customer Care team include member profile information, tier status, D\$ balances, log-in assistance on www.ghadiscovery.com and the GHA DISCOVERY mobile app and general Programme questions. Reservations should be booked through www.ghadiscovery.com , the GHA DISCOVERY mobile app or through respective Member Brand Hotels' websites and mobile apps or reservation call centres.
16.	All interpretations of these Terms & Conditions regarding membership are at the GHA's sole discretion, and GHA's decisions will be final. In the event of any discrepancy between the English version and any translated version of these Terms & Conditions, the English language version will govern.
1.	GENERAL PROVISIONS REGARDING MEMBERSHIP
1.1.	These Terms & Conditions shall govern the GHA DISCOVERY Programme and your participation in the GHA DISCOVERY Programme.

1.2.	Employees of GHA and its affiliates and subsidiaries may enrol in the GHA DISCOVERY Programme, however, unless such employee is staying an Eligible Night or has Net Eligible Spend at a participating Member Brand Hotel or Outlet, such employee shall not be entitled to qualify for membership tier status and shall not be permitted to earn credit towards GHA DISCOVERY Programme benefits or D\$.
1.3.	Only one Member per checked-in room can receive benefits during a stay. Should a benefit (i.e. a service or amenity) be claimed, then that benefit may be received only once. Should, for example, several GHA DISCOVERY Programme Members jointly claim a hotel room or any other membership benefit, then the relevant benefit shall be credited to only one GHA DISCOVERY Programme Member (the member who is registered/attached to the reservation), as determined by the respective Member Brand Hotel.
1.4.	Should a GHA DISCOVERY Programme Member have other 'Reward Cards', travel agency or credit card booking benefits, or similar rewards which entitle the GHA DISCOVERY Programme Member to some of the same benefits that they are entitled to receive under the Programme, then these benefits can only be claimed under either the Programme or the other reward or benefit system.
1.5.	The Member undertakes to ensure that no unauthorised person will receive access to the Member's membership card and membership number. The Member shall be responsible for all activity on the Member's membership account.
1.6.	The GHA DISCOVERY Programme has no predetermined termination date and may continue until such time as GHA decides to terminate the Programme. GHA reserves the right, in its absolute discretion, to terminate the GHA DISCOVERY Programme at any time, with or without reason. Additionally, if GHA terminates the Programme, GHA shall have no obligation to offer a replacement programme. Any GHA DISCOVERY Programme benefits or services guaranteed when booking, prior to termination of the Programme, may be honoured and granted for a

	maximum of three months following notification that the Programme has been terminated, without giving rise to any claims for reimbursement, substitution or exchange of other GHA services. Members will have up to three months following notification that the Programme has been terminated to redeem D\$. Members, however, will not have the opportunity or right to earn or accumulate additional Eligible Nights, Net Eligible Spend, or Brand Stays once Members have been notified that the Programme has been terminated. All benefits, awards, D\$ and tier status credits unredeemed as of such date shall be forfeited without remuneration or any further obligation or liability, and no benefit or award claims shall be honoured thereafter.
1.7.	GHA reserves the right to modify the Terms & Conditions of the GHA DISCOVERY Programme with or without notice. If GHA elects, in its absolute discretion, to provide Members with notice, notice may be given via one of the GHA DISCOVERY Programme information channels, such as via the website, app, email or physical mail messages. GHA's right to modify the Terms & Conditions shall include the right to add, delete or otherwise change any of the rules, procedures, conditions, benefits, rewards, tier levels, tier qualification requirements and other similar aspects of the Programme in its absolute discretion, even if such changes may affect the value of rewards or benefits already accumulated. GHA will use reasonable efforts to advise Members of changes to these Terms & Conditions in advance but shall not be held liable in any way for any failure to do so.
1.8.	GHA reserves the right, in its absolute discretion, to terminate (effective immediately) a Member's membership in the GHA DISCOVERY Programme if it appears to GHA that the Member's membership is being misused, without compensation. Such termination may include, in GHA's absolute discretion, forfeiture and cancellation of any and all accrued benefits, DISCOVERY Dollars (D\$) and tier status credits. Such misuse may, for example, consist of unruly or disrespectful behaviour towards GHA, any Member Brand Hotels or any of their respective partners or any employees, any criminal acts or acts that are regarded by GHA as immoral or unethical or which are in breach of these Terms & Conditions, failure to

	pay any bill when due to GHA or any Member Brand Hotels, or if there are reasonable grounds for suspecting fraud, theft, or dishonesty in connection with the Member's membership, as determined in GHA's absolute discretion. GHA may also take any appropriate legal or administrative action, including, without limitation, prosecution, if any of the above occurs.
1.9.	GHA reserves the right at any time, in its absolute discretion, to terminate the membership of any Member whose account is inactive. A Member's account may be deemed inactive if such Member (a) has not stayed an Eligible Night at a participating Member Brand Hotel during the previous twenty-four (24) months, (b) has no Net Eligible Spend during the previous twenty-four (24) months, and (c) has not redeemed D\$ during the previous twenty-four (24) months. Such termination may include, in GHA's absolute discretion, forfeiture and cancellation of any and all accrued benefits, DISCOVERY Dollars (D\$) and tier status credits.
1.10 .	Given the nature of the affiliation and participation of the various Brands that comprise the GHA Member Brands, each Member acknowledges that changes to the list of participating GHA Member Brands may affect such Member's Programme participation, benefits and rewards. Accordingly, GHA reserves the right at any time, in its absolute discretion, to terminate or modify the membership of any Member if there is a change in the list of participating GHA Member Brands. Such termination may include forfeiture and cancellation of any and all accrued benefits, DISCOVERY Dollars (D\$), and tier status credits.
1.11 .	The Member may, at any time, by written notice by email or mail to GHA DISCOVERY Customer Care, terminate their membership. If the Member does so, all unredeemed D\$, benefits and tier credits will be forfeited or cancelled immediately, and may not be reinstated or transferred.
1.12 .	GHA may engage third party partner companies to provide certain membership benefit services. GHA is not responsible, and assumes no liability, for the goods and services of such partner companies (including

	any changes to or discontinuances of such partner companies' goods or services).
1.13 .	GHA DISCOVERY Programme benefits and rewards may be subject to income or other taxes or duties. Such taxes and all disclosures related thereto are the absolute responsibility of the Member.
1.14 .	All interpretations of these Terms & Conditions shall be at the absolute discretion of GHA.
1.15 .	You agree that you will not file a class action or class arbitration against GHA or participate in a class action or class arbitration against GHA for any claim arising out of the Loyalty Programme or these Terms & Conditions.
2.	JOIN THE LOYALTY PROGRAMME
2.1.	Membership in the GHA DISCOVERY Programme is free and available to any individual who: (a) possesses the legal authority to agree to the Terms & Conditions, being more than 18 years of age (or the age of majority at your place of residence, if higher); (b) resides in a jurisdiction which legally permits participation in the GHA DISCOVERY Programme; (c) provides valid and accurate personal information when enrolling in the GHA DISCOVERY Programme, including their email address; (d) is not already a member of the GHA DISCOVERY Programme (i.e., does not already have a Membership Account); (e) are not companies, associations or any other legal entities that are not natural persons.
2.2.	Only one individual membership may be registered per person. If GHA discovers that an individual has more than one membership, GHA may terminate any and all of such individual's memberships, and such individual shall immediately forfeit all GHA DISCOVERY Programme benefits, D\$ and Eligible Night, Net Eligible Spend, or Brand Stay credits.

