

LOTTE HOTEL REWARDS Terms of Use

Dates of enforcement: November 1, 2023

Article 1. Purpose

LOTTE HOTELS & RESORTS Brand is operated by HOTEL LOTTE Co., Ltd. (Company) and LOTTE HOTEL REWARDS (Membership) program is a loyalty program operated and managed by Company. These terms and conditions govern the services and basic details of operation regarding your use of the Membership program operated by Company.

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 Company for successful use of Membership services by Members.
3. Rewards Points ("Points") refers to points awarded to Members based on the accumulation rate set by the Company for the use of Company services. Their value shall be defined by the Company and shall be subject to change based on the reasons of these 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 the Company website.
6. "Qualifying Stay" refers to a stay for which a Member has made a reservation through the Company website, mobile app, reservation department from each chain of Company, etc., details of which are set forth in Section 6.
7. "Qualifying Amount" refers to the amount spent by members during a qualifying stay or qualifying green fee that is eligible for points accumulation. It includes the amount spent in USD on the room rate, with the addition of charges at food and beverage establishments operated by the hotel, and the room minibar, excluding taxes and service charges, as well as the green fee for the use of a golf course. The applicable exchange rate shall be determined by the Company and posted on the Company website. Details shall be set forth in Articles 6 and 7.
8. "Qualifying Point" refers to the points accumulated through "Qualifying Amount" in Section 2.7, and is applied to the determination of Membership level. Gained Points through activities below is eligible for point redemption, however, not applicable to the determination of Membership level.
 - ① All bonus points earned through Company events and promotions
 - ② Points offered as compensation of unavailable late check-out
 - ③ Points converted from Company-affiliated partners and Booker Program
9. Lotsa Duty Free refers to Lotsa Duty Free stores in Korea, and does not include stores in other countries or online Duty-Free shops.
10. "Online Coupon" refers to a coupon issued by the Company that Members can view on the Company website or mobile app. Members can use online coupons to receive benefits offered by the Company for a limited time.
11. "Stamp" refers to a stamp automatically issued to Member accounts via online accumulation during Company stamp promotions. Members can accumulate stamps, and receive benefits.
12. "Chain" refers to a channel that provides Member with Membership services by Company. The scope of services includes the lists in Section 3.3.
13. "Company Homepage and Mobile App" refer to the website and application program (application, app) in order to provide Member with services by Company. Through these website and application program, each Chain and Company provide announcement service to Member.

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, points voucher, stamp accumulation and e-SHOP.
3. The scope of services regarding Membership terms and conditions and operations is as follows:
 - ① SKWEL, DEOKU, BUSAN
 - ② LOTTE HOTELS-SEOUL, WORLD, BUSAN, JIJU, ULSAN, HANOL, SAGON, SEATTLE, GUMI, MOSCOW, ST. PETERSBURG, VLADIVOSTOK, YANGON
 - ③ LOT HOTELS (BANGKOK, BANGKOK, GUMI, GUMI, MYEONGDONG, WEST TOWER HANOH)
 - ④ LOTTE City Hotels (Gimpo Airport, Guro, Mapo, Myeongdong, Daewon, Jeju, Ulsan, Incheon)
 - ⑤ LOTTE RESORT (GOKCHEO, BUREO, JIJU ART VILLAS, ANAO)
 - ⑥ LOTTE Sky HUBCC (JIJU, BUNEO)
- ① One of the business unit in the Company designated as an object of Membership programs. However, LOTTE NEW YORK PALACE, LOTTE City Hotel Taskforce Palace, LOTTE HOTEL SAMANAE are excluded from the scope of services. Also the scope of services above are subject to change in accordance with Company policy.
4. All service benefits shall be provided to Members only. Members must present photo ID card and their Mobile Membership Card for use of services.

Article 4. Membership Registration and Account Creation

1. Members can sign up through the Company website, mobile app, and Company-designated establishments.
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, only one Membership account shall be retained. Points and benefits in the terminated Membership account shall be added to the existing Membership account.
4. Upon registration, a Mobile Membership Card shall be issued and can be viewed on the Company website or mobile app. Members that sign up at a Company-designated establishment can view the Card after activating their account through the Company website or mobile app.

