LOTTE HOTEL REWARDS Terms of Use

The following pertains to special accounts, and rewards, and the benefit of the LOTTE HOTEL & RESORTS, LOTTE HOTEL REWARDS (hereafter called "the Program"). Above is according to the unique perspective of LOTTE HOTEL & RESORTS and were made to protect its members. LOTTE HOTEL & RESORTS has the right to make changes to the Program's terms and conditions at its discretion. Members or awards related to LOTTE HOTEL REWARDS, in accordance in accordance with internal documentation or changes related to LOTTE HOTEL & RESORTS or its affiliates.

Article 1. Purpose

These terms and conditions govern the service and basic details of operation regarding your use of the LOTTE HOTEL REWARDS ("Membership") program operated by LOTTE H. HOTELS & RESORTS ("HHR").

Article 2. Definitions

1. "LOTTE HOTEL REWARDS Member" ("Member") refers to a customer who has signed up in accordance with the specified registration process, agrees to the Membership terms and conditions, and consents to the collection and use of personal information.

2. "LOTTE HOTEL REWARDS Card" ("Mobile Membership Card") refers to a mobile card issued by the hotel for successful use of Membership services by Members.

3. "Rewards Point" ("Points") refers to points awarded to Members based on the accumulation rate set by the hotel for the use of hotel services. Their value is fixed in addition, they may be added, subject to change based on the revision of the terms and conditions.

4. "Gift Voucher" refers to a service voucher provided to Members once a year. The service vouchers provided vary by Membership level.

5. "Points Voucher" refers to a voucher that Members issue by converting their accumulated points, exclusively through short-lived website.

6. "Qualifying Stay" refers to a stay for which a Member has made a reservation through the hotel website, mobile app, hotel reservation department, etc., details of which are set forth in section 5.

7. "Qualifying Amount" refers to the amount spent during a qualifying stay by Members that is eligible for points accumulation. It consists of the amount spent on the food and beverage, merchandise and beverage charges excluding taxes, service charges, parking fees and service charges. The applicable exchange rate for foreign currency payments is the exchange rate applied by the hotel on the date of the Member's departure.

8. "LOTTE DUTY FREE" refers to LOTTE DUTY FREE stores at Incheon and Gimpo International Airports.

9. "Online Coupon" refers to a coupon issued by the hotel for Members can view on the hotel website or mobile app. Members can use online coupons to receive benefits offered by the hotel for a limited time.

10. "Stamp" refers to a stamp automatically issued to Member account as a free accumulation during hotel stamp promotions. Members can accumulate stamps up and receive benefits.

Article 3. Membership Overview

1. This Membership program is free of charge.

2. The services provided by the Membership program include Rewards Points accumulation and redemption, discount benefits, gift vouchers, online coupons, stamp and mobile Leisure shop.

3. The scope of services regarding Membership program terms and conditions and operation, is as follows:

1) SEOMIL GEN X, SEOMIL

2) LOTTE Hotel (SEOUL, NOBLESS, BUSAN, JEJU ISLAND, NAMDO, GAGOSA, SUN CITY, GUMI, MACCHIA), ST. PETERSBURG, VLADIVOSTOK, YANGZOU, ZHUHAI), BEIJING JIANGWAI, CHANGSHA, HONGQIAO

3) LOTTE City Hotel (Gimpo, Cuni, Mapo, Myeongdong, Daejeon, Jeju, Ulsan, Iksan, Wonju)

4) LOTTE MAIN VILLA P

However, LOTTE NEW YORK PALACE, LOTTE City Hotel Tashkent Palace, LOTTE HOTEL SAMARA, and LOTTE Sheraton Bukhara, Bujeo, Jeju, Wonju are excluded from the scope of services.

4. All service benefits will be provided to Members only. Members must present photo ID and their Mobile Membership Card for use of services.

Article 4. Membership Registration and Account Creation

1. Members can sign up through the hotel website, mobile app, and in-store registration at Membership counters.

2. Members must be at least 19 years of age to sign up for a Membership. Corporations and organizations cannot sign up.

3. There is a limit of one Membership account per person. In the event of duplicate registration, all but one Membership account shall be terminated. Points and benefits of the terminated Membership account shall be added to the remaining Membership account.

4. Upon registration, a MAIN Membership Card will be issued and can be viewed on the hotel website or mobile app. Members that sign up as a hotel designated establishment can view the Card after activating their account through the hotel website or mobile app.

5. Pursuant to Article 23(2) of the Act on Promotion of Information and Communications Network Utilization and Information regarding the validity term of Membership accounts will be notified to Members of Members who do not sign in to the hotel website or users intended for one year shall be terminated by and when may not limited.

Article 5. Membership Withdrawal and Loss of Eligibility

1. Members may request Membership withdrawal through the hotel website, mobile app, by written request, or other methods designated by the hotel.