2.3.	It is the responsibility of the Member to read, understand and remain knowledgeable of all of the Terms & Conditions, inclusive of any amendments thereto.
3.	EARNING TIER STATUS
3.1.	Your membership level is determined by the number of Eligible Nights stayed, or Net Eligible Spend, or Eligible Brand Stays at participating Member Brand Hotels. The more frequently you stay at participating Member Brand Hotels, the more generous your D\$ earning and membership benefits become. The number of Eligible Nights, Net Eligible Spend, and Eligible Brand Stays required to achieve a tier status will be at the discretion of GHA and may be amended from time to time by GHA at GHA's absolute discretion.
3.2.	To receive Eligible Night credit towards GHA DISCOVERY Programme tier status, a Member must be a registered guest, paying an Eligible Rate and staying overnight at a participating Member Brand Hotel. In order to receive Eligible Night credit for an Eligible Night, a Member must provide his/her GHA DISCOVERY Programme membership number (and proof of identification, if requested) at the time of booking or check-in or check-out.
3.3.	To receive Net Eligible Spend credit towards GHA DISCOVERY Programme tier status, a Member must make purchases that are eligible transactions, after promotions, before taxes, tips and fees, at a participating Member Brand Hotel. A Member must also provide his/her GHA DISCOVERY Programme membership number (and proof of identification, if requested) at the time of booking or check-in or check-out. Net Eligible Spend credit may be reduced by up to 50% for bookings made through third-party channels, with the exact net eligible revenue amount at GHA's entire discretion. To be sure of 100% of Net Eligible Spend earning, members should book through a hotel, brand or GHA website or App. Please refer to Section 7 for detailed information on eligible spend transactions.

3.4.	To receive Eligible Brand Stay credit towards GHA DISCOVERY Programme tier status, a Member must be a registered guest, paying an Eligible Rate and staying overnight at a participating Member Brand Hotel. In order to receive a Eligible Brand Stay credit for an Eligible Night, a Member must provide his/her GHA DISCOVERY Programme membership number (and proof of identification, if requested) at the time of booking or check-in or check-out. Brand stay credits and benefits of the Programme can only be applied to the Member who is listed on the Member's profile.
3.5.	The list of participating GHA Member Brand Hotels is subject to change without notice, from time to time, in GHA's absolute discretion. Room night credits, Net Eligible Spend, Brand Stays and benefits of the Programme can only be applied to the Member who is listed on the Member's profile. If a hotel ceases to be a participating Member Brand Hotel, then eligible stays, Net Eligible Spend, and Eligible Brand Stays after such date will not be eligible to qualify a Member for tier credits, regardless of when the reservation was made.
3.6.	New Members will normally begin at GHA DISCOVERY Silver Membership, the entry-level tier. An upgrade of membership level takes place when a Member has accumulated the requisite number of Eligible Nights, or Net Eligible Spend, or number of Eligible Brand Stays required for the next tier level on his or her GHA DISCOVERY Programme account within the applicable timeframe specified below. Membership level will not be upgraded during a stay. Credit for Eligible Nights, Net Eligible Spend, and Eligible Brand Stay will only be applied on a Member's membership account once full payment has been received for that transaction. It can take up to 48 hours after check-out before Eligible Nights, Net Eligible Spend, and Eligible Brand Stays are credited and registered on the Member's membership account, and for a membership level upgrade to be processed if applicable. In order to remain at any given tier level, Members must re-qualify for such tier level every year. Enrolment stays are not included in the tier credit calculation. Room nights which were spent prior to enrolment in the Programme may not be claimed retroactively and therefore will not be credited to the Member's membership account.

3.7.	To earn GHA DISCOVERY Gold Membership, a Member must have stayed at least 2 separate times at participating Member Brand Hotels or had US\$1,000 in Net Eligible Spend at participating Member Brand Hotels and outlets in one calendar year. A "calendar year" is understood to mean 1st January through 31st December of each year. Stays will be credited based on the check-out date.
3.8.	To earn GHA DISCOVERY Platinum Membership, a Member must have stayed at least 10 Eligible Nights, or had at least 2 different Eligible Brand Stays at participating Member Brand Hotels, or had at least US\$5,000 in Net Eligible Spend at participating Member Brand Hotels and outlets in one calendar year. A "calendar year" is understood to mean 1st January through 31st December of each year. Stays will be credited based on the check-out date.
3.9.	To earn GHA DISCOVERY Titanium Membership, a Member must have stayed at least 30 Eligible Nights, or had at least 3 different Eligible Brand Stays at participating Member Brand Hotels, or had at least US\$15,000 in Net Eligible Spend at participating Member Brand Hotels and outlets in one calendar year. A "calendar year" is understood to mean 1st January through 31st December of each year. Stays will be credited based on the check-out date.
3.10 .	Subject to Section 3.5 above, GHA DISCOVERY Silver Membership, Gold Membership, Platinum Membership, or Titanium Membership benefits will commence when a Member meets the applicable minimum Eligible Nights, Net Eligible Spend, or Eligible Brand Stays requirement in any calendar year, and will continue through the remainder of such qualifying year and the next succeeding calendar year. A "calendar year" is understood to mean 1st January through 31st December of each year.
3.11 .	After achieving Gold Membership, Platinum Membership, or Titanium Membership status, if, in the next succeeding calendar year, the Member again meets the applicable minimum Eligible Nights, Net Eligible Spend, or Eligible Brand Stay requirements, then the Member will remain at such

