

## GENERAL TERMS & CONDITIONS

Bahia Principe Hotels & Resorts' Resort Plus credits are discounts applicable to the total cost of specific services and activities. A minimum expenditure is required to qualify for these discounts.

Our Resort Plus credits are included in specific campaigns and sales offers with a specific duration, and their reservation period will be part of the general terms and conditions of the offer. The resort credits will be added as part of the offer in all advertising pieces, where the validity and the terms and conditions will be communicated, which may vary according to the company's strategy from one campaign to another. They are always applicable to Bahia Principe Hotels & Resorts annual sales campaigns, Happiness Sales and Black Friday sales.

- The discounts and benefits, as well as the services, vary according to the hotel and destination chosen.
- The Resort Plus credits will be specified on the reservation voucher if the purchase of the stay has been made within the period of the specific promotion/offer/sales campaign.
- The total published discounts is per room and for adults over 18.
- The resort credits are non-transferable, and cannot be accumulated, refunded, combined or used in future stays.
- The resort credits can only be used as a discount on the products and services indicated, and under the specific conditions of each product and/or service.
- They are not redeemable for cash and are subject to availability.
- Those cases in which the products and/or services may be altered and/or modified due to unforeseeable circumstances and/or causes beyond the control of Bahia Principe Hotels & Resorts will be communicated as soon as possible.
- The Golf, Scuba, White Studio and car rental discounts will be applied at the point of sale of each company.
- Store coupons, as well as coupons for upgrades, late check out, laundry, wine cellar, romantic dinner, lobster, Chef's Suggestion, room service, premium drinks, premium WIFI and groups, events and weddings will be charged to the room and paid at the front desk, where these discounts will be applied to the total and required minimum expenditure.
- Resort Plus credits and amounts may vary by hotel and destination and are duly specified in this brochure and in the general terms and conditions.
- Services must be booked on arrival or during the stay. This will be indicated in each case.
- The Resort Plus credits will be applied to the final bill, and the client can always request the cumulative expense items and credits applied.
- Bahia Principe Hotels & Resorts will not accept any liability for any damages that may be caused to third parties or things, and which are a direct or indirect consequence of the development of the activities and/or services carried out by third parties.
- **Shop:** The credit is per room and stay. Only applies to shops owned by Bahia Principe Hotels & Resorts and never in other shops located in the hotel and not under our management.
- **Upgrade:** Subject to availability. Check availability at Reception on arrival.
- **Late Check Out:** Subject to availability. Check availability at Reception.
- **Laundry:** Applies to Laundry service rules.
- **Wine List:** Applies to all Bahia Principe theme restaurants and buffets.
- **Romantic Dinner:** Dinner credit for a minimum of 2 people. To be booked at least 24 hours in advance at the PR desk. Location and date subject to change depending on weather conditions.
- **Lobster:** Not applicable during fishing restriction periods.
- **Premium Drink:** Applies to all drinks menus at Bahia Principe bars.
- **WIFI:** PREMIUM WIFI service regulations apply.
- **Groups, Events and Weddings:** Discounts cannot be redeemed on prepaid packages and are only applicable per event and service.
- **Golf:** Payment is made at the golf course. Not valid for other products not specified in Resort Plus. Service discount. Tenerife Amarilla Golf: Reservations at Reception by calling 922 730 319 or via email to [info@amarillagolf.es](mailto:info@amarillagolf.es). Tenerife Golf del Sur: Reservations at the Hotel's PR and reception desks. La Romana: Reservations with the Golf Promoters in the Lobby, Lobby Totems or PR desk. Bavaro Punta Blanca: Reservations must be requested by email at [teetimes@punta-blanca.com](mailto:teetimes@punta-blanca.com) or calling: 809-468-4734. Preferably 48 hours in advance.
- **White Studio:** Reservations at White Studio. Date/time may vary depending on weather conditions. Makeup, hairdressing or wardrobe not included. High-resolution photos will be delivered digitally through a download link.
- **Car Rental:** 1 coupon per day/service for indicated car rental. Punta Cana Europcar: Reservations with 24h in advance at 809 686-2861 / 809-480-8857. The discount is applied as part of the payment at the time of rental and will be applicable for all available models. Such discounts must not exceed 50% of the total rental amount. No advance reservation is required for any available vehicle category at the hotel. See Europcar's general terms and conditions.