Article 5. Membership Withdrawal and Loss of Eligibility

1. Members may request Membership withdrawal through the Company website, mobile app, by written request, or other methods designated by the Company.
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 Company 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, incorrect or incomplete information
 - ③ Disruption of transaction procedures by the Member, including interference with other Members' use of services, or theft of information
 - ④ Interference with normal Company 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 four levels: Classic, Silver, Gold, and Platinum.
2. Members shall be granted Classic Membership upon registration. Company shall grant new Membership status or convert to Membership program for members enrolled in separate membership programs operated by each Chain without additional enrollment process. In the case, detailed criteria of determination or conversion will be announced through Company website and mobile app.
3. Requirements set by the Company must be satisfied to maintain or advance higher Membership levels.
4. The Company shall determine the member's membership level based on qualifying stays and qualifying points accumulated throughout one year of membership usage, and based upon the following criteria, of which at least one out of two must be met. (Membership Level Determination Criteria)

Criteria	CLASSIC	SILVER	GOLD	PLATINUM
Number of nights	New Member registration	More than 5	More than 25	More than 50
Qualifying points		1,500P or more	20,000P or more	30,000P or more

5. Detailed conditions for recognition of qualifying stays throughout one year in relation to the Membership level determination criteria set forth in Section 6-4 (number of nights stayed, qualifying points) are as follows:
 - ① The period considered for qualifying stays shall be based on usage records per check-out from January 1 to December 31 of each year.
 - ② The following shall be excluded from qualifying stays and the qualifying amount:
 - ① Long-term stay rates and special-rate reservations
 - ② Reservations made with free room or accommodation vouchers (packages, free/paid accommodation vouchers provided by Membership)
 - ③ Reservation at the Resort at a member rate
 - ④ Reservations made through travel agencies or other third parties
 - ⑤ Reservations with online or travel agency or other agency rates applied
 - ⑥ Reservations with corporate, banquet, or association rates
 - ⑦ Amounts not paid directly by the Member to the Company

6. Level determinations are classified as upgrade, maintenance, and demotion. Upgrade is reflected in the 10th day of every month (once a month) and maintenance and demotion are reflected in the first week of January every year (once a year).
7. Membership levels shall be maintained until December 31 of the same year. In case a membership level is upgraded in the middle of the same year, adjusted membership level will be maintained until December 31 of the next year.
8. Each Membership level offers different service benefits. Detailed conditions on services and use per Membership level are as follows:
 - ① Service/benefits per Membership level

	Classic	Silver	Gold	Platinum	Remarks
Accumulated Points	Equivalent to 4% of qualifying amount	Equivalent to 6% of qualifying amount	Equivalent to 8% of qualifying amount	Equivalent to 10% of qualifying amount	-Base currency of USD -USD 1 = 100 points
1-night account action voucher	-	-	-	1 voucher	- Backout dates for all chains: December 24, December 31 - Gift voucher value provided only when qualifying stays are satisfied.
Voucher Amount	-	1x USD 10 voucher	2x USD 50 voucher	2x USD 50 vouchers	- Gift voucher will be provided only when qualifying stays are satisfied.
Food and beverage discount	5%	5%	10%	10%	- Limited to food and beverage establishments under direct hotel management - CL and SL included, 5% CL and 10% PL applicable at SKWEL, Seoul, Busan and Lotte Hotel Yangon
Laundry discount	-	10%	15%	20%	- Limited to establishments under direct hotel management
Heran bedding discount	-	-	10% off bedding 15% off linen	20% off bedding 25% off linen	- Purchase requires InKeyHotel benefit
Free Club Lounge admission for 1 accompanying guest (limited only when staying club room)	-	-	0	0	- 1 free Club Lounge admission for 1 accompanying guest upon room stay free of charge for 1 accompanying guest based on 2 per 100 stay (under 1 person reservation) - Must be 19 years of age and over to access Club Lounge - Club Lounge service shall be limited to chairs with Club Lounges or Executive Lounges. - Benefits are not available when member uses online coupon of 1 free Club Lounge admission
1 free Club Lounge admission coupon for 1 person (Online Coupon)	-	-	-	3 coupons	- Each coupon is valid for maximum 2 nights - Online exclusive coupon (Only available for Company Website and application) - Online coupons are only available to use at Lotte Hotels located in Korea.
Room upgrades	-	-	0	0	- Available at SKWEL and 5-star hotels depending on room availability (excluding special rooms such as character room, ondo rooms, and suite rooms)
Room upgrade coupon (Online Coupon)	-	-	3 coupons	3 coupons	- Each coupon is valid for entire length of stay - Online exclusive coupon (Only available for Company Website and application) - Online coupons are limited to SKWEL and 5-star hotels only (only available to use at Lotte Hotels located in Korea)
1 free breakfast coupon for 1 person (Online Coupon)	-	-	-	5 coupons	- Each coupon is valid for 1 night - Online exclusive coupon (Only available for Company Website and application) - Online coupons are only available to use at Lotte Hotels located in Korea.
Welcome amenities	-	-	0	0	- Limited to SKWEL and 5-star hotels only
Late Check-out	-	-	1400	1400	- Excluding July and August - Excluding special rooms such as character room, ondo rooms, and suite rooms - Limited to hotels only - Points offered as compensation of unavailable due to hotel circumstances * CityL: 1,000 Points * 5 Star: 2,000 Points * SKWEL and EX Tower of Lotte Hotel Seoul: 3,000 Points
Roll-over nights for next year's membership level*	-	-	-	0	- Platinum members are eligible to rollover qualifying nights in excess of required nights to qualify for Platinum level (20 nights) at the end of the calendar year. - Rollover nights are only valid for the next calendar year and are not able to rollover again to the following year.
Standard special benefits	- Rewards Member rate provided - 10-20% discount at Lotte Duty Free stores in Korea (limited to certain brands and items)				