	membership level for the following calendar year. If, however, in the next succeeding calendar year, the Member does not meet the applicable minimum Eligible Night, Net Eligible Spend, or Eligible Brand Stays requirements to remain at such membership level, then the Member will be downgraded to the immediate tier below their current tier, at the end of such calendar year.
3.12 .	Tier credit for the GHA DISCOVERY Programme is for individual travel only. Only one GHA DISCOVERY Programme Member will receive credit for an Eligible Night, Net Eligible Spend, and Eligible Brand Stays, regardless of the number of Members staying in the room or making purchases at eligible outlets, unless those members are sharing the reservation (Sharer status at time of check-in) and paying separately. Where members elect to earn on a shared basis under "Sharer status", each member will earn Net Eligible Spend and D\$ based on the portion of the bill each member pays. Each member will receive the same number of eligible nights and eligible brand stays. For example, where 2 GHA DISCOVERY members book a 2-night stay at an eligible brand, spend \$300 USD, and check-in with Sharer status. For ease of calculation, the entire \$300 USD is considered eligible spend and each member pays half the bill. Each member would receive 2 eligible nights, have 1 eligible brand stay, and each would have \$150 USD in Eligible Spend towards their tier credits. They would each also earn D\$ based on their tier status on the \$150 USD they each spent. To receive tier credit, the nights must be booked on an Eligible Rate and the non-room spend must be at eligible outlets. Room nights, Net Eligible Spend, and Brand Stays that were earned prior to enrolment in the Programme may not be claimed retroactively and will not be credited to the Member's membership account.
3.13 .	No credit toward tier status will be awarded for "no show" situations when a Member has made a reservation guaranteed with a credit card but then does not check in to the Member Brand Hotel - irrespective of whether or not the Member's credit card is charged for all or any portion of the reserved stay.

3.14 .	The Member must reserve the room in his or her name and must provide his or her GHA DISCOVERY Programme number when making the reservation or upon check-in or check-out. When a Member books multiple rooms under the same name, then up to a maximum of two rooms will be counted for a room night credit (Eligible Nights, Net Eligible Spend, or Eligible Brand Stay). Multiple room bookings under the same name at different hotels during the same stay dates will not be eligible for room night or brand stay credit
3.15 .	When a Member books multiple rooms under the same name, then up to a maximum of two rooms will be counted for earning D\$.
3.16 .	GHA will not grant tier status to a Member based on such Member's performance or status in any non-GHA DISCOVERY hotel loyalty programme or other frequent stay or use programmes.
4	PROGRAMME BENEFITS
4.1.	The GHA DISCOVERY Programme offers Members four (4) published membership status levels based on the number of Eligible Nights, Net Eligible Spend, or Eligible Brand Stays at participating Member Brand Hotels and outlets over a calendar year. Programme membership status levels are Silver, Gold, Platinum and Titanium.
4.2.	If the Member's membership status changes between the time the reservation is made and check-out from the Member Brand Hotel, the benefits granted to the Member during such stay are those that are in effect at the time of check-in.
4.3.	GHA DISCOVERY Programme Members are granted the following benefits per tier level when staying on an Eligible Rate (subject to change and provided at the discretion of GHA and the Member Brand Hotels). If a member has reserved two rooms, stay benefits such as upgrades, early check-in and late check-out and welcome amenities will be given only to

	one room and only to the Member's room.
4.4.	Silver level: Silver Members benefit from the following complimentary benefits and services during their stays at participating GHA Member Brand Hotels: • Earn DISCOVERY Dollars (D\$) at 4% on eligible spend, with 12-month expiration • Member Rates: save 5-10% on the Best Available Rate when booked on direct channels such as www.ghadiscovery.com. Based on availability and may not be available during peak time periods. • Exclusive Stay Offers and Local Offers • Complimentary Wi-Fi • Complimentary Internet access only applies to daily in-room usage. Not applicable to in-room television Internet service or Member Brand Hotel work centres. Members must be registered guests of the Member Brand Hotel or resort to receive complimentary Internet access. Internet access may be restricted in bandwidth. • Online Membership profile management
4.5.	Gold level: Gold Members benefit from the following complimentary benefits and services during their stays at participating GHA Member Brand Hotels: • Earn DISCOVERY Dollars (D\$) at 5% on eligible spend, with 18-month expiration • Member Rates: save 5-10% on the Best Available Rate when booked on direct channels such as www.ghadiscovery.com. Based on availability and may not be available during peak time periods. • Exclusive Stay Offers and Local Offers • Complimentary Wi-Fi • Complimentary Internet access only applies to daily in-room usage. Not applicable to in-room television Internet service or Member Brand Hotel work centres. Members must be registered guests of the Member Brand Hotel or resort to receive complimentary Internet access. Internet access may be restricted in bandwidth. • Online Membership profile management
4.6.	Platinum level:

Platinum Members benefit from the following complimentary benefits and services during their stays at participating GHA Member Brand Hotels:

- Earn DISCOVERY Dollars (D\$) at 6% on eligible spend, with 24-month expiration
- Upgrade to the next higher room category from the room type booked and subject to room availability at the time of check-in. Upgrades are subject to the exclusion of certain specialty suites, including but not limited to, presidential and multiple bedroom suites, residences and villas, as determined by the respective Member Brand Hotel. The Member must request this benefit upon his or her arrival at the Member Brand Hotel. Upgrades will be given only to one room and only to the Member's room. Additional rooms which may have been booked by the Member at or after the time of booking are excluded from upgrades. Upgrades may include rooms on higher floors, with better view, corner rooms, rooms with special amenities, rooms on Club or Executive Floors as identified by the respective Member Brand Hotel. Upgrades to Club Floors or Executive Floors may exclude associated Club Floor or Executive Floor benefits, as determined by the respective Member Brand Hotel.
- The option to keep your room until 3:00 pm on the date of departure at no additional charge, subject to room availability. The desire for a late check out must be mentioned at the reception desk upon arrival.
- Welcome amenity (as determined by the respective Member Brand Hotel; the type of amenity varies by Member Brand Hotel and is subject to availability).
- Member Rates: save 5-10% on the Best Available Rate when booked on direct channels such as www.ghadiscovery.com. Based on availability and may not be available during peak time periods.
- Exclusive Stay Offers and Local Offers
- Complimentary Wi-Fi
- Complimentary Internet access only applies to daily in-room usage. Not applicable to in-room television Internet service or Member Brand Hotel work centres. Members must be registered guests of the Member Brand Hotel or resort to receive complimentary Internet access. Internet access may be restricted in bandwidth.
- Online Membership profile management

