

# LOTTE HOTEL Rewards Terms of Use

The following pertains to special services and benefits, and awards from the LOTTE HOTELS & RESORTS LOTTE HOTEL Rewards hereinafter called "This Program". All terms are according to the unique perspective of LOTTE HOTELS & RESORTS and were made to protect its members. LOTTE HOTELS & RESORTS has the right to make changes to the Program's regulations, conditions, special benefits, or awards related to LOTTE HOTEL Rewards, as necessary in accordance with internal circumstances or changes related to LOTTE HOTELS & RESORTS or its affiliates.

## Article 1 Membership Overview

- These Terms and Conditions are regarding LOTTE HOTELS & RESORTS' provision of a reward program and special benefits to LOTTE HOTEL Rewards members upon their use of hotels and resorts, and were written with regard to hotel services offered to the members.
- The scope of services by LOTTE HOTELS & RESORTS that is subject to these Terms and Conditions is as follows.
  - SGANGMIL, SEKUL, BUSAN
  - LOTTE HOTELS (SEOUL, WORLD, BUSAN, JIJU, ULSAN, HANJU, SANGJU, GUMHWA, MOKSU-DW, ST. PETERSBURG, WANGGONG, MADRID, TOKYO)
  - L7 HOTELS (MONGDONG, GANGNAM, HONGDAM)
  - LOTTE City Hotel (Ginpo Apartment, Guro, Mapo, Myeongdong, Daegu, Jeju, Ulsan, Incheon, Seoul)
  - LOTTE ANA RESORT
  - Other LOTTE HOTELS & RESORTS that will be opened in the future.
 

However, the scope of services will be limited for LOTTE NEWYORK PALACE, LOTTE City Hotel Taishere Palace and LOTTE HOTEL SAMMA.
- "LOTTE Duty-Free Shops" in these Terms and Conditions refer to those in Korea and are not applicable to branches and online duty-free shops in other countries.
- The reward points from LOTTE HOTEL Rewards used in these Terms and Conditions shall be referred to as LPPoints.
- Changes may be made to privileges and special benefits for members and the point system in accordance with internal circumstances or changes in partnership with other LOTTE HOTELS & RESORTS or its affiliates, when such changes are acknowledged as necessary. Members shall be notified in advance regarding the reason for the change and the change process through at least 2 of the following methods: website, written notice or e-mail. However, if changes are unavoidable during recesses such as an affiliate's unilateral change in partnership conditions or bankruptcy, natural disasters, or sudden changes in the business environment, members may be notified after the fact. If members do not present any objection within 1 month of notifying the notice of change, this will be regarded as an act of giving consent to the changed Terms and Conditions. Members wishing to withdraw from the program may still use their existing points for 1 year after the date of the change in Terms and Conditions. Any points remaining after the event of the withdrawal process will expire.
- If LOTTE HOTELS & RESORTS terminates This Program, it must be announced on the membership website and hotel website at least 1 month before termination. At least 1 e-mail shall be sent to all members notifying them of the fact.
- The points remaining at the 1-year mark after the notification of This Program's termination will automatically expire and all privileges and services will no longer be offered.
- The interpretation of ambiguities and exceptions regarding the program will be interpreted reasonably in accordance with relevant laws and commercial practices.
- Any part of the application and membership rules regarding This Program violates the compulsory laws of the applicant or member's residence (state), the application for membership may be canceled for the relevant member.
- These Terms and Conditions have reference to international practices and have been composed in accordance with the laws of the Republic of Korea.
- The court of jurisdiction for the final over any conflicts that arise regarding these Terms and Conditions will be the court of jurisdiction over the member's place of residence or business in South Korea. However, if the member does not have a place of residence or business in South Korea, the court of jurisdiction for the final will be the SEOU, Central District Court.

## Article 2 Membership Expiration and Account Creation

- Individuals of at least 19 years old may register as a member for free, and each member will be given one membership number and account.
- Members may only have one membership account. Should there be multiple accounts, all except one membership account (selected at random) will be deleted. The points on the deleted accounts will be merged into the remaining membership account.
- The membership card may be printed through LOTTE HOTELS & RESORTS' website, mobile application, or an image of the card may be downloaded and used accordingly.
- During registration, members may select whether to disclose their personal information to 3rd parties. If consent is not given, points for LOTTE HOTELS & RESORTS' partner hotels, resorts and affiliated companies, LOTTE Duty-Free Shops, etc. cannot be used and other affiliate services cannot be offered.
- Members cannot randomly dispose of points, special benefits, and various privileges that are earned and offered through This Program. They cannot be sold or transferred to others for any reason whatsoever, aside from inheritance or succession, and may not be offered for the right to pledge or other such purposes.

