

#### LH&V GIFT VOUCHER TERMS & CONDITIONS:

- The Gift Voucher can be used for payment for accommodation, dining or spa services at any participating LH&V hotels.
- The Gift Voucher is valid for one-time use, non-refundable and cannot be redeemed for cash.
- Please safe-keep and treat the Gift Voucher as cash. If lost, damaged or stolen, LH&V will not be able to replace or refund the full or any remaining voucher value.
- The Gift Voucher is valid for 12 months from the purchase date as shown on the voucher.
- If the transaction exceeds the face value of the voucher, the user is required to settle any difference in cash or by credit card upon check-out.
- LH&V will collect the redeemed Gift Voucher as proof of payment upon check-out.
- Advance reservation is required through our Booking Center by phone +385 (0)51 661 111 or email [booking@losinj-hotels.com](mailto:booking@losinj-hotels.com). Redeemable rates are based on prevailing published "Flexible Rate" at the time of reservation, subject to room availability.
- The original Gift Voucher with a valid code and voucher number must be presented upon check-in. Photocopies will not be accepted.
- Modification or cancellation of reservation must be made through our Call Center. Unless otherwise specified, the standard hotel terms and conditions for cancellation, amendment or no-show will apply.
- The Gift Voucher cannot be used as deposit or guarantee for the reservation.
- This Voucher can be used for all hotel services in conjunction with accommodation with the exception of purchases of retail store or gift shop merchandises.
- Once full payment has been received and the Gift Voucher has been dispatched either in person or via email, it can be used immediately.
- Upon activation, the Gift Voucher can be used for new reservations only and cannot be redeemed towards any prior bookings.

#### SPA GIFT VOUCHER TERMS & CONDITIONS:

- The Spa Gift Voucher can be used for payment for fitness center membership, classes, personal training, spa & beauty treatments and services, retail product purchases at any participating LH&V-operated fitness and wellness centers.
- Each Gift Voucher is valid for one-time use, non-refundable and cannot be redeemed for cash.
- Please safe-keep and treat the voucher as cash. If lost, damaged or stolen, LH&V will not be able to replace or refund the full or any remaining voucher value.
- The Spa Gift Voucher is valid for 12 months from the purchase date as shown on the voucher.
- If the transaction exceeds the face value of the voucher, the user is required to settle any difference in cash or by credit card.
- LH&V will collect the redeemed voucher as proof of payment upon completion of transaction.
- Appointments are recommended and can be made directly with the fitness/wellness center of choice.
- The original Spa Gift Voucher with a valid code and voucher number must be presented upon arrival. Photocopies will not be accepted.
- Once full payment has been received and the Spa Gift Voucher has been dispatched either in person or via email, it can be used immediately.

#### DINING GIFT VOUCHER TERMS & CONDITIONS:

- The Dining Gift Voucher can be used for payment for dining or food and beverage purchases at any participating LH&V restaurants, with the exception of charges for organized group or private events.
- Each Gift Voucher is valid for one-time use, non-refundable and cannot be redeemed for cash.
- Please safe-keep and treat the voucher as cash. If lost, damaged or stolen, LH&V will not be able to replace or refund the full or any remaining voucher value.
- The Dining Gift Voucher is valid for 12 months from the purchase date as shown on the voucher.
- If the transaction exceeds the face value of the voucher, the user is required to settle any difference in cash or by credit card.
- LH&V will collect the redeemed voucher as proof of payment upon completion of transaction.
- Reservations are recommended and can be made directly with the restaurant of the gift voucher holder's choice.
- The original Dining Gift Voucher with a valid code and voucher number must be presented upon arrival. Photocopies will not be accepted.
- Once full payment has been received and the Dining Gift Voucher has been dispatched either in person or via email, it can be used immediately.

#### BOUTIQUE HOTEL ALHAMBRA VOUCHER TERMS & CONDITIONS:

- The Boutique Hotel Alhambra Voucher can be used for payment of services specified on the voucher at Boutique Hotel Alhambra like dining or food and beverage purchases, fitness center membership, classes, personal training, spa & beauty treatments and services, retail product purchases, beach access, and rental of deckchairs and parasols, with the exception of charges for organized group or private events.
- Each Voucher is valid for one-time use, non-refundable and cannot be redeemed for cash.
- Please safe-keep and treat the voucher as cash. If lost, damaged or stolen, LH&V will not be able to replace or refund the full or any remaining voucher value.
- The Boutique Hotel Alhambra Voucher is valid for 12 months from the purchase date as shown on the voucher.
- If the transaction exceeds the face value of the voucher, the user is required to settle any difference in cash or by credit card.
- LH&V will collect the redeemed voucher as proof of payment upon completion of transaction.
- Reservations are recommended and can be made directly with the Hotel Front Desk (alhambra@jadranka.hr) or at the Restaurant (alhambra.restoran@jadranka.hr).
- The original Boutique Hotel Alhambra Voucher with a valid code and voucher number must be presented upon arrival. Photocopies will not be accepted.
- Once full payment has been received and the Boutique Hotel Alhambra Voucher has been dispatched either in person or via email, it can be used immediately.