4.7.	Titanium level: Titanium Members benefit from the following complimentary benefits and services during their stays at participating GHA Member Brand Hotels: • Earn DISCOVERY Dollars (D\$) at 7% on eligible spend, with 24-month expiration • Double (two categories) upgrade from the room type booked and subject to room availability at the time of check-in. Upgrades may include rooms on higher floors, with better view, corner rooms, rooms with special amenities, rooms on Club or Executive Floors as identified by the respective Member Brand Hotel. Upgrades are subject to the exclusion of certain specialty suites, including but not limited to, presidential and multiple bedroom suites, residences and villas, as determined by the respective Member Brand Hotel. The Member must request this benefit upon his or her arrival at the Member Brand Hotel. Upgrades will be given only to one room and only to the Member's room. Additional rooms which may have been booked by the Member at or after the time of booking are excluded from upgrades. Upgrades to Club Floors or Executive Floors may exclude associated Club Floor or Executive Floor benefits, as determined by the respective Member Brand Hotel. • The option to check in to your room as early as 11:00 am on the date of arrival at no additional charge, subject to room availability. The desire to check in early must be mentioned at least two (2) days prior to arrival. • The option to keep your room until 4:00 pm on the date of departure at no additional charge, subject to room availability. The desire for a late check out must be mentioned at the reception desk upon arrival. • Guaranteed reservations availability at all Member Brand Hotels if the reservation is made before noon (12:00 pm) local time in the country where the Member Brand Hotel is located, at least two (2) days before the expected arrival date. This guarantee only applies to stays with an Eligible Rate, and for one (1) room only (the Member's room). The reservation must be reserved with a valid credit card. Room guarantees, however, are not available during certain dates and exceptional events that generate high demand for the desired destination (these "Extraordinary Demand Dates" are listed on www.ghadiscovery.com and on the relevant Member
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	Brand's web sites). In order to ensure that the Member is able to benefit from the room availability guarantee, the Member must always explicitly request such guarantee at the time of reservation. Room type availability and room rates are not guaranteed. If a rate for which you are normally eligible is not available, your reservation will be subject to the Member Brand Hotel's prevailing rate for the accommodations available. NOTE: The 48-Hour Reservations Guarantee applies only to reservations made online at www.ghadiscovery.com, online at a Member Brand Hotel's website or with the Member Brand Hotel directly. The 48-Hour Reservations Guarantee may periodically be restricted in resort hotels due to the extended nature of guest stays at this hotel type. • Enhanced Welcome amenity (as determined by the respective Member Brand Hotel; the type of amenity varies by Member Brand Hotel and is subject to availability). • An additional brand benefit (type of benefit is determined by the respective Member Brand Hotel and subject to availability at the respective Member Brand Hotel). • Breakfast benefit at participating brands. See section 4.12 for more information. • The ability to share Titanium Tier status with one member. • Member Rates: save 5-10% on the Best Available Rate when booked on direct channels such as www.ghadiscovery.com. Based on availability and may not be available during peak time periods. • Exclusive Stay Offers and Local Offers • Complimentary Wi-Fi • Complimentary Internet access only applies to daily in-room usage. Not applicable to in-room television Internet service or Member Brand Hotel work centres. Members must be registered guests of the Member Brand Hotel or resort to receive complimentary Internet access. Internet access may be restricted in bandwidth. • Online Membership profile management
4.8.	The 48-Hour Reservations Guarantee does not apply during Extraordinary Demand Dates. Extraordinary Demand Dates are determined by the Member Brand Hotels and the DISCOVERY Programme from time to time in their absolute discretion. Extraordinary Demand Dates are subject to change or modification at any time in the Member Brand Hotels' and GHA

	DISCOVERY Programme's absolute discretion. The 48-Hour Reservations Guarantee may periodically be restricted in resort locations due to the extended stay nature of guest stays at these locations.
4.9.	The Share Tier Status benefit will have the following rules when it is made available by GHA: Titanium members are allowed to share their tier status with another member (it can be the same member they have shared with before) once per calendar year, once they have earned Titanium tier status through the normal tier credit requirements. • The validity of the shared tier status will be through the remainder of the calendar year that status was shared, plus the entire calendar year of the following year. • Members cannot share their status with themselves
4.10	It is at the Member Brand's absolute discretion whether or not they provide long-staying guests with a one category upgrade for Platinum level or a double upgrade for Titanium level. GHA DISCOVERY members staying at residences and apartments are not usually eligible for earning tier status, tier benefits or D\$. GHA DISCOVERY members having extended stays (longer than 30 days) will usually earn D\$ and tier credits for the first 30 nights of their stay. From day 31 and on, the member will not be awarded D\$ or tier credits for the remainder of their stay on the room rate but can earn on all other eligible transactions. Existing policies on eligible room rates will apply.
4.11	Member Rates: Members will be entitled to an exclusive GHA DISCOVERY member rate at participating hotels of GHA Member Brands when they book rooms through www.ghadiscovery.com, or through the participating GHA Member Brand websites or mobile apps, or the DISCOVERY mobile app. Rates are subject to availability. GHA DISCOVERY member rates may not be available at certain hotels or for certain dates. The discount is applied to the participating hotels' public rate titled "Best Available Rate" or other specified rates. Discount availability may vary by

	region, brand, and stay dates. Each participating Member Brand Hotel has a policy addressing cancellations and/or blackout dates that may apply. GHA DISCOVERY member rates may not be combined with other promotions, offers or discounts unless otherwise noted and are not valid for existing reservations or groups of more than 10 or more rooms. GHA DISCOVERY member rates must be booked by GHA DISCOVERY Programme members.
4.12 .	Breakfast Benefit: Complimentary breakfast (“Benefit”) is a benefit of the GHA DISCOVERY loyalty programme, available from 5 April 2024 at the hotels of the following brands: Lore Group, Lungarno Collection, Maqo Hotels, Marco Polo Hotels, Mysk Hotels, Niccolo Hotels, Nikki Beach Hotels & Resorts, Shaza Hotels, and Grand Hotel Heiligendamm; from 1 May 2024 at the hotels of The Set Collection (“Participating Brands”) and from 13 November 2025 at Regal Hotels and iclub by Regal Hotels. GHA reserves the right to amend the list of Participating Brands at any given time, without prior notice. The Benefit is available to the GHA DISCOVERY Members whose status in the programme is Titanium at the time of the hotel stay (“Eligible Members”). Members whose status at the time of the hotel stay is Silver, Gold, or Platinum are considered not eligible for the Benefit (“Non-eligible Members”). To avail of the Benefit, Eligible Members must book a stay on direct channels: ghadiscovery.com, the GHA DISCOVERY mobile app, brand or hotel website, or with the hotel reservations team via phone, chat or email. Stay bookings made before 5 April 2024 for stays with check-in on or after 5 April 2024 are eligible for the Benefit. Stays booked on discounted corporate rates will only be eligible at the hotel’s discretion. Eligible Members who booked a room rate that includes breakfast cannot request a refund, change in rate package or compensation for any alternative products or services at the hotel, including if the Eligible