2. Upon Membership withdrawal, the account, points, and benefits in the Member's possession shall automatically expire.

3. Membership shall be valid until withdrawal. However, the hotel may terminate Membership or eligibility in the event of the following:

1) Transfer or sale of Membership benefits, points, vouchers, etc. by the Member to a third party

2) Registration with false, erroneous or incomplete information

3) Disruption of transaction procedures by the Member (ex., including interference with other Members' use of services, or theft of information)

4) Interference with normal hotel operations by the Member

5) Death of the Member

6) Other unauthorized actions

4. Upon termination of Membership eligibility, the account, points, and benefits associated with Membership eligibility shall expire and other special benefits cannot be used.

Article 6. Membership Levels and Special Benefits

1. Membership is divided into Basic Classic, Silver, Gold, and Platinum.

2. Members shall be granted Classic Membership upon registration.

3. Requirements only for the hotel must be satisfied to maintain or achieve higher Membership levels.

4. The initial date determines the Member's Membership level by considering qualifying stays throughout one year of Membership usage based on the following criteria, of which at least one out of three must be satisfied for the applicable level.

(Membership Level Determination Criteria)

Criteria	CLASSIC	SILVER	GOLD	PLATINUM
Number of stays	-	3 or more	16 or more	32 or more
Number of nights stayed	New Member registration	More than 7	25 or more	50 or more
Qualifying Amount	-	USD 3,000 or more	USD 7,000 or more	USD 15,000 or more

5. Detailed conditions for recognition of qualifying stays (this stays and year in relation to the Membership level determination criteria set forth in Section 4 hotel stays, number of nights stayed, qualifying amount as follows:

1) The period considered for qualifying stays shall be based on stays earned from one year (1 January to 31 December) of a fiscal year.

2) The following shall be excluded from qualifying stays and the aggregated amount:

① Long-term stay rates and special rate reservations

② Reservations made with free room or accommodation vouchers (packages, free upgrade vouchers or vouchers provided by Membership)

③ Reservations made through travel agencies or other third parties

④ Reservations with airline or bank agency employee rates applied

⑤ Reservations with corporate, banquet, or association rates

⑥ Accounts not paid directly by the Member to the hotel

6. Level determinations are effective as typically maintained by and determined by reflected to the first week of January every year.

7. Membership levels shall be maintained until December 31 of the same year.

8. Each Membership level offers different service benefits. Detailed conditions or service and scope per Membership level are as follows:

(1) Service benefits per Membership level

	Classic	Silver	Gold	Platinum	Remarks
Accumulated Points	Equivalent to 3% of qualifying amount	Equivalent to 4.5% of qualifying amount	Equivalent to 5.25% of qualifying amount	Equivalent to 6% of qualifying amount	- Base currency of USD = USD 1 = 100 points
Gift voucher	1 night accommodation voucher	-	-	1 voucher	- Waived: date of arrival, December 24, December 25, December 31
	Voucher Amount	1 x USD 10 voucher	1 x USD 10 voucher	2 x USD 50 vouchers	
Food and beverage discount	5%	5%	10%	10%	- Limited to food and beverage establishments designated by management - CL and EL (excluded), FR, GL, and 10% FL applicable at SEOMIL GEN X, JEJU ISLAND, BUSAN, YANGZOU
Laundry discount	-	10%	15%	20%	- Limited to establishments under direct hotel management
Horse bedding discount	-	-	10% all attending 15% all Imari	20% off bedding 25% all Imari	- Purchase requires holiday/festival Imari
Room upgrades*	-	-	o	o	- 1 free Club Lounge access per stay and starting game per room stay (Rate of change for 1 person reservation) - 2 x (1 person reservation) = Must be 19 years of age and room is access Club Lounge - Upgrade is subject to be limited to hotel with Club Lounge or Executive Lounges.
Free Club Lounge admission for 1 accompanying guest	-	-	o	o	- Available at SEOMIL and EL star hotels depending on rooms availability (excluding Suite rooms)
Welcome amenities*	-	-	o	o	- Limited to SEOMIL and Luxury hotels only.
Late Checkout	-	-	-	3:00 PM	- Excluding Jeju and Augusta for LOTTE HOTEL JEJU - 1,500 points offered as compensation if unavailable due to hotel circumstances
Standard special benefits	Rewards Member rate provided *5-10% discount at LOTTE DUTY FREE stores across Incheon for certain brands and items) 10% restaurant discount and LOTTE City Hotel Tokyo Ikebukuro Park Lounge Buffet for members and breakfast included.				

(2) Double conditions for use of special benefits per Membership level

① All special benefits provided shall be limited to the Member's room of stay(1 room).

② Gift voucher redemption shall be limited to the Member only.

