

Privilege Rewards Program

Lotte Hotel Privilege Membership Terms & Conditions

The terms and conditions of Privilege Membership rewards program and privileges are set out at the sole discretion of the LOTTE Hotels & Resorts for the protection of the members. The terms and conditions are subject to change without prior written notification.

Section 1 General

- 1-1 These terms and conditions apply to the rewards program and membership privileges provided to Privilege members by LOTTE Hotels & Resorts.
- 1-2 The terms and conditions cannot be interpreted as a contract between the LOTTE Hotels & Resorts and the members. LOTTE Hotels & Resorts does not assume any contractual obligation to the members. The terms and conditions can be changed or superseded without prior written notification by the LOTTE Hotels & Resorts.
- 1-3 The term "LOTTE Hotels & Resorts" as used in these terms and conditions is defined as LOTTE Hotels & Resorts (Seoul, World(Seoul Jamsil), Jeju, Ulsan, Busan, Moscow, Guam, Legend Hotel Saigon, Hanoi), LOTTE City Hotel (Seoul Mapo, Gimpo Airport, Jeju, Daejeon, Seoul Guro, Ulsan, Kinshicho), LOTTE Resort (Buyeo), and any LOTTE Hotels & Resorts to be opened in the future, as well as the employers and employees of the mentioned hotels therein.
- 1-4 The term "LOTTE Duty Free Shop" as used in these terms and conditions is defined as LOTTE Duty Free Shop locations in Korea (Sogong, World, Busan, Jeju, Incheon Airport, Incheon Airport B, Gimpo Airport, COEX). Overseas locations are not applicable.
- 1-5 LOTTE Hotels & Resorts reserves the right to change any of the benefits, rewards or point accrual system pertaining to the Program at its sole discretion. Any change will be announced and notified to members by appropriate means.
- 1-6 All interpretations of Program terms, conditions, and exceptions shall be at the sole discretion of the LOTTE Hotels & Resorts.
- 1-7 be construed under the laws of the Republic of Korea with reference to international laws and customs.

- 1-8 Membership in Privilege Rewards Program is void if membership application or any content of the terms and conditions are prohibited by law in the country of the member's or applicant's domicile.
- 1-9 The venue for all suits related with the Program terms and conditions will be in competent court where the LOTTE Hotels & Resorts. is located.

Section 2 Membership Application & Issuance of Membership Card

- 2-1 Only individuals above the age of 19 may apply for membership. Each member is issued with one membership number and one membership card. Points, privileges and benefits earned through this Program cannot be disposed at the member's own discretion. The sale, transfer, and use as collateral are prohibited under any circumstances.
- 2-2 Members cannot own more than one membership account.
- 2-3 You will be asked to give your consent for the provision of your personal information to a third party upon applying for membership. If you choose not to give your consent, you will not be able to earn or redeem points and receive partnership services at partner hotels LOTTE Hotels & Resorts(Busan, Moscow), LOTTE City Hotels(Kinshicho), LOTTE Resorts(Buyeon), LOTTE Duty Free Shop.

Section 3 Membership Qualification & Termination

- 3-1 This membership rewards program is provided free of charge to members using participating hotels and stores.
- 3-2 Each member has the right to inquire at LOTTE Hotels & Resorts regarding various benefits, special programs, and accrued points at any time. LOTTE Hotels & Resorts. will provide information on any changes to the program, beneficial hotel information, member's accrued points, and other matters of interest by means deemed appropriate. LOTTE Hotels & Resorts shall not be held responsible for any problem caused to members due to the loss or delay of mail.
- 3-3 Each member is responsible for advising LOTTE Hotels & Resorts of any changes to his or her address and other member information. LOTTE Hotels & Resorts shall not be held responsible for any problem caused to members for failing to do so.
- 3-4 **Membership is valid until withdrawal and all accumulated points are subject to expiration 3 years after the date of accumulation.**

- 3-5 LOTTE Hotels & Resorts reserves the right to discontinue membership of any member who violates the terms and conditions, such as sale of benefits and rewards, and any member who acts in a manner inconsistent with laws, statutes, and ordinances.
- 3-6 Any membership discontinued under provisions 4 and 5 may result in the loss of all accumulated points and the cancellation of various benefits and rewards.