	Member missed breakfast. The Benefit cannot be combined with any other offers or promotions unless explicitly stated. The Benefit applies to the Eligible Member who checked in for an overnight stay at a hotel of a Participating Brand and one (1) additional guest staying in the same room according to the room reservation. The Benefit does not apply to additional rooms or guests booked by the Eligible Member during the same stay. Eligible Members cannot nominate alternative Benefit recipients. If requested by the hotel, Eligible Members must provide their identification document corresponding with their digital GHA DISCOVERY membership card at check-in or check-out. The Benefit cannot be availed outside a hotel stay. The Benefit applies to breakfast served at the hotel and will be for the same breakfast type that the hotel offers to guests who have booked a room and breakfast package. Guests may not take breakfast in the Executive Lounge unless their room booking gives them access to the Executive Lounge. The Benefit does not apply to room service breakfast.
5.	EARNING DISCOVERY DOLLARS (D\$)
5.1.	A Member will earn Base D\$ based on a percentage of their Net Eligible Spend. That earn percentage is determined by the respective GHA DISCOVERY Programme tier status of the Member at the time of issuance. The expiration date on Base D\$ will be based on the tier those D\$ were earned at. When a Member is upgraded or downgraded, the D\$ they have already earned will maintain the original expiration date(s). D\$ are calculated on the eligible spend amount first, then the number of D\$ to be issued is rounded down to the nearest whole number of D\$. In the event that a member earns less than 5D\$ but more than zero D\$ under this formula, they will receive D\$5. • Silver level - 4% of Net Eligible Spend; Expire in twelve (12) months* • Gold level - 5% of Net Eligible Spend; Expire in eighteen (18) months • Platinum level - 6% of Net Eligible Spend; Expire in twenty-four (24)

	months • Titanium level - 7% of Net Eligible Spend; Expire in twenty-four (24) months <i>*Silver D\$ expiry of 12 months is effective for Base D\$ issued as of 1st January 2024. The validity of Silver D\$ issued before 1st January 2024 will remain unchanged at six (6) months expiry.</i>
5.2.	A Member may earn Promotional D\$, which can either be a static amount of D\$ or a percentage of Net Eligible Spend that may differ from the earn percentage based on tier status. Each promotion may offer a different amount of D\$. Expiration of Promotional D\$ will be stated for each promotion and may not follow the same expiration rules that Base D\$ follow. Promotional D\$ that should have been earned but were not automatically applied to their account can be claimed up to 1 month after the date when they should have been earned.
5.3	Base and Promotional D\$ will be awarded within 48 hours of the transaction posting (check-out from a stay or completing an eligible purchase at an eligible outlet).
5.4.	A Member will earn D\$ at a percentage that shall correspond to the level of the Member's membership tier status at the time of check-in or eligible purchase. For example, if a Member satisfies the criteria set forth in Section 5.2 above, and has a Platinum tier Membership at the time of check-in for such stay, then such Member will earn D\$ at the Platinum level of 6%, even if, when making the reservation for such stay, the Member only had a Gold Membership.
5.5.	No D\$ will be awarded on the eligible room rate for "no show" situations when a Member has made a reservation guaranteed with a credit card but then does not check-in to the Member Brand Hotel - irrespective of whether or not the Member's credit card is charged for all or any portion of the reserved stay.
5.6.	To earn D\$ for eligible room rate spend, the Member must reserve the

	room in their name and must provide their GHA DISCOVERY Programme membership number when making the reservation or upon check-in or check-out. When a Member books multiple rooms under the same name, then up to a maximum of two rooms will be counted toward earning D\$. The Member must be staying overnight at the participating Member Brand Hotel for which the multiple room booking was made. Multiple room bookings under the same name at different hotels during the same stay dates will not be eligible for earning D\$. If two members are sharing the reservation (Sharer status at time of check-in) and paying separately, they will both be eligible to earn D\$ for the portion of the bill they pay. NOTE: Hotels will determine if a day use rate will be eligible.
5.7.	On a promotional basis, OTA bookings will be eligible to earn D\$ on a portion of the room rate, only on the 1st stay as a GHA DISCOVERY Programme Member. Member must be enrolled in the GHA DISCOVERY programme before or during their stay. This is fully promotional and the amounts credited and the ability to change amounts are completely at the discretion of GHA and can change at any time.
5.8.	When you book on our direct channels with an eligible rate, then you will be entitled to the full % earn for your tier. If you are booking on a non-direct channel, you will receive up to 50% less D\$ than what you would have received by booking direct. The discounted % earn will be calculated at GHAs discretion.
5.9.	The number of D\$ earned at Participating Properties where a non-U.S. dollar currency is used will be calculated based on Net Eligible Spend that is converted to U.S. dollar at the exchange rate selected by GHA. This may be the foreign exchange rate used by a Participating Property or Outlet, or another rate selected by GHA and may not be the same rate used for currency conversions on the Member's folio.
5.10 .	GHA reserves the right to change the earning percentages and the definition of Net Eligible Spend at any time without prior notice. In addition, GHA may choose to cap the number of D\$ issued to a member

	for a stay where the total Net Eligible spend is more than a certain value (for example, where Net Eligible Spend is more than US\$50,000 GHA may elect to treat it as USD\$50,000 exactly).
6.	REDEEMING DISCOVERY DOLLARS (D\$)
6.1.	D\$ can only be redeemed for eligible transactions paid by the member on folio at time of checkout at the hotel. If two members are sharing the reservation (Sharer status at time of check-in) and paying separately, they will both be eligible to apply their D\$ to their portion of the bill.
6.2.	Members must redeem at least D\$10 in a single transaction. If redeeming more than D\$10, members must redeem in D\$1 increments. For example, if the Net Eligible Spend amount is \$11.99 USD, the member can redeem D\$11 and pay the remaining \$0.99 USD in cash or card. Where the value of D\$ redeemed on a transaction exceeds the total Net Eligible Spend then no refunds or credit will be given for the excess amount of D\$ tendered.
6.3.	A Member can redeem D\$ only for eligible transactions detailed in section 7.1 (Eligible and Ineligible transactions).
6.4.	D\$ will be redeemed in order of expiration, with the D\$ with the nearest expiration date on a member's account being redeemed first.
6.5.	A Member cannot redeem D\$ on stays booked on ineligible rates, such as a rate booked through an Online Travel Agent (OTA).
6.6.	D\$ refunds will not be permitted after the day of the redemption, unless there is an error caused by GHA or the relevant Member Brand (as outlined in Section 8).
6.7.	DISCOVERY Dollars are not a legal currency in any territory and do not have

