LOTTE HOTEL Rewards Terms of Use

The following pertains to special services and benefits, and awards from the LOTTE HOTELS & RESORTS LOTTE HOTEL Rewards (hereafter 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 This 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. Purpose

These terms and conditions govern the services and basic details of operation regarding your use of the LOTTE HOTEL REWARDS ("Membership") program operated by LOTTE HOTELS & RESORTS ("Hotel").

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 hotel 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 hotel for the use of hotel services. Their value shall be defined by the hotel and shall be subject to change based on the revision 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 hotel website.
6. "Qualifying Stay" refers to a stay for which a Member has made a reservation through the hotel website, mobile app, hotel reservation department, etc., details of which are set forth in Section 6.
7. "Qualifying Amount" refers to the amount spent during a qualifying stay by Members that is eligible for points accumulation. It consists of the amount spent in USD on the room rate, hotel food and beverage establishments and room mini bar, excluding taxes and service charges. The applicable exchange rate shall be determined by the hotel and posted on the hotel website. Details are set forth in Sections 6 and 7.
8. "LOTTE DUTY FREE" refers to LOTTE DUTY FREE stores in Korea, and does not include stores in other countries or online Duty Free Shops.
9. "Online Coupon" refers to a coupon issued by the hotel that Members can view on the hotel website or mobile app. Members can use online coupons to receive benefits offered by the hotel for a limited time.
10. "Stamp" refers to a stamp automatically issued to Member accounts via online accumulation during hotel stamp promotions. Members can accumulate stamps and receive benefits.

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, stamp accumulation and e-SHOP.
3. . The scope of services regarding Membership program terms and conditions and operation, is as follows:

① SIGNIEL (SEOUL, BUSAN)

② LOTTE Hotels (SEOUL, WORLD, BUSAN, JEJU, ULSAN, HANOI, SAIGON, SEATTLE, GUAM, MOSCOW, ST. PETERSBURG, VLADIVOSTOK, YANGON)

③ L7 HOTELS (MYEONGDONG, GANGNAM, HONGDAE)

④ LOTTE City Hotels (Gimpo, Guro, Mapo, Myeongdong, Daejeon, Jeju, Ulsan, Kinshicho)

⑤ LOTTE ARAI RESORT

However, LOTTE NEW YORK PALACE, LOTTE City Hotel Tashkent Palace, LOTTE HOTEL SAMARA, and LOTTE Resorts (Sokcho, Buyeo, Jeju Artvillas) are excluded from the scope of services.

4. All service benefits shall be provided to Members only. Members must present photo ID and their Mobile Membership Card for use of services.

Article 4. Membership Registration and Account Creation

1. Members can sign up through the hotel website, mobile app, and hotel-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, all but one Membership account shall be terminated. 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 hotel website or mobile app. Members that sign up at a hotel-designated establishment can view the Card after activating their account through the hotel website or mobile app.
5. Pursuant to Article 29 (2) of the Act on Promotion of Information and Communications Network Utilization and Information regarding the validity term of personal information, personal information of Members who do not log in to the hotel website or use its services for one year shall be stored separately and service may be limited.

Article 5. Membership Withdrawal and Loss of Eligibility

1. Members may request Membership withdrawal through the hotel website, mobile app, by written request, or other methods designated by the hotel.
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 hotel 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 hotel 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.
3. Requirements set by the hotel must be satisfied to maintain or achieve higher Membership levels.
4. The hotel shall determine the Member's Membership level by considering qualifying stays throughout one year of Membership usage based on the following criteria, of which at least one out of three must be satisfied for the applicable level.