Section 4 Accrual of Points

- 4-1 Points are earned according to the terms and conditions of the rewards program. Members must not earn points on multiple accounts. Points from one membership number cannot be combined or bartered with points from any other accounts.
- 4-2 Points can be earned for hotel stays and food and beverage charges at LOTTE Hotels & Resorts(Seoul, World(Seoul Jamsil),, Jeju, Ulsan, Busan), LOTTE City Hotel Jeju and only hotel stays at LOTTE City Hotels(Seoul Mapo, Gimpo Airport, Daejeon, Seoul Guro, Ulsan, Kinshicho), LOTTE Legend Hotel Saigon, LOTTE Hotels & Resorts.(Guam, Hanoi) and LOTTE Resort Buyeo (F&B excluded). Points can be earned for hotel stays and any food, beverage and other bills charged to the room at LOTTE Hotel Moscow. Points will not be awarded at LOTTE Duty Free Shop, overseas affiliated hotels, and all other entities prescribed.
- 4-3 Points are earned only when a member provides the member number. The payment eligible for points is the amount fully paid by the member. Points are not rewarded for the amount paid with points, vouchers, and gift certificates.
- 4-4 To earn points, a member must be a registered, paying guest at the LOTTE Hotels & Resorts with proof of room or food/beverage bill payment. Bills dated before membership registration are not eligible for the points.
- 4-5 All charges incurred from the following do not earn points:
- ① Membership fees and credit card purchases of LOTTE Hotels & Resorts membership programs, including Fitness Club and Trevi Club
 - ② Leased shops or concessions such as laundry service at LOTTE City Hotels, pay movies, mobile phones in rooms, rental-cars, and massage service
 - ③ Fitness club, sauna, spa, casino

- ④ Complimentary incentive package vouchers, complimentary room vouchers, complimentary dining vouchers, services provided outside of the hotels, banquet room rental, and banquet service
- ⑤ Vouchers and coupons sold by travel agencies, and special rates offered to airline crews and travel agency employees
- ⑥ All expenses (room, food and beverage, etc.) paid by 3rd party or travel agency as a group, such as convention
- ⑦ Expenses incurred by a staying guest other than the member.

- 4-6 Members staying at the hotel can earn points for up to three (3) rooms per stay. (However, all the rooms must be booked under the member's name. The member must stay at the hotel and settle the payment for all the rooms billed to one bill upon check-out.)
- 4-7 Only food and beverage items are eligible for points at food and beverage outlets. Payment for any other item shall be excluded.
- 4-8 Points are awarded for expenses incurred at LOTTE Hotels & Resorts at the time of bill settlement. Based on the hotel's USD rate, 5% of room revenue and 1% of food and beverage revenue will be awarded as points. Lotte Hotel Moscow awards points for 3% of total charges billed to the room. The exchange rate is based on the basic rate of LOTTE Hotels & Resorts computing system.
- 4-9 Privilege points and airline mileages cannot be earned for the same stay
- 4-10 Accrued points do not constitute property of a member, may not be sold and are not tradable and non-transferable. But, accrued points are inheritable or transferable upon death to immediate family members, as part of a domestic relations matter, or otherwise by operation of law.
 - ※ Requires family relation certificate, a death certificate
- 4-11 Any points which the LOTTE Hotels & Resorts deems to have been transferred, sold or assigned in violation of the terms and conditions will be forfeited or canceled.

Section 5 Redemption of Points

- 5-1 Points can be redeemed for LOTTE Hotels & Resorts stays and LOTTE Duty Free Shop purchases when you have accumulated more than 100 points, and food and beverage

charges when you have more than 10 points. Members must redeem points for a Privilege Voucher in units of 100 points to use at affiliated hotels.