* Rollover rights are valid until December 31 of the next year and expire thereafter.

** Bonus rights shall not count toward the calculation of the number of additional Rollover rights.

① Detailed conditions for use of special benefits per Membership level

- ① All special benefits redemption 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 from the year of issue until December 31 of the same year. In case Membership level is upgraded in the middle of the year, gift vouchers shall be valid from the year of issue until December 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:
 - Applicable Area: When paying for the Company's room rates, green fees, or hotel operated food and beverage establishments (not accepted at Lotte Duty Free)
- ⑥ Unused gift vouchers or any balance remaining upon gift voucher redemption cannot be refunded or returned in points.
- ⑦ The 1-night accommodation voucher can be redeemed with advance reservation and must be presented at check-in. (Reservation inquiries: Reservation manager at relevant chain)
- ⑧ The above services and benefits may be unavailable or substituted with other services according to chain circumstances.

Article 7. Earning Points

- Members can earn points according to the Membership program terms and conditions and regulations, and cannot earn points separately with multiple Membership numbers.
- Points shall only be awarded for stays completed by the Member, and for which they present their Membership number and pay directly.
- Points shall only be awarded for qualifying stays and qualifying green fee according to the membership level, using the following criteria:
 - Rewards Points = Qualifying amount X Accumulation rate per level X 100
 - E.g. For a member stay equivalent to a qualifying amount of USD 100

Level	Accumulation rate	Accumulated points
Classic	4%	400
Silver	6%	600
Gold	8%	800
Platinum	10%	1,000

- The following shall be excluded from points accumulation:
 - Charges from facilities other than the room rate
 - Taxes and service charges
 - Charges from leased establishments, meeting room and banquet charges
 - Charges from e-SHOP
 - Gift certificate purchases, paid Membership fees and annual fees
 - Travel agency and other third party rates
 - Airline and travel agency employee rates
 - Corporate, banquet, association, long term stay, and special rates
 - Free room or accommodation vouchers (packages, accommodation vouchers provided by Membership)
 - Usage records preceding Membership registration
 - Amount paid directly in food and beverage establishments under direct Company management
 - Amount not paid directly by the Member to the Company
 - Resort member rate
 - Food and beverage establishments operated by the Resort, added to the room rate
 - Food and beverages, cart fee, caddy fee, facility fee at the golf course
- Members can earn points for up to 3 rooms on the same date. (However, points shall only be awarded if the Member pays directly for up to 2 extra rooms in addition to the Member's room.)
- Accumulation of points from golf courses shall be limited to the amount spent on green fees by members with a reservation made on the Company website or by phone. Points accumulate for up to 4 people per group, including the member.
- Points are not awarded because the Member does not present their Mobile Membership Card, they can request credit of points through the Company website within 6 months from the check-out date.
- Points cannot be awarded together with airline mileage. (Select 1)

Article 8. Redeeming Points

- When redeeming points, Members must state their intention to do so and present their Mobile Membership Card along with a photo ID.
- The value of the points is as follows:
 - Points value: 100 points = USD 1
- Points shall be accepted at the following establishments:
 - Company: When paying for the Company's room rates, green fees, or hotel-operated food and beverage establishments, Minimum redemption: 1,000 points
 - Lotte Duty Free: Lotte Duty Free stores in Korea (excluding stores in other countries and online Duty Free Shops, limited to certain brands and items), Minimum redemption: 10,000 points
- Points closest to expiry shall be deducted first when redeeming.
- Deducted points cannot be returned.

Article 9. Converting Points

Members can convert their points into vouchers or points of Company-affiliated external partners.

