BELONGING MEANS ENJOYING ALL THE BENEFITS
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Welcome to MeliáRewards, Meliá Hotels International's loyalty programme that will let you enjoy exclusive benefits, upgrades and discounts for your personal stays at more than 380 hotels of all the Meliá group brands: Gran Meliá Hotels & Resorts, ME by Meliá, Paradisus by Meliá, Meliá Hotels & Resorts, Innside by Meliá, Tryp by Wyndham and Sol by Meliá. MeliáRewards is, since July 2018, Meliá’s only loyalty programme, where professionals like you enjoy even better benefits than other members of the programme.
Because with MeliáRewards you can earn points both from your professional activity and your personal activity to get an even better experience in and out of the hotels. A great way of getting the most out of everything that MeliáRewards has to offer, available only to professionals like you.

**BELONGING TO MELIÁREWARDS MEANS MORE**

**MORE VALUE**
Points, surprises, discounts... with MeliáRewards you enjoy exclusive benefits to help make your stay even more special.

**MORE POSSIBILITIES**
Flexibility in using your points: both in stays and services at our hotels and with our partner companies.

**MORE TIME**
You are always our priority: online check-in, late check-out... with MeliáRewards you have more time for the things that really matter.

Start enjoying all the benefits of MeliáRewards right now and keep reading to find out how to get the most out of the programme.
BELONGING MEANS DISCOVERING A WORLD OF BENEFITS

The best thing about MeliáRewards is not just knowing that you always have the best price guaranteed, it is feeling that you are our priority, that all your expectations will be met, that you are special. Belonging to MeliáRewards means knowing every time is better.

Belonging to MeliáRewards means entering a world of benefits.

These are the main benefits you enjoy as a professional:

ACCESS TO THE PLATFORM
MELIÁ PRO CERTIFICATES

Which lets you become an expert on Meliá and earn up to 12,000 MeliáRewards points.

UP TO 20% OFF
ON MELIÁ REWARDS RATES

If a regular customer books a 100 € room with a 20% discount, that customer saves 20 €. However, you save 36 €.

POINTS
BOTH ON YOUR PROFESSIONAL AND INDIVIDUAL ACTIVITY

Paradisus Palma Real, Punta Cana.
Discover all the benefits of Meliá Rewards depending on your level:

<table>
<thead>
<tr>
<th>MELIÁ REWARDS</th>
<th>MELIÁ REWARDS SILVER</th>
<th>MELIÁ REWARDS GOLD</th>
<th>MELIÁ REWARDS PLATINUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 points for every €/$ spent</td>
<td>11 points for every €/$ spent</td>
<td>13 points for every €/$ spent</td>
<td>14 points for every €/$ spent</td>
</tr>
</tbody>
</table>

MORE VALUE
- Exclusive prices
- 2,000 welcome points (for activating your Meliá Rewards account online)
- Birthday surprise
- Free breakfast for your companion (only applies to reservations with accommodation rate only)
- Free Wi-Fi
- Superior room guaranteed (applies to online check or on arrival at the hotel according to availability)
- platinum For Life status with 10 consecutive years of Meliá Rewards Platinum & 500 roomnights

MORE POSSIBILITIES
- Obtaining and using points:
  - During your stay in our hotels
  - In the services of our hotels (the collection of points will vary according to hotel promotions)
  - In our own brand spas
  - With our collaborating companies

MORE TIME
- Online check-in
- Priority access on arrival at the hotel with online check-in
- Priority access when you arrive at the hotel
- Late check-out in holiday hotels until 2pm and 4pm in city hotels
- Access to VIP lounges in more than 900 airports with Priority Pass
- Access to VIP areas at our brand hotels including Meliá Hotels & Resorts, Gran Meliá, ME by Meliá and Paradisus

Discover all the benefits of Meliá Rewards depending on your level:
3. BELONGING MEANS ACCUMULATING EXPERIENCES

Belonging means accumulating MeliáRewards points. Every time you make a booking or contract services at group hotels, at our spas or with our partner companies, you earn points. The more points you have, the more benefits you will enjoy. As easy as that.

BELONGING MEANS EARNING POINTS ON YOUR PROFESSIONAL ACTIVITY

To reward your professionalism in recommending Meliá hotels, you not only earn points individually but also at professional level.

BELONGING MEANS HAVING ACCESS TO EXCLUSIVE INFORMATION

As a professional member of the programme, you have access to the exclusive e-learning platform Meliá PRO Certificates. It comprises 12 videos, each lasting 5 minutes. For each video you view, you will receive 1,000 MeliáRewards points, which means a maximum of 12,000 points.
TRAVEL AGENT

As a travel agent, you can earn points on both individual and MICE bookings.