	any intrinsic value. DISCOVERY Dollars are not redeemable for cash or any form of credit. GHA and the Member Brands will not purchase DISCOVERY Dollars from Members. DISCOVERY Dollars may only be used in redemption for Eligible Transactions in accordance with these Terms & Conditions, for which the redemption value of DISCOVERY Dollars will be as established from time to time by GHA in its absolute discretion. As at the effective date of these Terms & Conditions, GHA has set a redemption value of 1 DISCOVERY Dollar on eligible transactions to be equal to USD 1 or its equivalent in the local currency of the hotel at which the DISCOVERY Dollars are being redeemed. The local currency amount will be determined by GHA on the basis of an exchange rate selected by GHA. This may be the foreign exchange rate between US Dollars and local currency used by a Participating Property or Outlet, or another rate selected by GHA and may not be the same rate used for currency conversions on the Member's folio.
6.8	DISCOVERY Dollars may not be purchased, sold or transferred, except where specifically permitted by these Terms & Conditions. Any permitted purchase, sale or transfer of DISCOVERY Dollars remains subject to the final approval of GHA, which may be delayed or withheld for any reason at GHA's absolute discretion.
6.9	Members can transfer DISCOVERY Dollars to another GHA DISCOVERY Member, subject to the following terms and conditions: • Transfers must be made using the GHA DISCOVERY app • There is no fee for making a transfer of DISCOVERY Dollars to another GHA DISCOVERY Member • The minimum amount that can be transferred in a single transfer is D\$10 and the maximum amount is D\$500 • A Member can make a maximum of two transfers per day • A Member can receive a maximum of two transfers per day • Transfers can only be made to another GHA DISCOVERY Member; if the intended recipient is not yet a Member then they will need to enrol in the Programme in order to receive the transfer • In order to make a transfer, the sending Member will need to enter the recipient's GHA DISCOVERY membership number and last name into the GHA DISCOVERY app form

	• Senders and recipients will only be notified of the transfer if they have email addresses on their GHA DISCOVERY membership profiles, therefore it is recommended that both parties ensure that they have correct email addresses on their profiles before the transfer is made • The expiry date(s) of transferred D\$ will be the same after the transfer has taken place. The soonest expiring D\$ in the sender's account will be automatically selected first for the transfer • All transfers are final and cannot be reversed
7.	ELIGIBLE AND INELIGIBLE TRANSACTIONS
7.1.	The following transactions are classified as Net Eligible Spend and are therefore usually eligible for D\$ redemptions and eligible to be included when calculating how many D\$ a member will earn for an eligible transaction and when calculating Net Eligible Spend towards tier credits. Net Eligible Spend comprises the net transaction value after promotions, discounts and D\$ redemptions are deducted. Taxes, tips and fees are not part of Net Eligible Spend. The list below details which transactions are usually considered to be part of Net Eligible Spend. Room and add-ons: • Room charge/qualified room rate • Room upsell • Early check-in • Late check-out • Package • Crib/baby cot • Extra bed • Day use • Apartments/Residences up to 30 days • Internet • Telcom • In-room media Food and Beverage at eligible outlets: • Restaurants • Bars, pool bars • Lobby cafes • Coffee bars

	• Room service • Minibar Other non-room spend at eligible outlets: • Spa - Service, Treatments, Packages • Golf & Sports - Usage fees • Experiences - activities created for GHA DISCOVERY members
7.2.	The following transactions are usually classified as Ineligible Spend and therefore will not usually be eligible for redemptions of D\$ and the member will not usually earn D\$ or Net Eligible Spend tier credits from these transactions. • All non-eligible rates, like OTA bookings • Complimentary rooms • Employee & Travel Industry Rates, Tours • Transactions at ineligible outlets (at hotel's discretion) • Taxes, tips and fees • Gift Cards and vouchers • Complimentary or gratis items • Food & Beverage ("F&B") • Banquet, catering and events • Outside catering • Nightclubs • Items prohibited as per local legal restrictions can be ineligible at the hotel's discretion: • Retail products • Membership fees, coaching and training fees • Spa, golf, health club, gym • Miscellaneous • Business Centre • Equipment rental • Fax • Florist • Paid-outs • Cash drop • Check drop • Commission

	• Deposit • Donation • Dry cleaning • Exchange fee • Fitness • Gym • Laundry • Loss • Medical/doctor • No show - room, F&B, other • Parking • Partnerships • Payment type • Pool equipment • Profit • Rental • Retail • Service • Tax • Tobacco • Transfer/Transport/Limousine
8.	ERRORS AND RETROACTIVE CLAIMS
8.1.	If the Member believes that D\$, Eligible Nights, Net Eligible Spend, or Brand Stays eligible for membership tier status credit have not been properly credited to his or her account within two (2) weeks of the applicable stay, then he or she may request, within six (6) months of such stay (based on the check-out date or transaction date for outlets), that their membership account balance be adjusted.
8.2.	In order for the Member to be entitled to a retroactive Qualified Night Stay, Net Eligible Spend, Brand Stay credit or D\$ award, the Member must send the hotel invoice and/or the outlet receipt in question along with his

	or her Membership number to GHA DISCOVERY Customer Care. If it is for a stay, the invoice must be in (or must include) the name of such Member.
8.3.	If there is an error in crediting a Member's membership account for Eligible Nights, Net Eligible Spend, Brand Stays tier credits or D\$, the only remedy available to such Member shall be the crediting or re-crediting of such Member's membership account in an amount no greater than the number of Eligible Nights, Net Eligible Spend, Brand Stays or D\$ at issue. GHA shall have no other liability for any delay, error or failure in the crediting of Eligible Nights, Net Eligible Spend, Brand Stays or D\$ to a Member's membership account. Specifically, in no event will GHA or any participating Member Brand Hotels be responsible or liable for special, consequential, extraordinary or indirect losses or damages, including any lost profits.
8.4.	GHA is not responsible or liable for any incorrect or inaccurate transcription of a Member's contact information, for problems related to any of equipment or programming associated with or utilised by the Member, for any human error, for any interruption, deletion, omission, defect or line failure of any telephone network or electronic transmission, for problems relating to computer equipment, software, inability to access any website or mobile app or on-line service, for any other technical or non-technical error or malfunction, for lost, late, stolen, illegible, incomplete, garbled, misdirected, mutilated or postage due mail or other mail or e-mail for whatever reason.
9.	USE OF PERSONAL DATA
9.1.	In order for the GHA DISCOVERY Programme to provide guest recognition it is necessary that we be able to share the information that we receive about yourself from your membership profile, from your stays in hotels or dealings with travel partners, through surveys or forms on www.ghadiscovery.com through verbal, written or electronic requests for information, and through various other means with other parties (collectively "Personal Data"). In its capacity as data controller, GHA is responsible for processing this Personal Data as part of its administration

