



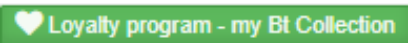
## **“my Bt Collection” Loyalty Program Rules and Guidelines (effective as of February 1<sup>st</sup>, 2023)**

- **GENERAL OVERVIEW**

“my Bt Collection” is a loyalty program for the guests of the hotels in the Bt Collection group – International Hotel Casino & Tower Suites, Golden Sands, and Rila Hotel, Borovets, (the “Program”).

“my Bt Collection” program is aimed to reward the loyalty of the guests in the hotels in Bt Collection group by granting them various discounts, bonuses and privileges.

Any guest is eligible to become a loyal member of “my Bt Collection” provided he/she is an adult (of full legal age) and has booked directly (not via an intermediary) in one of our hotels.

To become a loyal member of the Program you need an initial registration. It is done during the booking process in one of our hotels by clicking on the button .

- [Hotel Rila, Borovets](#)
- [International Hotel Casino & Tower Suites, Golden Sands](#)

The e-mail address you provide at the registration will be the main identifier which entitles you to be awarded the special privileges of „my BT Collection” in the hotels of Bt Collection.

The Program has 2 levels of membership in the following order – Preferred and Elite. These levels give the right to a discount on bookings in the hotels of Bt Collection and also guarantee the best price.

Each newly registered member starts at the Preferred level. All privileges and bonus points are accumulated in the account of the guest-member on whose name the booking has been made. Same applies to all points generated by the guests accompanying him/her. The membership in the program cannot be transferred, reassigned or inherited.

You will recognize the special discounted rate for loyal guests on the hotels’ websites when you see a heart symbol next to it. If the rate is not marked, then the discount is not applicable.

- **PROGRAM LEVELS OVERVIEW**

Typically each membership in the Program starts at Preferred level.

**Preferred level** grants the following privileges:

- guaranteed best prices for direct bookings

- 6% discount on reservations made via the call center or the respective hotel website
- possibility to earn free overnights
- exclusive deals and promotions by the hotels in Bt Collection (International Hotel Casino & Tower Suites, Golden Sands, and Rila Hotel, Borovets) as well as at our exclusive partners. The deals are sent by e-mail.

**Elite level** grants the following privileges:

- **everything from Preferred level**
- 10% discount on reservations made via the call center or the respective hotel website
- early check-in
- late check-out  
*Please note: Early check -in and late check-out are granted only upon request and subject to availability in the respective hotel.*
- VIP room set-up upon arrival
- possibility to be upgraded to a higher room type prior to check-in  
*Please note: subject to availability in the respective hotel.*
- free access to the Executive Lounge (applicable to International Hotel Casino & Tower Suites, Golden Sands)
- 10% off on wellness treatments at the hotel's SPA/Relax center
- 10% off in the a-la-carte restaurants and bars during the stay
- free parking

Any Preferred level member who has spent a minimum of 20 overnights within a year in the hotels of Bt 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.

- **RULES FOR TRANSFER OF “my Bt Collection” MEMBERS REGISTERED BEFORE JANUARY 31<sup>ST</sup>, 2023 TO THE NEW PROGRAM LEVELS**

As of February 1<sup>st</sup>, 2023 the Program will have two levels - Preferred and Elite. The members of Preferred level will keep their membership at this level, whereas Elite and Premium levels will merge into one new level – Elite. As a rule each membership in the Program starts at Preferred level.

All bonus points collected by you up to 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](mailto: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@рилaborovets.com](mailto:рила@рилaborovets.com)
- International Casino & Tower Suites – tel.: +359 896 666 111 or email: [reservations@interhc.com](mailto:reservations@interhc.com).

- **ADDITIONAL CONDITIONS**

By registering to the Program, you agree to receive news and promotional updates by Bt 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: [my@btcollection.com](mailto:my@btcollection.com).

Only individuals of legal age may register to the Program. It is personal and cannot be transferred or reassigned to another person.

Only one member's discount %-age can be 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.

By joining the Program you accept its General Terms and Conditions and the Privacy policy of Bt Collection.

The privileges of each level and the respective discounts are detailed on: [www.btcollection.com](http://www.btcollection.com). Bt 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.

Bt Collection cannot be held liable for any failure or errors in the execution of the Program due to Force Majeure within the meaning of the terms of the Bulgarian Commerce Code.

For contacts and more information please see:

WWW: <http://btcollection.com>

e-mail: [my@btcollection.com](mailto:my@btcollection.com)