[Membership Level Determination Criteria]

Criteria	CLASSIC	SILVER	GOLD	PLATINUM
Number of stays	New Member registration	3 or more	10 or more	20 or more
Number of nights stayed		More than 7	25 or more	50 or more
Qualifying Amount		USD 2,000 or more	USD 7,000 or more	USD 15,000 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 stays, number of nights stayed, qualifying amount) 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 Reservations made through travel agencies or other third parties

④ Reservations with airline or travel agency employee rates applied

⑤ Reservations with corporate, banquet, or association rates

⑥ Amounts not paid directly by the Member to the hotel

6. Level determinations are classified as upgrade, maintenance, and demotion, reflected in the first week of January every year.
7. Membership levels shall be maintained until December 31 of the same year.
8. . Each Membership level offers different service benefits. Detailed conditions on service and use per Membership level are as follows:

(1) Service benefits per Membership level

		Classic	Silver	Gold	Platinum	Remarks
Accumulated Points		Equivalent to 3% of qualifying amount	Equivalent to 4.5% of qualifying amount	Equivalent to 5.25% of qualifying amount	Equivalent to 6% of qualifying amount	- Base currency of USD - USD 1 = 100 points
Gift voucher	1-night accommodation voucher	-	-	-	1 voucher	- Blackout dates for all chains: December 24, December 25, December 31
	Voucher Amount	-	1 x USD 10 voucher	1 x USD 50 voucher	2 x USD 50 vouchers	
Food and beverage discount		5%	5%	10%	10%	- Limited to food and beverage establishments under direct hotel management - CL and SL (excluded), 5% GL, and 10% PL applicable at SIGNIEL (SEOUL, BUSAN) and LOTTE HOTEL YANGON
Laundry discount		-	10%	15%	20%	- Limited to establishments under direct hotel management
Hezon bedding discount		-	-	10% off bedding 15% off linen	20% off bedding 25% off linen	- Purchase inquiries: hsblue@lotte.net
Free Club Lounge admission for 1 accompanying guest		-	-	o	o	- 1 free Club Lounge admission for 1 accompanying guest upon room stay (free of charge for 1 accompanying guest based on 2-person stay under 1-person reservation) - Must be 14 years of age and over to access Club Lounge - Club Lounge service shall be limited to hotels with Club Lounges or Executive Lounges.
Room upgrades*		-	-	o	o	- Available at SIGNIEL and 5-star hotels depending on room availability (excluding suite rooms)
Welcome amenities*		-	-	o	o	- Limited to SIGNIEL and 5-star hotels only
Late Checkout		-	-	-	3:00 PM	- Excluding July and August for LOTTE HOTEL JEJU - 1,000 points offered as compensation if unavailable due to hotel circumstances
Standard special benefits		Rewards Member rate provided 10~20% discount at LOTTE DUTY FREE stores in Korea (limited to certain brands and items) 10% restaurant discount at LOTTE City Hotel Mapo Naru and LOTTE City Hotel Gimpo Airport C'café (applicable to Members only/breakfast excluded)				

(2) Detailed conditions for use of special benefits per Membership level

① All special benefits provided 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 January 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:

■ Qualifying establishments: Rooms, food and beverage establishments under direct hotel management, SIGNIEL SEOUL Evian Spa (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 hotel)

⑧ The above services and benefits may be unavailable or substituted with other services according to hotel circumstances.

Article 7. Earning Points

1. Members can earn points according to the Membership program terms and conditions and regulations, and cannot earn points separately with multiple Membership numbers.
2. Points shall only be awarded for stays completed by the Member, and for which they present their Membership number and pay directly.
3. Points shall only be awarded for qualifying stays according to Membership level, using the following criteria:

● Rewards Points = Qualifying amount X Accumulation rate per level X 100

E.g. Qualifying amount of USD 100

Level	Accumulation rate	Accumulated points
Classic	3%	300
Silver	4.5%	450
Gold	5.25%	525
Platinum	6%	600

4. The following shall be excluded from points accumulation:

① Charges from facilities other than the room rate

② Taxes and service charges

③ Charges from leased establishments

④ Meeting room and banquet charges

⑤ Gift certificate purchases, paid Membership fees and annual fees

⑥ Travel agency and other third party rates

⑦ Airline and travel agency employee rates

⑧ Corporate, banquet, association, long-term stay, and special rates

⑨ Free room or accommodation vouchers (packages, accommodation vouchers provided by Membership)

⑩ Usage records preceding Membership registration

⑪ Amount paid directly in food and beverage establishments under direct hotel management

⑫ Amount not paid directly by the Member to the hotel

⑬ Charges from e-SHOP

5. 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.)
6. If points are not awarded because the Member does not present their Mobile Membership Card, they can request credit of points through the hotel website within 6 months from the check-out date.
7. Points cannot be awarded together with airline mileage. (Select 1)

Article 8. Redeeming Points

1. When redeeming points, Members must state their intention to do so and present their Mobile Membership Card along with a photo ID.
2. The value of the points is as follows.