## Article 3 Membership Rights and Cancellation

- Members have the right to ask LOTTE HOTELS & RESORTS regarding various privileges, special programs, and earned points at any time, and LOTTE HOTELS & RESORTS may inform the member of matters regarding changes to the program, useful hotel and resort information, and the member's earned points through methods that they deem appropriate. However, for notifications via post, LOTTE HOTELS & RESORTS holds no responsibility for any delivery delays experienced by the member as a result of force or delay of mail.
- If any changes are made to the address or other member information, members are obligated to notify LOTTE HOTELS & RESORTS. The member will be responsible for any delays caused by their failure to notify the fact or provide the changed information.
- Points will expire 3 years after the year they were earned. However, if earned up, rights will remain effective until the member withdraws, and if the member withdraws for reasons not attributable to LOTTE HOTELS & RESORTS, all unused points until the point of withdrawal will expire once the withdrawal is effective. Expired points cannot be restored, and will be unavailable for use once they expire.
- If a member violates the program's rules or terms through behaviors such as selling member benefits, LOTTE HOTEL Rewards vouchers, etc. without a legitimate reason or takes part in illegal acts that violate other laws, ordinances, etc., LOTTE HOTELS & RESORTS may terminate the member's rights.
- The termination of member rights in Article 3 and 4 refers to the expiration of earned points and the termination of various privileges and use of special benefits.
- The personal information of members who do not use LOTTE HOTELS & RESORTS services by not logging into the website for 1 year will be separated and stored in accordance with the Personal Information Protection Terms of Article 29 Paragraph 2 of the law regarding the protection of information and communication and protection of information, and such members may receive limited services.

## Article 4 Points Earned

- Members may earn points according to the program's terms and regulations. Points cannot be earned separately through multiple numbers, and the points earned with one membership number may not be transferred to or exchanged with that of another membership number belonging to a different name.
- Points are awarded according to the accumulation rate (worth 24% of the amount paid) of the member's level for the cost of rooms and food and beverages charged to the room, by exchanging the incurred costs into US Dollars after the member's stay in this case, a separate USD exchange rate that is used by the hotel will be applied, and this exchange rate will be informed through the LOTTE HOTELS & RESORTS website.
- 100 points are worth USD 1.
- When points are calculated after the member stays at LOTTE HOTELS & RESORTS in person, the points earned are limited to amounts that were fully and directly paid by the member at LOTTE HOTELS & RESORTS after presenting their membership number. Points will not be awarded for food and beverages if the amount was charged to the room, and points will not be awarded if only food and beverages were purchased.
- A person must be a registered member in order to earn points, and there must be evidence that they paid for their stay at LOTTE HOTELS & RESORTS. Points will not be awarded for purchases made prior to becoming a registered member.
- The following items are exempt from point accumulation.
  - Free charges, travel agency rates, airline employee rates, travel agency employee rates, special rates for employees of LOTTE HOTELS & RESORTS, group rates for regulators, recipients, or associations, contract room rates (rooms that were reserved for long-term use for a set period of time that was discussed between corporations, government agencies, or individuals through a written agreement for a setted price)
  - Amounts that the member did not directly pay at the hotel (namely, all charges paid to a travel agency, commission, or other organization, fees paid to 3rd parties, etc.)
  - Other fees including fees for using the phone or mobile phone in rooms, fees for using the laundry, paid TV, or business center, fees for purchasing internet or retail products, taxes, labor fees, and transportation fees.
  - Fees for getting prenatal or massage, etc. from businesses and additional facilities, fees for food and beverages from shops not under hotel management
  - Fees for using the fitness center, sauna, spa, or casino
  - Fees for using hotel programs in the hotel.
  - Fees for free in-room package tips, outside service fees for free accommodations and food and beverages or all-inclusive fees
  - Vouchers and coupons sold by travel agencies
  - Membership fees and card purchases for all special programs that are managed and run by membership at LOTTE HOTELS & RESORTS such as the fitness center and fitness club, and purchase amounts for foreign certificates, bullet train, and other vouchers
  - Amounts used for other guests aside from the member
- If the member stays at the hotel, points will be awarded for up to 3 room stays for the same day. However, rooms must be reserved under the member's name, the member must be the one staying in the rooms, and the full cost of all rooms must be paid for through one statement. The number of days stayed in one room by the member, number of times used, and the room charge amount are applicable level calculation points.
- Points are awarded the day after payment. However, for amounts paid at LOTTE City Hotel Hahinsa, points will be awarded within 10 business days from the payment date.
- If 2 or more people stay in 1 room, point rewards will be linked to 1 member that actually stayed after making the reservation.
- If the member was unable to earn points because they did not present their membership number, they may request points through LOTTE HOTELS & RESORTS' website within 1 month of the payment date, and points will be awarded thereafter.
- Earned points cannot be duplicated with the mileage (earn points by website).
- Points are only applicable when the registered user is paid after staying at SGANGMIL, SEKUL, BUSAN, LOTTE HOTEL (SEOUL, WORLD, BUSAN, JIJU, ULSAN, HANJU, SANGJU, GUMHWA, MOKSU-DW, ST. PETERSBURG, WANGGONG), L7 HOTELS (MONGDONG, GANGNAM, HONGDAM), LOTTE City Hotel (Ginpo Apartment, Guro, Mapo, Myeongdong, Daegu, Jeju, Ulsan, Incheon, Seoul), and LOTTE ANA RESORT. Points will not be awarded for purchases at LOTTE Duty-Free Shops, overseas partner hotels, and other affiliate stores.
- The points obtained cannot be exchanged, transferred or sold in advance. However, if the member passes away, earned points may be inherited and offered only to beneficiaries to immediate family members only (with submission of documentation) in accordance to legal procedures or customs.
- Points that are sold or transferred, as an act of violating the rules of This Program, will be canceled or forfeited.

