

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 18 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. Redeemable rates are based on prevailing published Best Available Rates 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.
- The Gift Voucher must be paid in full at the time of purchase and can only be activated 72 business hours after purchase.
- Upon activation, the Gift Voucher can be used for new reservations only and cannot be redeemed towards any prior bookings.

WELLNESS GIFT VOUCHER TERMS & CONDITIONS:

- The Wellness 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 Wellness Gift Voucher is valid for 18 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 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 Wellness Gift Voucher with a valid code and voucher number must be presented upon arrival. Photocopies will not be accepted.
- The Wellness Gift Voucher must be paid in full at the time of purchase and can only be activated 72 business hours after purchase.