● Points value: 100 points = USD 1

3. Points shall be accepted at the following establishments:

(1) Hotels
● Qualifying establishments: Rooms, food and beverage establishments under direct hotel management, SIGNIEL SEOUL Evian Spa
● Minimum redemption: 1,000 points

(2) LOTTE DUTY FREE
● Qualifying establishments: 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

4. Points closest to expiry shall be deducted first when redeeming.
5. Deducted points cannot be returned.

Article 9. Converting Points

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

(1) Conversion of points → points vouchers

① Members can convert their points into points vouchers through the hotel website.
② When converting to points vouchers, Members must specify the accepted establishment, voucher unit, and user information.
③ Points vouchers shall be accepted at the following establishments:

A. Hotel
● Qualifying establishments: Rooms, food and beverage establishments under direct hotel management, SIGNIEL SEOUL Evian Spa
B. LOTTE DUTY FREE
● Qualifying establishments: LOTTE DUTY FREE stores in Korea (excluding stores in other countries and online Duty Free Shops/limited to certain brands and items)

④ Points shall be deducted immediately upon issue of points vouchers. The units of voucher issue (deducted points) is as follows:

A. Hotel
● Unit of issue: USD 10 (1,000 points), USD 50 (5,000 points), USD 100 (10,000 points)
B. LOTTE DUTY FREE
● Unit of issue: USD 100 (10,000 points)

⑤ 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.
⑥ Once issued, points vouchers cannot be canceled, exchanged for cash, or sold. Points vouchers obtained in this manner cannot be redeemed
⑦ Any balance remaining upon points voucher redemption cannot be refunded or returned
⑧ 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.
⑨ Once issued, points vouchers can be viewed on the hotel website or mobile app.

(2) Conversion of points → partner points

① Members can convert their points to points of hotel-affiliated partners through the hotel website.
② 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.
③ Service content is subject to change or termination according to hotel or partner circumstances.
④ Once conversion to partner points is requested, it cannot be reversed or canceled.
⑤ Members can view information regarding partners on the hotel website.

Article 10. Donation

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

1. Accumulated points shall expire on December 31 of the third year from the date of accumulation.
2. Expired points cannot be re-credited or redeemed after expiry.
3. 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

1. Online coupon features and benefits: Different types of coupons per Membership level offer various benefits that can be enjoyed at each hotel chain. Coupon benefits are subject to change according to the hotel's policy. Coupon details can be viewed on the hotel website or mobile app. Once issued, coupons can only be redeemed within the period of validity indicated at the time of issue.
2. Stamp features and benefits: Members can earn stamps in their account during hotel 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 hotel's marketing policy.
3. Other services: The hotel may develop and provide additional services to Members. Service provision standards apply as stipulated on the LOTTE Hotels website upon provision of the respective service.

Article 13. Revision

1. According to hotel or partner circumstances, the hotel may change program components, special benefits, and other content, and may also terminate this Membership program
2. The hotel 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: hotel website, formal letter, email, or text message.
3. Members can reject the revised terms and conditions and withdraw Membership in the event of such revisions. However, following the hotel'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.
4. If this Membership program is terminated, notice of such shall be posted on the hotel website at least 6 months before termination and all Members shall receive at least one email notice.
5. All Members shall be notified of any changes to the terms and conditions or termination regardless of their consent to receive marketing communications. The hotel 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

1. Interpretation of all program regulations and exemptions shall be made reasonably in accordance with relevant laws and commercial practices.
2. 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.
3. These terms and conditions are established in accordance with international practices and the laws of the Republic of Korea.
4. 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

Dates of change : 1st March 2016 [Previous download version]

Dates of change : 1st August 2016 [Previous download version]

Dates of change : 23, 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 2021 [Previous download version]

Dates of change : 1st, January 2022 [Previous download version]

Dates of enforcement : 7,March 2022.

The terms and conditions of LOTTE HOTEL Rewards membership Program will apply from 7, March 2022