- 5-2 Members should show a membership card or pictured ID and check with an employee whether the points can be redeemed at LOTTE Hotels & Resorts and LOTTE Duty Free Shops without an application form.
- 5-3 Members must redeem points for a Privilege Voucher to use at LOTTE Resort Buyeo and affiliated hotels. The Privilege Voucher is issued in units of 100. Members must submit a request form or apply online through the hotel website. Members should allow up to two (2) weeks after the request form has been submitted for delivery of Privilege Voucher. Delays could occur if there is missing information or an unforeseen problem occurring during the processing.
- 5-4 Members must provide the following information when requesting a Privilege Voucher: membership number, member's name, user's name, voucher value, and date of intended use.
- 5-5 The Privilege Voucher is valid for one year from the date of issue.
- 5-6 Unused Privilege Voucher can be credited to the member's account only if the voucher is submitted to the "Privilege" department within the validity term.
- 5-7 The Privilege Voucher may be issued to any person designated by the member in advance. Once issued, the Privilege Voucher may be used only by the individual named on the voucher. The voucher must be signed by the member upon receipt to validate it, and used only at the designated place. If the place of use is an affiliate hotel, the member must personally book the stay at the desired hotel. LOTTE Hotels & Resorts is not liable for any matters related to the booking at the designated hotel.
- 5-8 Users of Privilege Voucher must present the Privilege Voucher(s) and an ID to verify identity of the user. The Privilege Voucher cannot be used upon failure to provide identification.
- 5-9 The Privilege Voucher cannot be exchanged for cash or sold. Any voucher obtained in this manner will be considered illegal and deemed void.
- 5-10 Any remainder of the Privilege Voucher value incurred after use cannot be redeemed for cash. The remainder will be transferred to the member's point account. Any remainder incurred after use at affiliated hotels and stores cannot be redeemed for cash nor re-deposited to the member's account.

- 5-11 When using the Privilege Voucher at LOTTE Duty Free Shop, goods from different stores cannot be paid together with one (1) voucher. Returned goods purchased with Privilege Voucher cannot be refunded in cash. The amount will be credited to the member's account.
- 5-12 Privilege Vouchers will not be reissued if damaged, lost or stolen. LOTTE Hotel is not responsible for any problem occurring during the delivery performance of postal service or other suppliers.
- 5-13 Hotels and participating stores where the Privilege Voucher is accepted can be changed without prior notice at any time.
- 5-14 Members must abide by the rules and procedures noted on the Privilege Voucher and the cover letter of the Privilege Voucher. A user's right will be preserved only if he or she follows the rules and procedures.
- 5-15 The Privilege Voucher is void where prohibited or restricted by law.

Section 6 Privilege Member Benefits

- 6-1 Members can receive special benefits provided by the LOTTE Hotels & Resorts. The benefits and benefit providers may be changed with or without notice by LOTTE Hotels & Resorts.
- 6-2 Member privileges stated in Article 6-4 from ① to ⑤ are provided during stays at LOTTE Hotels & Resorts.
- 6-3 Members must provide membership number when booking to receive Privilege Rewards Program benefits, and present membership card when checking in at the hotel or purchasing goods at participating stores. Member must abide by all terms and conditions.
- 6-4 Member benefits provided by LOTTE Hotels & Resorts are as follows:
- ① Room discount (From Rack Rate/cannot be combined with any other discount offers)
 - LOTTE Hotel Seoul, World(Seoul Jamsil), Ulsan, Busan, Moscow, Guam : 20% discount
 - LOTTE Hotel Jeju : 30% discount on weekdays (Monday ~ Thursday), 20% discount on weekends (Friday~Sunday)

No discount benefit during peak seasons (July 14~August 20, December 21~24
December 29~January 2)

- LOTTE Resort Buyeo room rate 20% discount (Low season) (Saturday : additional charge of 3,000~8,000KRW)

No discount benefit during peak season (July 19 - Aug 24)

- LOTTE City Hotel Seoul Mapo, Gimpo Airport, Jeju, Daejeon, Seoul Guro, Ulsan, Kinshicho (Tokyo), : 10% discount

- ② Complimentary morning paper service upon guest request
- ③ Complimentary use of sauna at LOTTE Hotel World
- ④ Complimentary use of GYM & Swimming Pool at LOTTE Hotel Moscow.
- ⑤ 10% discount at LOTTE City Hotel Seoul Mapo, Gimpo Airport's "Naru" Restaurant (Breakfast excluded)
- ⑥ Aqua garden& Sauna 50%, Restaurant (Bondimaseul) 10% discount at LOTTE Resort Buyeo (NOT applicable for accompanying guests)
- ⑦ 20% discount on LOTTE World Adventure all-day pass (Up to 3 accompanying guests)
- ⑧ 5~10% discount at the LOTTE Duty Free Shop in Korea (Certain brands and items excluded)
- ⑨ 10% discount on Asiana Airlines' domestic flights (certain routes and periods excluded)

- For inquiries, please call ☎ +82.2.2669.8180

6-5 The benefits provided by affiliated hotels other than LOTTE Hotels & Resort are different from the benefits listed in provision 6-4. Affiliated hotels will provide member benefits at their own discretion.