③ For each gift voucher issued, 1 point shall be automatically deducted from the Member's account.

④ Gift vouchers shall be valid for the year of issue valid only (31 of the following year. Vouchers shall automatically become invalid upon expiry and validity cannot be extended.

⑤ Gift vouchers shall be accepted at the following establishments:

■ Qualifying establishments: Rooms, food and beverage establishments under direct hotel management as accepted at LOTTE DUTY FREE)

■ Non-qualifying establishments: LOTTE DUTY FREE stores at Incheon and Gimpo International Airports, and online Duty Free Shop (limited to certain brands and items)

■ Minimum redemption: 10,000 (points)

⑥ Points shall be deducted automatically upon use of gift vouchers. The rate of voucher issue (calculated points) as follows:

■ Hotel

■ 10K (Minus 10K/ 10K (1,000 points) 10K/ 10K/20K (points) 20K/ 10K/20K (points)

■ LOTTE DUTY FREE

■ 10K (Minus 10K/ 10K/ 10000 (points)

⑦ Points vouchers shall be valid for one year from the date of issue. Vouchers shall automatically become invalid upon expiry, and validity cannot be extended.

⑧ Once issued, points vouchers cannot be canceled, exchanged for cash, or sold. Points vouchers obtained in this manner cannot be redeemed.

⑨ Any balance remaining upon points voucher redemption cannot be refunded or returned.

⑩ When issuing points vouchers, Members can designate a user of advance using HHR Event. However, redemption is limited to the one indicated on the voucher.

⑪ Only those points vouchers can be redeemed on the hotel website or mobile app.

(3) Conversion of points — partner points

① Members can convert their points to points of hotel affiliated partners through the hotel website.

② Terms and conditions governing points conversion may vary by partner. Redemption or other use of converted points shall be governed by the terms and conditions of the applicable partner program.

③ Partners reserve the right to change or terminate partnerships with partner circumstances.

④ Once converted to partner points is requested, it cannot be reverted or canceled.

⑤ Members can view information regarding partners on the hotel website.

Article 7. Earning Points

1. Members can earn points according to the Membership program terms and conditions and regulations, and cannot earn points separately with multiple Membership numbers.

2. Points shall only be awarded for stays completed by the Member, and for which they present their Membership number and pay directly.

3. Points shall only be awarded for a qualifying stay according to the Membership level, using the following criteria:

■ Rewards Points = Qualifying amount X Accumulation rate per level (%)

※ 1) Qualifying amount of USD 1.00

Level	Accumulation rate	Accumulated points
Classic	3%	300
Silver	4.5%	450
Gold	5.25%	525
Platinum	6%	600

4. The following shall be excluded from points accumulation:

① Charges from facilities other than the room rate

② Taxes and service charges

③ Charges from leased establishments

④ Meeting rooms and banquet charges

⑤ Gift certificates or tokens, paid Membership fees and annual fees

⑥ Travel agency and other third party rates

⑦ Airline ticket agency employee rates

⑧ Corporate, banquet, association, long-term stay, and special rates

⑨ Free room or accommodation vouchers (packages, accommodation vouchers provided by Membership)

⑩ Usage records, providing Membership registration

⑪ Account paid directly in food and beverage establishments under direct hotel management

⑫ Amount not subject to Membership fee collection

⑬ Charges from a VIP

5. Members can accumulate for up to 2 rooms in the same date. However, points shall only be awarded for the Member's per diem for up to 2 rooms in the room in addition to the Member's room.

6. If points are not awarded because the Member does not present their Mobile Membership Card, they can request credit of points through the hotel website within 6 months from the check-out date.

7. Points cannot be awarded together with airline mileage. (Select 1)

Article 8. Redeeming Points

1. When redeeming points, Members must state their intention to do so and present their Mobile Membership Card along with a photo ID.

2. The value of the points is as follows:

■ Hotel value: 10 points = USD 1

3. Points shall be accepted at the following establishments:

① Hotels

■ Qualifying establishments: Rooms, food and beverage establishments under direct hotel management

■ Minimum redemption: 1,000 points

② LOTTE DUTY FREE

■ Qualifying establishments: LOTTE DUTY FREE stores at Incheon and Gimpo International Airports, and online Duty Free Shop (limited to certain brands and items)

■ Minimum redemption: 10,000 (points)

4. Points shall be deducted automatically upon use of gift vouchers. The rate of voucher issue (calculated points) as follows:

■ Hotel

■ 10K (Minus 10K/ 10K/ 10K (1,000 points) 10K/ 10K/20K (points) 20K/ 10K/20K (points)

■ LOTTE DUTY FREE

■ 10K (Minus 10K/ 10K/ 10000 (points)

5. Points vouchers shall be valid for one year from the date of issue. Vouchers shall automatically become invalid upon expiry, and validity cannot be extended.