In both cases, you can obtain points through direct or indirect channels. Using direct channels, you will get 2 MeliáRewards points per € or $, while with indirect channels you will get 1 point per € or $.

MICE: bookings are considered to be group bookings from 10 rooms, or when venues are booked including F&B, without having to include rooms in the booking.
Individual: bookings are considered to be individual up to a maximum of 9 rooms per booking.

You can earn up to 100,000 MeliáRewards points per event. Events that do not include room bookings can also give points.
MEETING PLANNER

As a meeting planner, you can obtain points on MICE bookings made through direct or indirect channels. Using direct channels, you will get 2 MeliáRewards points per € or $, while with indirect channels you will get 1 point per € or $.

You can earn up to 100,000 MeliáRewards points per event. Events that do not include room bookings can also give points.

MICE: bookings are considered to be group bookings from 10 rooms, or when venues are booked including F&B, without having to include rooms in the booking.
As a travel manager, you can obtain points on MICE bookings made through direct or indirect channels. Using direct channels, you will get 2 MeliáRewards points per € or $, while with indirect channels you will get 1 point per € or $.

You can earn up to 100,000 MeliáRewards points per event. Events that do not include room bookings can also give points.

Direct channels: website meliapro.com and the Contact Center
- Website: through meliapro.com, logging in with your MELIÁ PRO username
- Contact Center: through the Meliá Hotels International contact centre

Indirect channels: GDS and integrations
- GDS: Amadeus SM, Galileo SM, Sabre ME and Worldspan SM, quoting the MeliáRewards number in observations as follows: /SI-CA12345678A (with no spaces between CA and the card number, and with no zeroes before the card number, adding the letter at the end of the card with no spaces)
- Integrations: The system will recognize the agent’s card number.

MICE: bookings are considered to be group bookings from 10 rooms, or when venues are booked including F&B, without having to include rooms in the booking.
TOUR OPERATOR

As a tour operator, you can obtain points on room bookings for MICE made through direct or indirect channels. Using direct channels, you will get 2 MeliáRewards points per € or $, while with indirect channels you will get 1 point per € or $.

DIRECT CHANNELS

- Website: through meliapro.com, logging in with your MELIÁ PRO username
- Contact Center: through the Meliá Hotels International booking centre

INDIRECT CHANNELS

- GDS: Amadeus SM, Galileo SM, Sabre ME and Worldspan SM, quoting the MeliáRewards number in observations as follows: /SI-CA12345678A (with no spaces between CA and the card number, and with no zeroes before the card number, adding the letter at the end of the card with no spaces)
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You can earn up to 100,000 MeliáRewards points per event. Events that do not include room bookings can also give points.
BELONGING MEANS EARNING POINTS ON YOUR PERSONAL ACTIVITY

You can earn MeliáRewards points through your personal profile in the following ways:

**BY BOOKING STAYS AT OUR HOTELS**

You will earn MeliáRewards points in all participating hotels when you book through your online account on meliarewards.com, the Meliá app or through the Contact Center.

These are the points you will earn depending on your level:
- MeliáRewards White - **10 points** per €/$
- MeliáRewards Silver - **11 points** per €/$
- MeliáRewards Gold - **13 points** per €/$
- MeliáRewards Platinum - **14 points** per €/$

**AT OUR RESTAURANTS**

As well as enjoying the best international cuisine, by booking a table at our participating restaurants and bars you can also obtain MeliáRewards points.*

These are the points you will earn depending on your level:
- MeliáRewards White - **10 points** per €/$
- MeliáRewards Silver - **11 points** per €/$
- MeliáRewards Gold - **13 points** per €/$
- MeliáRewards Platinum - **14 points** per €/$

**AT OUR SPAS**

Earn points** and relax at the same time at our participating own brand spas.

These are the points you will earn depending on your level:
- MeliáRewards White - **10 points** per €/$
- MeliáRewards Silver - **11 points** per €/$
- MeliáRewards Gold - **13 points** per €/$
- MeliáRewards Platinum - **14 points** per €/$

**WITH OUR PARTNER COMPANIES**

You can also earn points with any of our more than 40 partner companies: car rental, flights, products and many more.

Discover all our partner companies in section 7. Partner companies.

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* Check in our restaurants about the possibility of earning points for the amount you spend.
** Check our spas about the possibility of earning points on your treatments.
With MeliáRewards, you not only enjoy your stays but also obtain points on them which you can then turn into other experiences. Most of the places that give MeliáRewards for contracting services also accept them as a form of payment. 200 MeliáRewards points are equivalent to 1 € or $.

