

GENERAL TERMS AND CONDITIONS OF THE KNEIPP CLUB OF TERME SNOVIK

These General Terms and Conditions define the loyalty programme of the Kneipp Club of Terme Snovik, owned and managed by Terme Snovik – Kamnik, d.o.o., Molkova pot 6a, 1241 Kamnik, and the mutual relationship with the members of the loyalty programme. Membership in the loyalty programme is subject to these General Terms and Conditions, which, upon their entry into force, supersede and replace all previously valid rules, provisions, or conditions of the loyalty programme. By accepting these General Terms and Conditions, an individual concludes a membership agreement with the Kneipp Club and thereby agrees to these General Terms and Conditions and their application, becoming a member of the programme.

The purpose of the Kneipp Club loyalty programme is to reward loyal guests and to build a long-term relationship with the guests of Terme Snovik.

1. Definitions

The operator of the loyalty programme is Terme Snovik – Kamnik d.o.o., Molkova pot 6a, 1241 Kamnik.

The Kneipp Club loyalty programme (hereinafter: KK) is a loyalty reward programme for end users (guests) of Terme Snovik. Membership is free of charge and applies to natural persons (aged 18 or older). Legal entities, sole proprietors, groups, associations, and other forms of private or public legal persons are excluded from the programme and cannot receive *kneipps* (points earned on the basis of paid invoices), even if the invoices are issued in the personal name of a member. Guests who are members of this programme collect points for the purchase of services at Terme Snovik and may exchange them for additional benefits in accordance with the KK rules.

The application form is a document that a potential member completes and signs, thereby giving consent to these General Terms and Conditions and to membership in KK. The General Terms and Conditions form an integral part of the application form. A completed and signed application form constitutes a contract between the member and the operator of KK, together with these General Terms and Conditions. Online and mobile completion and confirmation of the application form are also valid.

Membership becomes valid on the date stated on the application form.

The QR code as the KK membership card is a unique identification number assigned to the individual upon joining the KK loyalty programme. The member can view the QR code in their online profile. It serves as a digital instrument through which the operator identifies the member, assigns reservations, records purchases, tracks the use of benefits, and other activities that bring advantages to the member. The QR code can be used for identification at all physical locations and in the online shop of Terme Snovik.

Upon joining, each member receives a digital card equipped with an ID number and a QR code. It serves as proof of membership and enables the acquisition and use of benefits in accordance with the general rules or special KK promotions.

The Terme Snovik website includes an online portal accessible exclusively to KK members. Access is possible only with an email address and password. The online portal is the member's personal profile, containing basic member information, the digital card, point balance, past purchases, and consents.

Benefits available to cardholders include *kneipps*, discounts, additional benefits, exclusive rewards, and privileges. A *kneipp* is a unit of value expressed in reward points. Members earn points by purchasing services. Each euro spent is worth 50 *kneipps*.

2. Joining and Membership

A prerequisite for participation in KK is membership based on a completed application form.

A valid email address is required for full membership.

Any natural person aged 18 or older, legally competent, and meeting the conditions set by the KK operator may become a member.

The applicant must correctly and fully complete the application form. Membership can be obtained via the Terme Snovik website or by signing a physical application form at the Terme Snovik reception.

By signing the application form, the applicant confirms that they are familiar with and fully agree to the currently valid General Terms and Conditions and the rules of the KK loyalty programme.

Terme Snovik will process the membership and include the applicant in KK no later than two working days after receiving a correctly completed application form. Membership and the collection of points begin on the date of inclusion in KK.

Upon submitting a correctly completed application form, the applicant receives a digital card with a barcode. The digital card is accessible through the online profile.

A physical card may be issued upon written request or during the registration process. The physical card is free of charge.

Terme Snovik reserves the right to refuse membership if all conditions for joining are not met.

A member may terminate their membership at any time by submitting a written cancellation and requesting that the operator cease using, processing, and storing their personal data for direct marketing purposes. By doing so, the member loses all benefits arising from their consents. Written cancellation may be sent to: marketing@terme-snovik.si. Membership will cease one month after receipt of the cancellation. The member's profile will be deleted, unused points erased, and all personal data removed.

The KK card is non-transferable.

Points and membership remain the property of Terme Snovik. Upon termination of membership for any reason, all unused points are forfeited, and the member loses the right to participate in KK. In the event of a member's death, unused points are not transferable.

Points cannot be redeemed for cash or monetary value.

Terme Snovik is not responsible for any member or any act related to KK, except for errors related to the addition of *kneipps* to an invoice. Terme Snovik is not liable for any damage. Terme Snovik cannot guarantee service operation in the event of network outages, power failures, or other technical disturbances that may temporarily disrupt service operation, nor for any damage arising from such extraordinary events. Terme Snovik is not liable for damage caused by force majeure.

These General Terms and Conditions are governed by the laws of the Republic of Slovenia.

3. Bonus Period

The bonus period is the time during which a member may use collected points as defined by the rules and conditions. Points may be used from the date they are credited. Points expire 365 days after being credited. After the expiry of the accounting period, unused points expire and are deleted from the system. All rights to benefits cease.

4. Earning Points and Their Validity

Membership in KK is required to begin collecting points. For every euro spent, the member earns 50 kneipps.

Kneipps are awarded for the purchase of all types of accommodation, services (e.g., pool tickets, saunas, massages, cosmetic and beauty services), non-board restaurant services, and the purchase of gift vouchers at regular value intended for personal use or use by immediate family members. Personal use applies to payment for up to three rooms. Kneipps are not awarded for the purchase of tobacco, tobacco products, tourist tax, registration fees, tips, consumption for catering, meetings, seminars, conferences, and other services supporting business events when the payer is a legal entity. Members cannot earn kneipps for reservations made through intermediaries—travel agencies, coupon providers, operators, sales agents—or through websites not owned by Terme Snovik (e.g., Booking.com).

