



MY SMART CASH RULES

Below you can find the Rules for the proper use of the My Smart Cash bracelet.

- 1.** The My Smart Cash service is the innovative and practical method of payment offered by Club del Sole Group, via electronic bracelet or App, without using cash.
- 2.** All Clients staying at the Facility (excluding daytime ones) will receive a bracelet at check-in that must be worn during the period of stay since it is also used for recognition purposes. In addition, where technologically possible, the bracelet will allow access to the Facility and/or its areas until the end of the check-out day.
- 3.** If the Client wishes to do so, a credit amount can be loaded on the bracelet and used for purchasing services from the businesses having an agreement with the Club del Sole Group facilities. The maximum credit that can be loaded on each bracelet is € 1,000.00.
- 4.** As a rule, all bracelets linked to the same booking have access to a single maximum credit limit of € 1,000.00. On Client's request, it is possible to provide an independent credit limit for each bracelet under the booking, with transfer of the remaining credit to the bracelet of the booking holder.
- 5.** It is possible to associate your bracelet to the My Club del Sole App, if and when available, to gain access to several additional functionalities.
- 6.** The bracelet is personal and cannot be used by anyone other than the person to whom it is given at check-in.
- 7.** Bracelets can be recharged at the authorised points at the Facility using credit/debit cards or, in special cases, also using cash (further information on the authorised cash points can be obtained from the Facility's reception desk). It is also possible to reload the bracelets via the My Club del Sole App, if and when available, using debit/credit cards.
- 8.** To use the credit on the bracelet, the Client must notify of his or her intention to do so before a tax receipt is issued by the business operator of the service provided. It is also possible to use the credit loaded on the bracelet through the My Club del Sole App, if and when available.
- 9.** In case of loss, damage or malfunction of the bracelet, the Client must immediately notify the Reception desk of the Facility, providing also the identification number of the bracelet or showing a receipt with the identification code of the bracelet. The Facility will promptly block the bracelet lost and will issue a new bracelet with the same credit limit. The Management of the Facility may reserve the right to carry out further checks to confirm the identity of the Client and the correspondence of the identification code to the bracelet.
- 10.** Clients holding a My Smart Cash bracelet may request a full refund of any balance on the bracelet at any time before check-out. In any case, partial refunds will not be provided. The Facility's Management reserves the right to perform checks to confirm the identity of the applicant.
- 11.** Failure by the Client to request a refund for any remaining balance within the terms specified above will cause the Client to forfeit a refund of said balance on the bracelet.
- 12.** The Facility's Management reserves the right to block the bracelets at any time, and without any notice, if are used in breach of these Regulations, as well as in a fraudulent and/or incorrect manner and/or in a way that is detrimental to the Facility, any other Clients of the Facility, or to Club Del Sole Group.
- 13.** The Facility's Management reserves the right to withdraw any benefits acquired unlawfully or unduly (e.g. discounts, rewards, etc.), and to take any action against users of the suspended or revoked bracelets that are in breach of these Regulations.
- 14.** The Facility's management and the businesses having an agreement with the Facility for the use of the bracelet are not responsible for any fraudulent, improper or abusive use of the My Smart Cash service, as well as for any consequences, direct or indirect, related to its malfunction and the malfunction of any management systems beyond the management control.
- 15.** Where the service is available, daytime Client may request a preloaded My Smart Cash bracelet. The related credit, as well the one deriving from any top up and/or coupon and/or discount and/or gift credit cannot be reimbursed also in the case of theft and/or loss. In case of malfunction of the bracelet, the Client must immediately notify the Reception desk of the Facility, providing also the identification number of the bracelet or showing a receipt with the identification code of the bracelet. The Facility will promptly block the bracelet lost and will issue a new bracelet with the same credit. The Management of the Facility may reserve the right to carry out further checks to confirm the identity of the Client and the

correspondence of the identification code to the bracelet.

16. The Facility reserves the right to offer coupons and/or discounts and/or gift credit to the Client also through bracelet credit. The method of use and any reimbursement of the aforementioned coupons and/or discounts and/or gift credit shall be governed from time to time by the related regulations.

17. The Facility's Management reserves the right to change the terms and conditions of these Regulations at any time. In case of changes, the new Regulations will be promptly published at the reception desk of the Facility and made available on the website www.clubdelsole.com, as well as through the My Club Del Sole App, if and when available. Thus, the client is invited to continuously check for updates.

18. Acceptance of the Facility's Regulations, as well as the use of the My Smart Cash service, entails the full and undisputed acceptance of all the clauses contained in these Regulations, since they are an integral part thereof, and in addition to being available at the Reception desk of the Facility, they are published on the website www.clubdelsole.com, as well as on the My Club Del Sole App, if and when available.