## Article 5 Use of Points

- Points are used at LOTTE HOTELS & RESORTS and LOTTE Duty-Free Shops, members must present their LOTTE HOTEL Rewards card (temporary card, mobile card or photo ID) and notify the representative that points will be used.
- Points may be used for rooms, food and beverages at LOTTE HOTELS & RESORTS and E-SAN SPA in SGANGMIL, SEKUL. Rooms at least 1,000 points/USD 10, and items may be purchased at LOTTE Duty-Free Shops in Korea from at least 10,000 points/USD 100. Internet, daily free shipping not included for selected brands and items only.
- Points are to be used for food and beverages in regions outside of Korea, a voucher must be issued through the LOTTE HOTELS & RESORTS website beforehand.
- For food and beverages, points and vouchers can only be used in stores that are directly managed under LOTTE HOTELS & RESORTS, and points and vouchers cannot be used if the food and beverages are from stores not under hotel management.
- LOTTE HOTEL Rewards vouchers can be issued only by the member through the company website for usage, and the type of voucher identification with membership number, member name, and issue name must be stated when applying for the voucher.
- The voucher will expire 1 year after the date of issue.
- Issued vouchers cannot be canceled and will be automatically expired if they are not used before the expiration date. Expired vouchers are invalid.
- Members may apply for a voucher to be issued by designating a user in advance or transfer their LOTTE HOTEL Rewards Voucher to another person in the same way. The LOTTE HOTEL Rewards Voucher can only be used by the user stated on the voucher. After the LOTTE HOTEL Rewards Voucher has been issued, it can only be used at the designated usage location. If the usage location is at a partner hotel, the member must directly make a reservation with the hotel at which they wish to use the voucher. LOTTE HOTELS & RESORTS is not responsible for any matters related to the reservation of hotels to be used.
- When a LOTTE HOTEL Rewards Voucher is used, ID must be presented with the LOTTE HOTEL Rewards Voucher in order to verify that it is the user stated on the voucher. If the user cannot be identified, the voucher cannot be used.
- If a LOTTE HOTEL Rewards Voucher is used in LOTTE Duty-Free Shops in Korea, a single voucher cannot be split up for use in multiple shops. If an item purchased at a duty-free shop is returned, it cannot be refunded in cash. Only points will be awarded back within 10 business days.
- LOTTE HOTEL Rewards Vouchers cannot be exchanged for cash or sold, and vouchers acquired through these means cannot be used.
- Any remaining balances on a LOTTE HOTEL Rewards Voucher, after its usage, cannot be refunded or returned to points.
- Deducted points or used vouchers cannot be returned or canceled as long as there is no fault attributable to LOTTE HOTELS & RESORTS.
- LOTTE HOTELS & RESORTS is not responsible for lost or stolen LOTTE HOTEL Rewards Vouchers.
- Hotels and other affiliate stores at which LOTTE HOTEL Rewards Vouchers can be used may be substituted after a notification, if necessary in accordance with internal circumstances or changes related to LOTTE HOTELS & RESORTS or its affiliates before or after the fact.
- LOTTE HOTEL Rewards Vouchers will lose their efficacy in regions where they are prohibited or restricted in accordance with the law.

