



Hotels Collection

General Terms and Conditions of "my Bt Collection" Loyalty Program (effective as of February 1st, 2023)

What is "my Bt Collection"?

"my Bt Collection" is the guest loyalty program of the Bt Hotels Collection group of hotels – International Hotel Casino & Tower Suites, Golden Sands Resort, and the Rila Hotel, Borovets Resort (the "Program"). The participants in the Program are entitled to special privileges and price discounts on various services provided by the hotels.

How to participate in "my Bt Collection" Loyalty Program?

Any guest who is of legal age and has made a direct booking (without the assistance of a third-party tour operator, agency or OTA) in any of our hotels, is eligible to become a loyal guest-member of "**my Bt Collection**". Such reservations may be made through the hotels' websites, by phone, at the official email of the respective hotel or simply at the hotel's Reception desk. In the booking process, a guest number will be created and assigned to you.

What are the bonuses for the members of "my Bt Collection"?

The Program has 2 levels of membership in the following order – Preferred and Elite. These levels guarantee unique guest privileges and preferential treatment, as well as discounts for hotel services. Each newly registered guest starts at the Preferred level. The two levels give the right to a discount on bookings in the hotels of Bt Hotels Collection - respectively 6% for Preferred level and 10% for Elite level and also guarantee a best price.*

Any Preferred level member who has spent a minimum 20 overnights within a year in the hotels of Bt Hotels Collection has his/her level automatically upgraded to Elite. Only the overnights booked and used personally by the member are counted for the upgrade to Elite level. Elite level members who have not realized any overnights within a year will have their level downgraded back to Preferred.

The privileges of each level and the respective discounts are detailed on: www.btcollection.com. Bt Hotels Collection reserves the right to make amendments to "my Bt Collection" program at any time and without notice. Please check regularly our website for updates to these terms and conditions.

Requirements for membership in "my BT Collection"

By joining "my Bt Collection" you accept the General Terms and Conditions of the Program and the Privacy Policy of Bt Hotels Collection.

By registering for the Program, you agree to receive news and promotional updates by Bt Hotels Collection group of hotels. You can cancel the newsletter subscription at anytime, by clicking on the "Unsubscribe" button in the newsletter or by sending an email requesting service cancellation to: marketing@bt-ds.com.

* The discount does not apply to the tourist tax (included in the price, ranging between BGN 1.09 - 1.80 per person per day depending on the location of the hotel).

** If and when making your booking you find the same deal for a Bt Hotels Collection hotel on another website at a lower price, please contact the respective hotel right away so we can match that lower price, excluding the loyal member discount. All you have to do is provide a link to the online offer no more than 24 hours after booking. This link will need to show that the price refers to: same hotel, same period of stay, same type of accommodation, same number of guests, same services included in the price and same identical booking and cancellation conditions, as well as all other details which identify your reservation.

On each hotel's booking engine the rates marked with a heart emoji indicate that the loyal guest discount is applicable. The discount is not applicable if it is not duly indicated on the rate.

By filling out the registration form, you agree to become a Bt Hotels Collection loyal member and you agree to the terms and conditions of the Program. If you have realized the minimum requested number of overnight stays, in accordance with the terms stated herein, you will be assigned a unique Guest Number which confirms your membership in "my Bt Collection".

The loyal guest number together with your email address will guarantee the special "my Bt Collection" benefits and privileges in the hotels of Bt Hotels Collection.

The guest number is assigned only to persons of legal age, it is personal and cannot be transferred or reassigned to another person. If you have not realized any overnights within 2 (two) calendar years, your guest number may be cancelled and a notification will be sent at the email address you have provided. The awarded and unredeemed bonus points collected under the cancelled guest number will be cancelled without any compensation.

The discount applicable to one guest number is applied to each specific reservation. Multiple guest numbers may not be used for discounts on the same reservation. The discount is applicable only to the room in which the holder of the guest number is accommodated and is applied only at the moment of booking – the discount may not be applied to reservations, which have already been made.

Conditions applying to members registered before January 31st, 2023. How do I check my membership level and the number of bonus points I have earned (for registered members)?

All bonus points earned by you until that date will be preserved and you will be allowed to use them as a discount on future bookings by end-2025. You can check the number of your remaining bonus points by sending an email to: my@btcollection.com, or directly to each of the hotels:

- Rila Hotel, Borovets – tel.: +359 750 900 05 and +359 882 65 44 84 or email: рила@рилабороветс.com
- International Casino & Tower Suites – tel.: +359 896 666 111 or email: reservations@interhc.com.

The membership in the Program may not be transferred, reassigned or inherited. The bonus points earned under the Program may not be redeemed for cash.

For contact and further information:

WWW: <http://btcollection.com>

e-mail: my@btcollection.com