	and management of the GHA DISCOVERY programme. This Personal Data is intended for use by GHA, the Member Hotel Brands and their respective subsidiaries, affiliates and commercial partners. As a result of the global nature of our business, Members' Personal Data is likely to be transmitted for the above-mentioned purposes to recipients located in countries outside the European Union which may not offer the same level of protection of your data. This transmission, to which the Member gives his/her express consent, is required for the operation of the GHA DISCOVERY Programme and for providing recognition and customer services to the Member. Such information may also be used for marketing purposes that you may find useful or otherwise of value, such as particular hotel, brand or Programme marketing or other offers. We will endeavour to take the appropriate steps to ensure that Members' Personal Data is protected and handled in accordance with best practice in all territories. Members have a right of access to their Personal Data held by GHA, which they can exercise by writing to GHA at contact@ghadiscovery.com.
9.2.	The Member agrees and consents to GHA's registration and processing of Personal Data relating to the Member in the GHA DISCOVERY Programme in accordance with applicable legislation, these Terms & Conditions and GHA's Privacy Policy which is hereby incorporated by reference in its entirety and made a part of these Terms & Conditions.
9.3.	Members of the GHA DISCOVERY Programme have the right to obtain information regarding what Personal Data relating to them is registered with GHA by submitting a written and personally signed request to GHA. Members also have the right to demand that GHA rectify or remove any data concerning the Member that is incorrect or incomplete. Furthermore, the Member may write to the address in Section 10.4 below at any time and indicate that he/she no longer wishes to receive direct mailings, whereupon all Personal Data will be deleted when such personal data is no longer necessary for the purpose set out under these Terms & Conditions.
10	OTHER PROVISIONS

10.1 .	Local deviations to the GHA DISCOVERY Programme and membership conditions may apply based on mandatory legislation in the relevant country.
10.2 .	These Terms & Conditions are governed by the federal laws of the United Arab Emirates and the Emirate of Dubai, without giving effect to any choice of law or conflict of law rules or provisions that would cause the application of any other country's laws. By participating in the GHA DISCOVERY Programme, Members irrevocably consent and agree that any dispute arising from or relating to the GHA DISCOVERY Programme shall be subject to the exclusive jurisdiction of the courts of the Emirate of Dubai. Claims may not be resolved through any form of class action.
10.3 .	By participating in the GHA DISCOVERY Programme, Members expressly acknowledge and agree that GHA provides the GHA DISCOVERY Programme, these and other materials, and other services and products "as-is" and, to the fullest extent permitted by applicable law, expressly disclaims any warranties of any kind, express, implied or statutory, including, but not limited to, warranties of merchantability, fitness for a particular purpose, design, accuracy, capability, sufficiency, suitability, capacity, completeness or availability. GHA shall not be responsible for any guarantees, warranties and/or representations made by third party partner companies. Members also agree that GHA does not represent, warrant, or guarantee that the GHA DISCOVERY Programme or any such other products and services will be uninterrupted, without omissions or error, or that defects will be corrected or changes implemented. Under no circumstances, including, but not limited to, negligence, shall GHA be liable for any direct, indirect, incidental, special or consequential damages arising out of the GHA DISCOVERY Programme, the use of DISCOVERY Dollars (D\$) or any such other products and services, even if GHA or a GHA authorised representative has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, therefore such exclusions may not apply to certain Members. If GHA is held liable for any damages related to such matters, your absolute and exclusive remedy will be limited to reimbursement for services or products paid for by you but not received from the entity held

	liable. You hereby waive any and all rights to bring any claim or action related to such matters in any forum beyond two (2) years after the first occurrence of the kind of act, event, condition or omission upon which the claim or action is based. If any provision(s) of these Terms & Conditions are held to be invalid or unenforceable, all remaining provisions hereof will remain in full force and effect. The failure by GHA to exercise rights granted to GHA hereunder upon the occurrence of any of the contingencies set forth in these Terms & Conditions will not constitute a waiver of such rights upon the reoccurrence of such contingency.
10.4 .	In case of inquiries regarding the GHA DISCOVERY Programme, please contact GHA DISCOVERY Customer Care at: Email: contact@ghadiscovery.com GHA DISCOVERY Customer Care 21st Floor - JBC 5 Tower - Jumeirah Lakes Towers Dubai - United Arab Emirates - PO Box 487771
10.5 .	The offer of benefits and / or Local Experiences is subject to Black-out Dates of hotels and may vary from time to time with or without notice to members. Please find in the Regal DISCOVERY or iclub DISCOVERY webpages.
10.6 .	Not all hotels in Global Hotel Alliance participate in the GHA DISCOVERY Programme.
10.7 .	All of the above information is subject to change.
11	GENERAL TERMS AND CONDITIONS
11.1 .	All rates quoted are subject to availability and alteration. All special offers quoted are limited and subject to availability and may be subject to requirements such as length of stay, number of people, arrival date, etc.