- Conversion of rewards points → points vouchers
 - Members can convert their points into points vouchers through the Company website.
 - When converting to points vouchers, Members must specify the accepted establishment, voucher unit, and user information.
 - Points vouchers shall be accepted at the following establishments:
 - Company: When paying for the Company's room rates, green fees, or hotel-operated food and beverage establishments
 - Lotte Duty Free: Lotte Duty Free stores in Korea (excluding stores in other countries and online Duty Free Shops, limited to certain brands and items)
 - Points shall be deducted immediately upon issue of points vouchers. The units of voucher issue (deducted points) is as follows:
 - Company Unit of issue: USD 10 (1,000 points), USD 50 (5,000 points), USD 100 (10,000 points)
 - Lotte Duty Free Unit of issue: USD 100 (10,000 points)
 - 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.
 - Once issued, points vouchers cannot be canceled, exchanged for cash, or sold. Points vouchers obtained in this manner cannot be redeemed.
 - Any balance remaining upon points voucher redemption cannot be refunded or returned.
 - When issuing points vouchers, Members can designate a user in advance and gift them, however, redemption is limited to the user indicated on the voucher.
 - Once issued, points vouchers can be viewed on the Company website or mobile app.
- Conversion of rewards points → partner points
 - Members can convert their available points into points for affiliates of the Company on the Company website or mobile app for points conversion.
 - Terms and conditions governing points conversion may vary by partner. Redemption or other use of converted points shall be governed by the program terms and conditions of the respective partner.
 - Service content is subject to change or termination according to Company or partner circumstances.
 - Once conversion to partner points is requested, it cannot be reversed or canceled.
 - Members can view information regarding partners on the Company website.
- Conversion of partner points → rewards points
 - Members can convert their points of Company-affiliated partners to points through the mobile application for point conversion.
 - Terms and conditions governing points conversion may vary by partner. Redemption or other use of converted points shall be governed by the program terms and conditions of the respective partner.
 - Service content is subject to change or termination according to Company or partner circumstances.
 - Once conversion to partner points is requested, it cannot be reversed or canceled.
 - Members can view information regarding partners on the Company website.
 - Converted points are not regarded as Qualifying Points. (Not applied to determination of Membership level)

Article 10. Donation

- Members can donate points to a charity affiliated with the Company.
- The charity affiliated with the Company is the Korean Committee for UNICEF and subject to change according to circumstances, notice of which shall be posted on the Company website.
- Members can donate points in units of 1,000 (USD 10), 5,000 (USD 50) and 10,000 (USD 100) through the Company website.
- Once made, donations of points cannot be canceled.
- 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

- Accumulated points shall expire on December 31 of the fifth year from the date of accumulation. (This policy is applied to the points accumulated from January 1, 2023 and points accumulated before the year of 2023 shall expire on December 31 of the third year from the date of accumulation.)
- Expired points cannot be re-credited or redeemed after expiry.
- If this 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

- Online coupon features and benefits: Different types of coupons per Membership level offer various benefits that can be enjoyed at each chain. Coupon benefits are subject to change according to the Company's policy. Coupon details can be viewed on the Company website or mobile app. Once issued, coupons can only be redeemed within the period of validity indicated at the time of issue.
- Stamp features and benefits: Members can earn stamps in their account during Company stamp promotions. Once promotion requirements are satisfied, they can be exchanged for a variety of coupons and redeemed. Accumulated stamps and coupons are non-transferable. Detailed operational policy, usage, benefits, and validity of stamps are subject to change according to the Company's marketing policy.
- Other services: The Company may develop and provide additional services to Members. Service provision standards apply as stipulated on the Company website upon provision of the respective service.

Article 13. Revision

- According to Company or partner circumstances, the Company may change program components, special benefits, and other content, and may also terminate this Membership program.
- The Company shall notify Members of any revision of the terms and conditions and the details of such revision 14 days before implementation, using at least one of the following methods: Company website, formal letter, email, or text message.
- Members can reject the revised terms and conditions and withdraw Membership in the event of such revisions. However, following the Company'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.
- If this Membership program is terminated, notice of such shall be posted on the Company website or mobile application at least 6 months before termination and all Members shall receive at least one email notice.
- All Members shall be notified of any changes to the terms and conditions or termination regardless of their consent to receive marketing communications. The Company 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

- Interpretation of all program regulations and exemptions shall be made reasonably in accordance with relevant laws and commercial practices.
- If any of the program terms and conditions are in breach of statutory provisions set forth in the Member's jurisdiction of residence, registration may be canceled.
- These terms and conditions are established in accordance with international practices and the laws of the Republic of Korea.
- The Seoul Central District Court shall be the competent court of first instance for any dispute arising in connection with these terms and conditions.

Dates of change

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