## Article 6 Point Donation

- Members may donate their LOTTE HOTEL Rewards points to a charity affiliated with LOTTE HOTELS & RESORTS. The charity affiliated with LOTTE HOTELS & RESORTS is the Korea Committee for UNICEF. The charity may change according to circumstances and such changes will be announced through the website.
- Members may donate points in denominations of 1,000 points/USD 10, 5,000 points/USD 50, and 10,000 points/USD 100, and may donate through the company website.
- After the points are donated, the relevant conversion record cannot be reverted or nullified.
- A receipt for the donated points for income tax deduction will not be issued due to legal issues regarding collection of personal identification information, such as resident registration numbers.

## Article 7 Membership Levels and Special Benefits

- Membership levels are divided into 4 levels: Platinum, Gold, Silver, and Classic.
  - Members will be granted the Classic membership rights upon membership registration.
  - Maintaining or upgrading membership level must satisfy the conditions prescribed by LOTTE HOTELS & RESORTS.
  - LOTTE HOTELS & RESORTS calculates membership level as follows, based on the points used over 1 year for the number of days stayed, number of times the member stayed, and the amount paid for rooms. This is converted into US Dollars and your membership level is adjusted as below. To be counted, at least 1 of requirements must be met.
- |                        | CLASSIC | SILVER  | GOLD    | PLATINUM |
|------------------------|---------|---------|---------|----------|
| Number of times stayed | -       | 3       | 10      | 20       |
| Number of days stayed  | -       | 7       | 25      | 50       |
| Amount paid for rooms  | -       | \$2,000 | \$7,000 | \$15,000 |
- Level adjustments are divided into upgrades, maintenance, and demotions.
  - Level evaluations and adjustments based on check-out are applied annually during the first week of each year based on one year usage records from January 1 to December 31.
  - Membership levels will be kept until December 31 of the same year.
  - Special benefits for each level are as follows.
    - Classic Level
      - Rewards points equal to 3% of the amount charged
      - 5% discount on food and beverages (SGANGMIL, SEKUL, BUSAN are excluded)
    - Silver Level
      - Rewards points equal to 4.5% of the amount charged
      - Reservations exclusively for Rewards members
      - 10% laundry discount
      - USD 10 e-Voucher (EAT) (points will be deducted)
      - 5% discount on food and beverages (SGANGMIL, SEKUL, BUSAN are excluded)
    - Gold Level
      - Rewards points equal to 5.25% of the amount charged
      - Reservations exclusively for Rewards members
      - Welcome amenities provided during hotel stays
      - 10% discount on food and beverages (SGANGMIL, SEKUL, BUSAN : 5% discount)
      - 15% laundry discount
      - USD 30 e-Voucher (EAT) (points will be deducted)
      - 1 complimentary pass to the Club Lounge for an accompanying guest upon staying in a Club Room (must be 14 years or older)
      - Room upgrade (This offer depends on room availability at the time of check-in. Suite rooms are excluded)
      - Free Bedding Discount (LOTTE HOTEL, SEKUL)
        - 20% off bedding items - Mattress, mattress set (headboard + upper and lower bed legs included)
        - 15% off linen, items - Blanket (cover included) pillow (cover and inner cover included), bathrobe, towels, face towels
        - Purchase inquiries - [hdh@lotte.com](mailto:hdh@lotte.com)
        - No overseas deliveries are possible. Payment can be made at the LOTTE HOTEL, SEKUL front desk.
    - Platinum Level
      - Rewards points equal to 6% of the amount charged
      - Reservations exclusively for Rewards members
      - Welcome amenities provided during hotel stays
      - 1 complimentary accommodation (1 night per year) (1 Point will be deducted)
      - Please note that the use of vouchers will be restricted during the period below. (All branches - Dec. 24th, Dec. 25th, Dec. 31st / No. of the check-in date)
      - 10% discount on food and beverages
      - 20% laundry discount
      - USD 50 e-Voucher (EAT) (points will be deducted)
      - 1 complimentary pass to the Club Lounge for an accompanying guest upon staying in a Club Room (must be 14 years or older)