These are the ways you can use your points:
On stays at our hotels

Make a booking using your points through meliarewards.com or the Call Center and take advantage of our members-only exclusive offers 365 days a year. Also remember that, starting from just 2,000 points, you can make bookings using the points + cash option.

These are the prices* when you pay for your entire stay using MeliáRewards points, for one night at a hotel of the different brands:

<table>
<thead>
<tr>
<th>BRAND</th>
<th>MELIÁREWARDS POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sol by Meliá 3*</td>
<td>from 11,000</td>
</tr>
<tr>
<td>Sol by Meliá 4*</td>
<td>from 14,000</td>
</tr>
<tr>
<td>All Inclusive Sol by Meliá</td>
<td>from 25,000</td>
</tr>
<tr>
<td>TRYP by Wyndham 3*</td>
<td>from 11,000</td>
</tr>
<tr>
<td>TRYP by Wyndham 4*</td>
<td>from 17,000</td>
</tr>
<tr>
<td>Innside by Meliá</td>
<td>from 17,000</td>
</tr>
<tr>
<td>Meliá Hotels &amp; Resorts 4*</td>
<td>from 17,000</td>
</tr>
<tr>
<td>Meliá Hotels &amp; Resorts 5*</td>
<td>from 22,000</td>
</tr>
<tr>
<td>ME by Meliá</td>
<td>from 28,000</td>
</tr>
<tr>
<td>Gran Meliá Hotels &amp; Resorts</td>
<td>from 28,000</td>
</tr>
<tr>
<td>ME by Meliá All Inclusive</td>
<td>from 42,000</td>
</tr>
<tr>
<td>Paradisus by Meliá</td>
<td>from 42,000</td>
</tr>
</tbody>
</table>

* These are basic rates; they may vary depending on occupancy levels and dates.
At our restaurants

Delight your senses with the exquisite cuisine we offer. At our hotels you will find a great variety of services that guarantee the quality you deserve.

You can use your points to have a coffee, a coke or some snacks at the bar or to pay for breakfast, lunch or dinner. Remember that every 200 MeliáRewards points represent 1 € or $.

You can use your points at all areas of the hotel displaying “Pay here using your MeliáRewards points”.

4. BELONGING MEANS TWICE THE ENJOYMENT. How to use them
At our spas

Take advantage of your MeliáRewards points to refresh your body and soul with our relaxing thermal circuits, exclusive body massages and personalised treatments.

Use your MeliáRewards points to pay for your treatments and access to thermal circuits. Remember that 200 MeliáRewards points are redeemable for 1 € or $.

You can contract the services of our spas by selecting each hotel’s fact sheet at any time, even if you are not staying at the hotel.

Furthermore, during your stay at the hotel you can always consult the treatment menu and prices in MeliáRewards points at the spa reception.

Consult the list of hotels that have their own spas on your MeliáRewards online account, My Points / Spa.

All products or services payable using points can be settled at reception at the end of your stay.
With our partner companies

Use your points with more than 40 partner companies. Get the most out of your points and enjoy the benefits that the MeliáRewards Programme offers its members in car rental, flight booking and in purchasing gift cards, among others.

Discover all the partner companies in section 7. Partner companies.
BELONGING MEANS HAVING MORE POSSIBILITIES

With MeliáRewards you can do whatever you want with your points: from gifting or transferring them to buying more in order to reach a specific benefit or using them in MeliáRewards Shopping.

BUYING POINTS

If you are short on points to make a booking or obtain a specific product, you have the possibility of buying the points you need. You can buy up to 150,000 MeliáRewards points per calendar year.

Minimum purchase: 5 € = 1,000 MeliáRewards points.

TRANSFERRING POINTS

If you prefer, you can transfer your points to another person or convert them into points of a partner company’s loyalty programme.
Transfer between members

As a MeliáRewards member, you also have the possibility of transferring points to another member’s account. These transfers can be carried out at any time through your online account at meliarewards.com> Transferring Points section.

The maximum number of points that may be transferred in a calendar year is 150,000.
Transfer between programmes (preferred partner)

You can transfer the **Meliá**Rewards points earned on your stays at our hotels to the loyalty programme of our partners airlines and with which we have the unique card model.

**Automatically.** Select your preferred partner’s programme and transfer all the **Meliá**Rewards points you earn from now on at our hotels. Choose your preferred programme and start earning points.

