



What is SHA Privileged? It's the loyalty program at SHA Wellness Clinic.

Created with the purpose of establishing a relationship with the guest beyond their stay, rewards guests who continuously trust in the SHA Wellness Clinic.

When can I sign up with SHA Privileged? On the first stay, the customer will automatically be registered, unless they state otherwise, starting their membership in the SHA Privileged program.

How can I reject affiliation? On your arrival to SHA, on the registration sheet, by checking the "I don't want to subscribe to SHA Privileged"; or by sending, at any time, an email to the Loyalty Manager loyalty@shawellnessclinic.com.

Will I receive a card when I register with the Program? No, you won't need a card for identification.

What are SHApphires? They are the points in our SHA Privileged loyalty program.

How can I accumulate SHApphires? The SHApphires are accumulated through:

- The expense of the reservation overall; each €10 obtains 1 SHApphire.
- The frequency with which you stay at SHA Wellness Clinic.
- The people you recommend.

Do I accumulate SHApphires from my first visit? Yes.

Are there any circumstances in which SHApphires are not accumulated during a visit? Yes, there are. SHApphires are not accumulated in the following circumstances:

- Free promotional nights. For example, when you enjoy 7 nights and only pay for 6, the promotional night which is given for free will not generate SHApphires.
- When you enjoy an exceptional discount of 15% or more.
- When the stay is paid for with credit or generated barter.
- When the invoice for the stay is paid partially or has not been fully paid.

Can I accumulate SHApphires and enjoy the corresponding benefits if I'm coming through a travel agency or other intermediary? Yes, even if you book your stay through a travel agency or other intermediary, you can accumulate SHApphires and enjoy the benefits corresponding to your level, provided that you sign up with SHA Privileged.

Do SHApphires expire? Yes. If after 36 months the customer has not returned to SHA, the proportional part of SHApphires will expire to give access to the lower category and so on every 6 months. If after 5 years the customer is still inactive, SHA Wellness Clinic will cancel the guest's loyalty program.

When are the SHApphires added to my personal account? The SHApphires are added to your account upon check-out.

What are SHApphires for? The SHApphires give access to one of the SHA Privileged categories and a list of benefits associated to each one.

Are SHApphires redeemable? No, the SHApphires cannot be redeemed.

How many categories are in the SHA Privileged program? SHA Privileged has 4 categories: JADE, RUBY, EMERALD and DIAMOND.

How many SHApphires do I need for each of the categories?

JADE: From the first visit to 1,499 SHApphires

RUBY: From 1,500 a 3,999 SHApphires

EMERALD: From 4,000 a 7,999 SHApphires

DIAMOND: Over 8,000 SHApphires

Can the benefits be enjoyed by other people in the reservation? Yes, the benefits are personal, though there are some that can be enjoyed by the companion on the booking, provided that they stay in the same suite as the holder of the SHA Privileged account.

Can I transfer SHApphires? Yes, as the holder of a SHA Privileged account, you can transfer the SHApphires to another member of SHA Privileged with the same reservation number.

SHApphires can be transferred in the following quantities: 25%, 33.3%, 50%, 75%, 100%.

When and how can I transfer SHApphires? By signing a transfer form upon checkout, contacting our Reservations Department at +34 966 811 199 or writing an email to: loyalty@shawellnessclinic.com. You will have a maximum period of one month after the check-out date to transfer the SHApphires.

How can I see my SHApphires balance? SHA Wellness Clinic is currently working to create a log-in through the app (mobile and desktop) where you can monitor your activity, points, benefits, etc. For now, you can check your balance in the following ways:

- During your stay, by asking the Guest Relations Department or Front Office
- By email, contacting our Loyalty Manager at loyalty@shawellnessclinic.com
- By telephone, by calling the Reservations Department at +34 966 811 199

In the case that I haven't been credited for the SHApphires corresponding to one of my stays, how can I claim them? By contacting the Loyalty Manager (loyalty@shawellnessclinic.com) and indicating the booking reference of the stay or the service contracted for which the claim is being made. The SHApphires can be claimed in a maximum period of 6 months from the check-out date.

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

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