6. Once issued, points vouchers cannot be canceled, exchanged for cash, or sold. Points vouchers obtained in this manner cannot be redeemed.

7. Any balance remaining upon points voucher redemption cannot be refunded or returned.

8. When issuing points vouchers, Members can designate a user of advance using HHR Event. However, redemption is limited to the one indicated on the voucher.

9. Only those points vouchers can be redeemed on the hotel website or mobile app.

(2) Conversion of points — partner points

① Members can convert their points to points of hotel affiliated partners through the hotel website.

② Terms and conditions governing points conversion may vary by partner. Redemption or other use of converted points shall be governed by the terms and conditions of the applicable partner program.

③ Partners reserve the right to change or terminate partnerships with partner circumstances.

④ Once converted to partner points is requested, it cannot be reverted or canceled.

⑤ Members can view information regarding partners on the hotel website.

Article 10. Donation

1. Members can donate points to a charity affiliated with the hotel.

2. The charity affiliated with the hotel is the Korean Committee for UNICEF, which plans to change according to circumstances, notice of which shall be provided by the hotel website.

3. Members can donate points in units of USD 0.50 / 1.00 / 5.00 / 10.00 / 50.00 / 100.00 / 500.00 / 1,000 through the hotel website.

4. Once made, donations of points cannot be canceled.

5. Receipts for donated points for income tax deduction shall not be issued due to legal issues regarding collection of personal identification information, such as resident registration numbers.

Article 11. Expiry of Points

1. Accumulated points shall expire on December 31 of the third year from the date of accumulation.

2. Expired points cannot be restored or redeemed after expiry.

3. If HHR Membership program is terminated, the points in the Member's possession shall automatically expire after 6 months from the notice of termination.

Article 12. Online Coupons and Stamps

1. Online coupon features and benefits: Different types of coupons per Membership level offer various benefits that can be enjoyed at each hotel chain. Coupon benefits are subject to change according to the hotel's policy. Coupon details can be viewed on the hotel website or mobile app. Once issued, coupons cannot be transferred under the pretext of validity period or other reasons.

2. Stamp features and benefits: Members can earn a stamp in their account during hotel stamp promotions. Once a prize requirement is accumulated, Members can receive a free accumulation. Stamp promotion details, including prize requirements, validity period, and prize benefits, are subject to change according to the hotel's policy.

3. Other services: The hotel may develop and provide additional services to Members. Service provision standards apply according to applicable laws. LOTTE e-Gate website operation policies of the respective service.

Article 13. Revision

1. According to hotel or partner circumstances, the hotel may change program components, special benefits, and other content, and may also terminate the hotel Membership program.

2. The hotel may change the details of any revision of the terms and conditions and the details of each revision 14 days before implementation, using at least one of the following methods: hotel website, formal letter, email, or other methods.

3. Members can reject the revised terms and conditions and withdraw Membership prior to the date of such revisions. However, following the hotel's notice of revision of terms and conditions, if Members do not object by the effective date of revision, they shall be deemed to agree to the revised terms and conditions.

4. If the Membership program is terminated, notice of such shall be posted on the hotel website at least 3 months before termination and all Members shall receive advance individual notice.

5. All Members shall be notified of any changes to the terms and conditions or termination regardless of their consent to receive marketing communications. The hotel shall not be responsible for any disadvantages caused by the Member's failure to verify such or provide accurate information.

Article 14. Interpretation and Jurisdiction

1. Interpretation of disagreed regulations and exemptions shall be made reasonably in accordance with relevant laws and commercial practices.

2. If any of the program terms and conditions are in breach of statutory provisions and for the Member's protection of residence, registration may be cancelled.

3. These terms and conditions are established in accordance with international practices and the laws of the Republic of Korea.

4. The Seoul Central District Court shall be the competent court of first instance for any dispute arising in connection with these terms and conditions.

Date of change

Date of change : 1st March 2019 (Previous download version)

Date of change : 1st August 2019 (Previous download version)

Date of change : 1st March 2020 (Previous download version)

Date of change : 1st January 2018 (Previous download version)

Date of change : 1st January 2019 (Previous download version)

Date of change : 1st May 2019 (Partners download version)

Date of change : 23 January 2020 (Previous download version)

Date of change : 2 March 2020 (Previous download version)

Date of change : 2 June 2020 (Previous download version)

Date of change : 1 July 2020 (Previous download version)

Date of change : 1st September 2020 (Previous download version)

Date of change : 1st December 2021 (Previous download version)

Date of change : 1st January 2022 (Previous download version)

Date of change : 1 March 2022 (Previous download version)

Dates of enforcement : 27 May 2022.

The terms and conditions of LOTTE HOTEL REWARDS membership Program will apply from 27 May 2022.