

## **TERMS & CONDITIONS FOR MY LLAO LLAO PROGRAM**

Participation in My Llao Llao Program ("The Program") and the benefits derived therefrom are exclusively managed by LLAO LLAO RESORTS S.A. ("LLao LLao") at its sole criterion. By using the Program benefits, the customer is accepting all terms and conditions specifically stated at <https://llaollao.com/my-llao-llao/> in the General Terms & Conditions section.

### **GENERAL TERMS & CONDITIONS**

1. **Program organizer:** The Program is managed by LLAO RESORTS S.A. UT cuit 30 -70724360-7 with address in Bustillo Av. km. 25, San Carlos de Bariloche, Rio Negro Province, Argentina (8400).

2. **Some requirements for participation:** In order to participate in the Program all participants should accomplish these Program Terms & Conditions: they must be 18 (eighteen) years old minimum or be adults of legal age. They cannot belong to more than one category (Platinum and/or Gold and/or Silver). Companies and other entities are not eligible to enroll. Participation in the Program is free of charge.

3. **Availability of the Program:** Llao Llao reserves its right to restrict, suspend, interrupt or cancel this Program, with a previous notice published on the web site in My LLao LLao section, with no right to any claim for the participants.

4. **Participation cancellation:** Llao Llao reserves its right to cancel participation of any participant member in any of the Program categories, based on the following reasons, among others:

- Violation of the present Terms & Conditions.
- Inaccurate information or incorrect use of this Program.
- Violation of laws or local rules or regulations regarding the use of privileges by participants.
- Non-payment of Resort stay expenses.
- Return or rejection of a check for insufficient funds or for any other reason or other noncompliance.
- Commission of fraud or abuse regarding this Program.
- More than one active account per participant.
- Aggressive or humiliating treatment, physically, written or verbal, to any of Llao Llao employees.
- Any other action that could lead to the Program or to any of its alliances detriment or devaluation, according to Llao Llao determination at its sole discretion.

5. **Changes in the conditions:** Llao Llao reserves its right to make changes, limit, modify or cancel the Program conditions, its rules or regulations, participation conditions, benefits, total or partially and at any time, even though those changes could affect the Program. Such changes are mandatory for the participants.

6. **Changes notice:** Such changes will be displayed in the Terms and Conditions on the website site at <https://llaollao.com/my-llao-llao/> and will be immediately in force unless otherwise indicated. A notice that a change has been made will be posted on the Llao Llao website in My Llao Llao indicating it for a reasonable period. Llao Llao will try to notify every active members during a reasonable period of time about major changes that could affect the Program, but Llao Llao will not be held liable in case of not doing so or for any failure to do so. Despite of this, such changes will be

mandatory and in force for all participants. An active participant is that one who stayed at the resort at least once in the last 18 (eighteen) months and that fulfills the required conditions for any category of the Program, explicitly detailed below.

**7. Legal rights:** Neither the Program nor any of its advantages or benefits may create nor constitute legal or contractual rights in favor of the participants and against Llao Llao.

**8. Personal information:** Participants accept that by the mere fact that Llao Llao has been provided with personal information, Llao Llao has the right to contact them by mail, phone, electronically and or to send them information at its sole discretion, that could be of their interest, including advertising and information about offers and promotions. Should it be the event that the participants prefer not to be contacted for these purposes, they may expressly state this and Llao Llao will proceed to interrupt this type of communications as soon as possible.

**9. Right of access to data:** In order to participate in the Program, Llao Llao may require the Participants to provide certain additional personal information that will be incorporated to the database within the scope of the law 25.326 in force in the Argentine Republic. The holder of the personal data has the right to exercise the right of access to such data free of charge at intervals of no less than six months, unless a legitimate interest to that effect is evidenced pursuant to the provisions of Section 14, subsection 3 of Law No. 25.326. The NATIONAL DIRECTION FOR THE PROTECTION OF PERSONAL DATA, CONTROLLER of Law No. 25.326, is responsible for dealing with complaints and claims filed in relation to the non-compliance with the rules on the protection of personal data. To contact the NATIONAL DIRECTION FOR THE PROTECTION OF PERSONAL DATA the person could do so at Sarmiento St. number 1118, 5th floor, CABA (Autonomous City of Buenos Aires) (C1041AAX), Argentina, or by phone at 4383- 8510/13/12/15. Art 27, inc 3: The holder may at any time request the removal or blocking of his/her name from the data banks referred to in this article. "Art. 27 addendum I Decreto 1558/01: Any communication for advertising purposes made by mail, telephone, e-mail, Internet or other remote means that could appear, should expressly and prominently indicate the possibility of the data subject to request the withdrawal or blocking, in whole or in part, of his/her name from the database. At the request of the data subject, the name of the person in charge or user of the database who provided the information shall be informed".