**Manually.** You have the possibility of making sporadic transfers. Just choose the programme you prefer and transfer the quantity of points you wish.

These are the partner company programmes to which you may transfer points:

- Aer Club/Aer Lingus
- Air Suma/Air Europa
- Executive Club/British Airways
- Iberia Plus / Iberia
- Enrich/Malaysia Airlines
- Vueling Club / Vueling
- Eastern Miles/China Eastern
- Connect Miles / Copa Airlines

Furthermore, with the following partner companies you can carry out occasional transfers of points:

- AAdvantage/American Airlines
- Miles & More/Lufthansa
GIFT CARDS

You can give MeliáRewards points as a gift and surprise your loved ones with a present they can redeem for free nights, flights and much more. You can give the points you have in your own MeliáRewards account, or, if you do not have enough, buy them using the Buy Points option.

Once you have the points you want to give as a gift, indicate the beneficiary of your Gift Card.

The beneficiary will receive an e-mail indicating a promotional code to receive their MeliáRewards points and the instructions for redeeming them instantly in a convenient and simple manner.

A great way of giving unforgettable experiences.
MELIÁREWARDS SHOPPING

MeliáRewards Shopping you can also earn points on each purchase. Through the Earn Points section, you can access links to different retailers. Here you will also find promotional codes to enjoy significant discounts.

These are some of the brands you will find at MeliáRewards Shopping:

- Apple
- Boots
- Debenhams
- El Corte Inglés
- House of Fraser
- Marks & Spencer (M&S)
- Mothercare
- Next
- Sainsbury’s
- Selfridges
- Thomas Cook
Belonging to MeliáRewards means feeling that you are special, and knowing that every time you come back is better, as the more you use your card, the more benefits you will obtain.

MeliáRewards is structured on four basic levels, each of which lets you enjoy more benefits than the previous one: White, Silver, Gold and Platinum.

To enjoy improved experiences, all you have to do is accumulate points, stays or nights at Meliá hotels.
You can move up to the next level by booking nights or stays or earning points. These are the conditions for each programme level.

In all cases, you have a period of twelve months as of the date you reach each category in which to meet the conditions indicated above for that MeliáRewards category.

If you do not meet the requisites indicated for your current category within that time, you will return to the immediately preceding level, and so on for the successive levels.

For example, if you are a MeliáRewards Platinum member you will be downgraded to MeliáRewards Gold.
BELONGING MEANS BEING ABLE TO CHOOSE

With MeliáRewards, you can choose from an endless range of possibilities. Discover the more than 40 partner companies with which you can use your points to obtain products and services. From hiring a car to visiting a theme park and from shopping online to getting a ski pass.

AIRLINES

Earn, use or transfer your points for miles or points and take off to collect high-flying experiences.

- Iberia Plus / Iberia
- Air Europa SUMA / Air Europa
- Executive Club / British Airways
- Vueling Club / Vueling
- Aer Club / Aer Lingus
- JAL Mileage Bank / Japan Airlines
- Enrich / Malaysia Airlines
- Kris Flyer / Singapore Airlines
- ANA Mileage Club / All Nippon Airways
- BinterMás / BinterCanarias
- TAP Miles&Go / TAP Portugal
- Miles & More / Lufthansa
- AAdvantage / American Airlines
- Club Premier / Aeroméxico
- Eastern Miles/China Eastern
- Connect Miles / Copa Airlines

CAR RENTAL

Earn and use points on car rental services all over the world. Enjoy the freedom of getting behind the wheel to go on miles of unlimited adventures at your destination.

- Avis*
- Sixt
- Europcar

*Remember that with this partner company you still earn points on your bookings through GDS, as before.
7. BELONGING MEANS BEING ABLE TO CHOOSE. Partner companies

LEISURE

Spend your free time with the countless options offered by MeliáRewards.

- Katmandu Park
- Baqueira Beret
- Sierra Nevada
- Golf Fantasia
- RBA
- Momentum plaza (Spain only)

MORE PARTNER COMPANIES

Discover a universe of matchless sensations and earn, use or transfer points with your partner companies.

- Amazon
- Zalando
- Mango
- CorporateRewards
- Membership Rewards Club / American Express Card España S.A.U.
- Priority Pass
- +Renfe / Renfe
- The Bicester Village Shopping Collection

FINANCIAL SERVICES

Earn more points with your MeliáRewards American Express card or transfer your Membership Rewards points to MeliáRewards with this service available exclusively in Spain.

- American Express MeliáRewards (Spain only)
BELONGING MEANS KNOWING THE BENEFITS NEVER END