      - Room upgrade (This offer depends on room availability at the time of check-in. Suite rooms are excluded)
      - 300 PM late check-out if the offer is unavailable during hotel circumstances, 1,000 Points will be compensated
      - Free Bedding Discount (LOTTE HOTEL, SEKUL)
        - 20% off bedding items - Mattress, mattress set (headboard + upper and lower bed legs included)
        - 25% off linen, items - Blanket (cover included) pillow (cover and inner cover included), bathrobe, towels, face towels
        - Purchase inquiries - [hdh@lotte.com](mailto:hdh@lotte.com)
        - No overseas deliveries are possible. Payment can be made at the LOTTE HOTEL, SEKUL front desk.
    - General benefits for All Levels
      - 10% discount in rooms at LOTTE City Hotel Mapo and Ginpo Apartment (the self-only breakfast is excluded)
      - 10-20% discount at LOTTE City Hotel Free-fee shops (not applicable to some brands and items)
      - The benefits from (1) are only offered during the stay at LOTTE HOTELS & RESORTS. Complete welcome amenities may be received at 5 Star hotels (LOTTE HOTEL, USAMIN are excluded). Food and beverages, and laundry discounts are limited to shops under hotel management.
      - Vouchers can be used toward rooms at LOTTE HOTELS & RESORTS or at food and beverage shops under hotel management. If vouchers are unused, or if there is a balance remaining after use, this balance will not be refunded or converted back into points.
      - The room upgrade is limited to SGANGMIL and 5 Star hotels, and offers a room at a higher grade than the room reserved by the member (Club Rooms and Suite Rooms are excluded). Upgrade may not be offered depending on room availability.
      - Club Lounge services are only available at hotels that have a Club Lounge or Executive Lounge.
      - The free accommodation voucher that is given at the PL level can only be used by the member. Advance reservations are required upon use, and the free accommodation voucher must be presented upon check-in. If an accommodation e-Voucher is valid until the end of January of the following year, the e-Voucher will automatically expire after this period and validity date cannot be extended.
      - If late check-out service is unavailable due to hotel circumstances, 1,000 Points (about \$10) will be compensated. (Not offered at LOTTE HOTEL, JIJU in July and August)
      - All special benefits are provided only in a member's room.
      - The above services and benefits may be unavailable or substituted with other services according to the situation of the accommodation level.
  - Members may receive all special benefits offered by LOTTE HOTELS & RESORTS for members, and all benefits and participating affiliate stores may change after a notification, if necessary in accordance with internal circumstances or changes provided to LOTTE HOTELS & RESORTS or its affiliates before or after the fact.
  - The membership number must be stated when making a reservation at LOTTE HOTELS & RESORTS in order to receive LOTTE HOTEL Rewards benefits, and the membership card or e-points ID must be presented when staying in hotel rooms or using affiliate stores.
  - The special benefits offered to members by partner hotels, which includes LOTTE HOTELS & RESORTS, may differ from the above, and will adhere to what is specified by each hotel.

## Dates of change

- Dates of change : 1st March 2016 [Previous download version]
- Dates of change : 1st August 2016 [Previous download version]
- Dates of change : 21, March 2018 [Previous download version]
- Dates of change : 1st January 2019 [Previous download version]
- Dates of change : 1st January 2019 [Previous download version]
- Dates of change : 28, May 2019 [Previous download version]
- Dates of change : 25, February 2020 [Previous download version]
- Dates of change : 2, March 2020 [Previous download version]
- Dates of change : 2, June 2020 [Previous download version]
- Dates of change : 17, July 2020 [Previous download version]
- Dates of change : 1st, September 2020 [Previous download version]
- Dates of change : 28, December 2020 [Previous download version]

Dates of enforcement : 1st January 2022

The terms and conditions of LOTTE HOTEL Rewards membership Program will apply from 1st January 2022.