**10. Communications not received:** Llao Llao is not responsible for the loss of correspondence, information that may be incomplete, illegal, with late arrival, lost or stolen.

**11. No warranties on articles:** Llao Llao does not guarantee expressly or implicitly the products or services of companies associated with the Program, and assumes no responsibility for loss, expenses (including attorney's fees), accident or inconvenience that may arise from the use of such items, or because of any defect or failure in them. Any implied warranties of merchantability or aptitude for a particular purpose are expressly disclaimed.

**12. Program Violations:** Any violation, suspected fraud or misuse in connection with or related to the Program will be subject to the corresponding legal or administrative action by the appropriate governmental authorities and by Llao Llao, including, among others, suspension of benefits and ineligibility for future participation in the Program, etc.

**13. Interpretations of the Program Terms and Conditions** shall be the sole responsibility of Llao Llao. Llao Llao reserves the right to add, modify, delete or otherwise change these Terms and Conditions or any rules relating to the Program at its sole discretion, with or without prior notice and in accordance with local laws and regulations.

## **CONDITIONS OF THE MY LLAO LLAO PROGRAM BENEFIT CATEGORIES**

### **A) MY LLAO LLAO LLAO PLATINUM**

1. As a condition to access **My Llao Llao PLATINUM**, each person must have stayed at the Resort on more than twenty (20) occasions, being mandatory that his/her last stay were within the eighteen (18) months prior to the date of entry to the PLATINUM category and as credited with the Resort's database. Likewise, to remain in this category, the customer must prove at least one (1) stay at the Resort per year. Otherwise, membership in this category of the Program will be missed. In order to achieve the minimum number of nights required to apply for this category, each person's stays at the Hotel since the age of majority will be taken into account.

2. The benefits to which the customer will have access are as follows, but could not be combinable with other promotions:

- 20% discount on the best available rate at the time of booking, but provided that the reservation is made directly with the Resort.
- Early Check In and Late Check Out free of charge, subject to availability.
- Welcome amenities in the room.
- 15% discount at the Llao Llao Store.
- 10% discount on Spa treatments.
- 10% discount on lake excursions with Dannemann Travel agency in the commercial gallery of the resort: Applies only for the excursion to Isla Victoria and Bosque de Arrayanes (Myrtle forest) with the company ESPACIO S.A. in regular service.
- 10% discount at Cruz del Sur leather and gift shop in the commercial gallery of the resort.

3. ALL THESE BENEFITS APPLY ONLY TO THE BENEFICIARY OF THE PROGRAM AND/OR EVENTUAL COMPANION IN HIS/HER ROOM AND FOR RESERVATIONS MADE DIRECTLY WITH THE RESORT. ANY STAY DERIVED FROM OR CORRESPONDING TO EVENTS WHOSE ORGANIZATION IS NOT RELATED TO THE RESORT FOR THE ACCUMULATION OF STAYS AS A REQUIREMENT TO ACCESS THE PROGRAM IS EXCLUDED.

### **B) MY LLAO LLAO GOLD**

1. As a condition to access **My Llao Llao GOLD**, each person must have stayed at the Resort between eleven (11) and twenty (20) times, being mandatory that his/her last stay had been within the eighteen (18) months prior to the date of entry into the GOLD category and as evidenced by the Resort's database. Likewise, to remain in this category, the customer must prove at least one (1) stay at the Resort per year. Otherwise, membership in this category of the Program will be missed. In order to achieve the minimum number of nights required to apply for this category, each person's stay at the Hotel since the age of majority will be taken into account.