Kneipps cannot be earned for large private events for which a special offer is issued, such as weddings, anniversaries, major celebrations, and similar events.

Members cannot earn kneipps when using a gift voucher or when the payer of any service is not a natural person paying in their own name and for their own account.

To earn kneipps for restaurant services, the member must present their membership at the time of ordering.

Terme Snovik may change, discontinue, or add new ways of collecting points, membership levels, or benefits, and will notify members accordingly. Without presenting a physical or digital card at each payment, benefits cannot be claimed.

Members may collect points only for personal use (for themselves and their immediate family members).

Points cannot be exchanged for cash, prizes, or credit. Rewards must be redeemed in accordance with these General Terms and Conditions.

Rewards are non-transferable.

5. Member Notifications and Communication

Each member may check their point balance using their membership ID number or card. Point balances can be checked at hotel receptions and pool cash desks. Members may also access point information via the online portal using their email address and password. The first login constitutes registration and creation of a personal profile. The profile provides access to purchase history, collected points, and benefits. Members can view point usage and current balance. Members receive special and personalised offers from the KK operator.

Terme Snovik communicates with KK members via email, website, and physical mail.

6. Redeeming Points, Discounts, and Other Benefits

Members may redeem points for the following benefits with prior notice:

- 7,500 kneipps = 1 complimentary cake in the Potočka restaurant

- 12,500 kneipps = 1 two-hour thermal pool ticket
- 17,500 kneipps = 1 daily lunch in the Potočka restaurant
- 37,500 kneipps = 1 back massage with warm hay compress (20 min)
- 60,000 kneipps = 1 Eko Snovik massage (80 min) and herbal tea
- 100,000 kneipps = 1 overnight stay with breakfast for 2 persons in the apartment village
- 200,000 kneipps = 1 weekend package (2 nights) with half-board for 2 persons

Special promotional benefits for members are exclusive and time-limited. Members will be informed via email and the website.

7. Complaints and Claims

Any complaints regarding services shall be submitted at hotel or pool receptions or via email: info@terme-snovik.si. The responsible person and the relevant department will participate in resolving the complaint. Complaints related to individual transactions, as well as all other disputes regarding the issuance and use of the card, are handled by the competent department of the operator. All complaints must be submitted in writing. The operator will consider all applicable regulations when resolving complaints.

8. Loss, Theft, or Misuse of the Card

In case of misuse, the cardholder must notify the issuer by submitting a written statement and a request for a new digital card. The member's identification number remains unchanged, and a new card is issued. Upon proper submission of the request, the issuer will recognise all collected points that had not yet been redeemed. Upon cancellation of the card, active points are temporarily frozen. When a new card is issued, the frozen points are transferred and reactivated.

9. Temporary or Permanent Restriction or Revocation of Card Use

The issuer reserves the right to temporarily or permanently restrict or revoke card use in cases where:

- the cardholder violates applicable legislation and/or these General Terms and Conditions, attempts to do so, or enables another person to do so;
- there are objectively justified reasons related to card security;
- there is suspicion of unauthorised or fraudulent card use.

The issuer reserves the right to monitor cardholder activity and suspicious transactions to prevent misuse. The card may be revoked if misuse is suspected or after being placed on a list of cancelled/invalid cards.

10. Consent for Processing and Protection of Personal Data

Within KK, Terme Snovik processes personal data of members based on their consent and in accordance with these General Terms and Conditions and the privacy notice on www.terme-snovik.si.

Terme Snovik collects and processes all personal data of KK members, reservation data, purchase data, service usage, and reward redemption for the purpose of calculating and awarding points, informing members about point balances, discounts, and exclusive benefits.

To join KK and obtain a membership card, the applicant must provide: name, surname, gender, home address, mobile phone number, email address, and date of birth.

In addition, the applicant may voluntarily provide non-mandatory data when creating an online profile.

If the applicant consents to profiling, the operator also processes data on purchased products, services, payments, benefits used, time and place of purchase, payment methods, credit balances, collected points, and other benefits. If consent is not given, these data are processed anonymously for analytical purposes.

If personal data provided in the application form change, the member must notify the operator within 30 days via the online portal.

Consent may be withdrawn at any time without affecting the legality of processing prior to withdrawal.

Terme Snovik handles personal data with special care and prevents unauthorised access. Data are stored in the marketing department and accessible only to authorised persons. Terme Snovik has data processing agreements with processors (e.g., card printing, promotional materials, software providers).

Personal data are processed until the purpose is fulfilled, until consent is withdrawn, or within statutory limitation periods. If the retention period is set by law, Terme Snovik stores data accordingly.

Members may contact the Data Protection Officer at kakovost@terme-snovik.si regarding their rights (access, correction, deletion, restriction, objection, data portability). Members may also lodge a complaint with the Information Commissioner (Dunajska 22, 1000 Ljubljana, gp.ip@ip-rs.si, www.ip-rs.si).

11. Final Provisions

These General Terms and Conditions enter into force on 15 December 2025 and apply from that date to all existing and new members.

These General Terms and Conditions, including any amendments, are published on www.terme-snovik.si and available in printed form at hotel and pool receptions.

Terme Snovik reserves the right to amend these General Terms and Conditions at any time without prior notice. Members will be informed of changes via the website.

Kamnik, 15 December 2025