



FAQ

SHA Privileged

What is SHA Privileged? It is a loyalty Programme, designed with the aim to reward all guests who continuously place their trust in SHA.

How can I subscribe to SHA Privileged? You will acquire automatically the SHA Privileged membership, unless you state otherwise, along your stay at SHA or later, once you left SHA.

How can I renounce to be part of SHA Privileged? Once at SHA, on arrival, by marking in the sign sheet form the checkbox "I don't wish to subscribe to SHA Privileged"; or by sending an email to the Loyalty Manager loyalty@shawellnessclinic.com, any time you wish.

Do I receive a membership card once I will subscribe to the SHA Privileged? Our loyalty Programme doesn't require you to identify yourself with a card, it is our pleasure and responsibility to recognize our guests.

What are SHApphires? SHApphires are the points of our loyalty Programme that we assign to our guests.

How can I generate SHApphires? SHApphires can be generated thanks to an equation that takes into consideration 4 elements: number of nights accumulated, frequency of the stays, expenses along the visit and the recommendation of a new guest.

Do I accumulate SHApphires from my first stay? Yes.

Is there any condition under which I can't accumulate SHApphires along my stay? Yes, under the following conditions it is not possible to accumulate SHApphires:

- With promotions, i.e. you enjoy 7 nights and you pay only 6. The night in promotion won't generate SHApphires
- When you are enjoying a special discount equal or higher than 15%
- When the stay is covered with a credit or barter
- When the final invoice has been not paid or partially paid

If I booked my stay at SHA through a Travel Agency or through any similar intermediary agent, do I accumulate SHApphires and do I enjoy the benefits associated to the category I belong to? Yes, you will have the possibility to generate and accumulate SHApphires, and you will enjoy the benefits with higher added value.

Are my previous stays taken in consideration for the calculation of the SHApphires accumulated? Exceptionally, for the launch of the Programme, we will take into consideration your stays during the last 18 months and we will assign you the proportional quantity of SHApphires. After the launching date, you will start accumulating SHApphires only from the moment you will subscribe to SHA Privileged.

Do SHApphires expire? Yes, after 3 years from the last stay of the Member, the quantity of SHApphires, necessary to have access to the category below to the one assigned, it will expire. From that moment SHApphires will expire every 24 months, under the same conditions.

When SHApphires will be assigned to the Member's account? SHApphires will be assigned automatically to the Member's account at the moment of the check-out, once the invoice has been covered.

Why SHApphires are necessary? SHApphires will give access to one of the category of SHA Privileged and to the list of benefits associated to each of the categories.

Can SHApphires be exchanged? No, SHApphires can't be exchanged.

¿How many categories does SHA Privileged have? There are 5 categories: JADE, QUARTZ, RUBY, ESMERALD and DIAMOND.

¿How many SHApphires are necessary to access to each of the categories?

- JADE: With a quantity below 15.000 SHApphires
- QUARTZ: With a quantity between 15.000 and 24.999 SHApphires
- RUBY: With a quantity between 25.000 and 49.999 SHApphires
- ESMERALD: With a quantity between 50.000 and 74.999 SHApphires
- DIAMOND: With a quantity equal or higher than 75.000 SHApphires

¿Is it possible to enjoy the list of benefits on the first stay at SHA? Yes, only if the Member subscribed at the moment of the launching of the Programme and he/she has generated SHApphires along the 18 months prior to the subscription day. This will assign to the Member a category of belonging and a list of associated benefits.

¿Are benefits available for the companion guest? No. Benefits are for one guest only and they are exclusively for the Member of the Programme with a SHA Privileged account. .

¿Can I transfer SHApphires? Yes, the Member of SHA Privileged is allowed to transfer SHApphires in the following quantities: 25%, 33,33%, 50%, 75%, 100%.

¿When and how can SHApphire be trasferred? At the moment of the check-out, by signing an assignment form or by contacting the Reservations Department +34 966 811 199, within one month from the check-out date.

¿How is it possible to know the credit of SHApphires? It is possible to know the credit of SHApphires in the following ways:

- Along your stay, by asking to the Guest Relations or Front Office Department
- Via email, by contacting the Loyalty Manager loyalty@shawellnessclinic.com
- Via telephone, by contacting the Reservations Department +34 966 811 199
- Via SHA APP, by checking your personal account.

¿Are SHApphires assigned in different quantities depending on the suite reserved? Yes, they are assigned depending on the category that has been requested and reserved, not the one assigned and enjoyed. SHApphires will be generated in the following quantities, per category:

DELUXE MONT	DELUXE MAR	SUPERIOR MONT	SUPERIOR MAR	GRAND MONT	GRAND MAR	PRESIDENCIAL	ROYAL
1000	1150	1500	1700	2000	2200	2500	3000

¿How can I claim my SHApphires? By contacting the Loyalty Manager loyalty@shawellnessclinic.com and providing the relevant reservation number or any service purchased for reference purpose, within a period of 6 months from the check-out date.

¿How can I unsubscribe from SHA Privileged? At any time and in the following ways:

- Via email, by contacting the Loyalty Manager loyalty@shawellnessclinic.com
- Via telephone, by contacting the Reservations Department +34 966 811 199
- Along your stay at SHA, by signing an unsubscribe form