2. The benefits to which the customer will have access are as follows, but could not be combinable with other promotions:

- 15% discount on the best available rate at the time of booking, but provided that the reservation is made directly with the Resort.

- Early Check In and Late Check Out free of charge, subject to availability.
- Welcome amenities in the room.
- 15% discount at the Llao Llao Store.
- 10% discount on Spa treatments.
- 10% discount on lake excursions with Dannemann travel agency in the commercial gallery of the resort. Applies only for the excursion to Victoria Island and Bosque de Arrayanes (Myrtle Forest) with the company ESPACIO S.A. in regular service.
- 10% discount at Cruz del Sur leather and gift shop in the commercial gallery of the resort.

3. ALL THESE BENEFITS APPLY ONLY TO THE BENEFICIARY OF THE PROGRAM AND/OR EVENTUAL COMPANION IN HIS/HER ROOM AND FOR RESERVATIONS MADE DIRECTLY WITH THE RESORT. ANY STAY DERIVED FROM OR CORRESPONDING TO EVENTS WHOSE ORGANIZATION IS NOT RELATED TO THE RESORT FOR THE ACCUMULATION OF STAYS AS A REQUIREMENT TO ACCESS THE PROGRAM IS EXCLUDED.

### **C) MY LLAO LLAO SILVER**

1. As a condition to access **My Llao Llao SILVER**, each person must have stayed at the Resort between six (6) and ten (10) times, being mandatory that the last stay was within the eighteen (18) months prior to the date of entry into the SILVER category and as evidenced by the Resort's database. Likewise, in order to remain in this category, at least one (1) stay in the Resort per year must be accredited. Otherwise, they will lose their membership in this category of the Program. In order to achieve the minimum number of nights required to apply for this category, each person's stays at the Hotel since the age of majority will be taken into account.

2. The benefits to which the customer will have access are as follows, but could not be combinable with other promotions:

- 10% discount on the best available rate at the time of booking, but provided that the reservation is made directly with the Resort.
- Early Check In and Late Check Out free of charge, subject to availability.
- Welcome amenities in the room.
- 15% discount at the Llao Llao Store.
- 10% discount on Spa treatments.
- 10% discount on lake excursions with Dannemann travel agency in the commercial gallery of the resort. Applies only for the excursion to Isla Victoria and Bosque de Arrayanes (Myrtle forest) with the company ESPACIO S.A. in regular service.
- 10% discount at Cruz del Sur leather and gift shop in the commercial gallery of the resort.

3. ALL THESE BENEFITS APPLY ONLY TO THE BENEFICIARY OF THE PROGRAM AND/OR EVENTUAL COMPANION IN HIS/HER ROOM AND FOR RESERVATIONS MADE DIRECTLY WITH THE RESORT. ANY STAY DERIVED FROM OR CORRESPONDING TO EVENTS WHOSE ORGANIZATION IS NOT RELATED TO THE RESORT FOR THE ACCUMULATION OF STAYS AS A REQUIREMENT TO ACCESS THE PROGRAM IS EXCLUDED.

**CONSIDERATIONS FOR ALL CATEGORIES:**

1. It is necessary to book in advance, and reservations must be made directly with the Llao Llao Reservations Department. It is hereby clarified that the discounts offered in each of the categories of the Program shall not apply in the event that the member makes his/her reservation through a travel agency or online agency, and the rest of the benefits shall remain in force.
2. The discount granted for the best available rate does not include food and beverage consumption, tips, Resort Fee, taxes, etc. or other Resort expenses. These charges must be paid directly to the Resort prior to departure.
3. Use of Program benefits is personal and non-transferable. The discount and/or benefits are applicable only to the authorized Participant's purchase invoice. The invoice cannot be split into multiple forms of payment, or persons. Invoice can only be cancelled by the Participant.
4. The discount rates published in this Program cannot be combined with any other discounts or promotions offered by Llao Llao (e.g. Certificates, prizes, etc.) or for guests stays for private or special events (e.g. Mil Millas, Semana Musical).