11.2 .	While every effort has been made to ensure the accuracy of all information, GHA and GHA Member Brands do not accept liability for any errors or omissions and reserves the right to change information and descriptions of listed hotels and products.
11.3 .	Online bookings • Please note that different terms, conditions and cancellation policies in relation to all online bookings via Global Hotel Alliance (www.ghadiscovery.com) may apply depending on the hotel and room or rate type selected. Please read carefully the room rate details that are provided before you make your online booking. You are advised to check the rate details before making your online reservation. Please note that service charges (if applicable) may differ depending on hotel and region • Once your booking is made, you will receive an on-screen confirmation reference number. It is recommended you keep a note of this number. You will also receive an email including this reference number and your reservation details. • In the event that you have to cancel your reservation, you will need the aforementioned confirmation reference number as well as the guest's last name used to make the reservation.
11.4 .	VAT: Reservations are subject to prevailing VAT rates applicable during the provision of the service. Therefore, if the prevailing VAT rate changes the costs of the services provided during the stay will be subject to the greater or lesser VAT rate as applicable.
11.5 .	Pricing errors: GHA and GHA Member Brands reserve the right to cancel contracts based upon incorrect information being displayed in relation to price or service.
11.6 .	Guaranteed reservations: Your credit card details are taken at the time of booking for guarantee purposes only. By securing your online reservation with a credit card, your room is guaranteed until the particular time specified during your reservation process, after which the room is released and may be resold. All reservations made on www.ghadiscovery.com can

	be guaranteed by a major credit card (Visa, Mastercard, American Express, Diners). In the case of a no-show, your credit card may be charged a penalty fee.
11.7 .	Cancellations: Cancellations must be received by www.ghadiscovery.com and GHA Member Brands within the cancellation period indicated on the reservation confirmation. If cancellation is not received by the required date, the GHA Member Hotel may charge a late cancellation fee.
11.8 .	Promotions and offers: Please note that all promotional offers are subject to specific terms, conditions and restrictions listed on the specific webpage. All special offers are subject to availability.
11.9 .	Site use: www.ghadiscovery.com is intended to assist the consumer in determining the availability and booking of a hotel reservation. Apart from printing information in connection with your travel, you are not entitled to reproduce, replicate, sell, resell or otherwise exploit the websites listed above unless we provide you with prior written permission to do so.
11.1 0.	Eligibility of use: Use of the www.ghadiscovery.com websites and mobile app is restricted to people over the age of 18 who can enter into binding contracts.
11.1 1.	Passwords: You are responsible for maintaining the confidentiality of your own password and account for all activities that occur under your account.
11.1 2.	Links to third party websites: Links that feature on www.ghadiscovery.com are links to other sites that we believe may be of interest to you. By providing these links we are not endorsing or recommending such sites or the services or material provided by them. We, therefore, accept no responsibility for the materials, services or other situations at or related to or from any other website.

11.1 3.	Disclaimer: • All text, images, audio- and video material used on this website or mobile app is protected by copyright and may not be copied, modified or used for private or commercial reasons. Our aim is to keep the information displayed on this website or mobile app timely and accurate. We do not accept any responsibility or liability whatsoever with regards to the information on this site or mobile app. • Our website may provide links to other Internet sites for the convenience of users. www.ghadiscovery.com is not responsible for the availability or content of these external sites, nor does endorse, warrant, or guarantee the products, services, or information described or offered at these other Internet sites.
11.1 4.	Jurisdiction: • This contract is governed by the federal laws of the United Arab Emirates and the Emirate of Dubai. Programme Changes: • Effective 16 May 2018 Terms and Conditions are now governed by the federal laws of the United Arab Emirates and the Emirate of Dubai. • Effective 24 October 2012 residences and villas have been excluded from upgrade options. 48-Hour Reservations Guarantee restrictions have been added to resort locations. • Effective 13 August 2012 DISCOVERY Local Experience Gold Level Awards will no longer be issued. All existing DISCOVERY Local Experience Gold Level Awards will be honoured for redemption through the earlier of either their expiration date or December 31, 2012. • Effective 7 December 2021 DISCOVERY Loyalty programme renamed GHA DISCOVERY Loyalty. Local Experiences will no longer be awarded but can be purchased. Members will earn DISCOVERY Dollars (D\$) on Net Eligible Spend. Terms and Conditions have been updated to reflect updates.
GHA DISCOVERY RED TIER PROGRAMME TERMS & CONDITIONS	

1.	The GHA DISCOVERY Programme Terms and Conditions will apply to Red tier members, with the exception of the following items.
2.	Section 3 Earning Tier Status: Red Tier members do not earn their status by reference to fixed thresholds of Eligible Nights stayed, Net Eligible Spend or Eligible Brand Stays. They are invited to Red Tier status by GHA at GHA's absolute discretion.
3.	Section 4 Programme Benefits: Red Tier members will receive the following benefits. Earn DISCOVERY Dollars (D\$) at 7% on eligible spend, with 24-month expiration Suite upgrade from the room type booked and subject to room availability at the time of check-in. Upgrades may include rooms on higher floors, with better view, corner rooms, rooms with special amenities, rooms on Club or Executive Floors as identified by the respective Member Brand Hotel. Upgrades are subject to the exclusion of certain specialty suites, including but not limited to, presidential and multiple bedroom suites, residences and villas, as determined by the respective Member Brand Hotel. The Member must request this benefit upon his or her arrival at the Member Brand Hotel. Upgrades will be given only to one room and only to the Member's room. Additional rooms which may have been booked by the Member at or after the time of booking are excluded from upgrades. Upgrades to Club Floors or Executive Floors may exclude associated Club Floor or Executive Floor benefits, as determined by the respective Member Brand Hotel. The option to check in to your room as early as 10:00 am on the date of arrival at no additional charge, subject to room availability. The desire to check in early should be mentioned at least two (2) days prior to arrival. The option to keep your room until 6:00 pm on the date of departure at no additional charge, subject to room availability. The desire for a late check out should be mentioned at the reception desk upon arrival. Guaranteed reservations availability at all Member Brand Hotels if the reservation is made before noon (12:00 pm) local time in the country where the Member Brand Hotel is located, at least two (2) days before the expected arrival date. This guarantee only applies to stays with an Eligible

Rate, and for one (1) room only (the Member's room). The reservation must be reserved with a valid credit card. Room guarantees, however, are not available during certain dates and exceptional events that generate high demand for the desired destination (these "Extraordinary Demand Dates" are listed on www.ghadiscovery.com and on the relevant Member Brand's web sites). In order to ensure that the Member is able to benefit from the room availability guarantee, the Member must always explicitly request such guarantee at the time of reservation. Room type availability and room rates are not guaranteed. If a rate for which you are normally eligible is not available, your reservation will be subject to the Member Brand Hotel's prevailing rate for the accommodations available. NOTE: The 48-Hour Reservations Guarantee applies only to reservations made online at www.ghadiscovery.com, online at a Member Brand Hotel's website or with the Member Brand Hotel directly. The 48-Hour Reservations Guarantee may periodically be restricted in resort hotels due to the extended nature of guest stays at this hotel type.

Enhanced Welcome amenity, refreshed daily (as determined by the respective Member Brand Hotel; the type of amenity varies by Member Brand Hotel and is subject to availability).

An additional brand benefit (type of benefit is determined by the respective Member Brand Hotel and subject to availability at the respective Member Brand Hotel).

The ability to share Titanium tier status with one member.