

General Terms and Conditions

ELIGIBILITY

The Loyalty Card is available for any individual over the age of 16.

TRANSFERABILITY OF THE CARD

Informally transferable between everyone over the age of 16 living in the same household. For children aged between 16 and 25 who no longer live in the same household, the Loyalty Card holder can order a card of the same status. The requirement is that they must have stayed together at a Sunstar hotel at least once in the past.

DISCOUNT ENTITLEMENT

Applies to the card-holder and anyone sharing the same room, and people living in the same household but in a separate hotel room.

Exception: card-holders at „Bergkristall“ level can also book a maximum of 3 additional rooms on the same terms (discounts and benefits of Bergkristall level), regardless of whether those people live in the same household (provided they take their holiday at the same time as the card-holder).

ACCUMULATING OVERNIGHT STAYS

All overnight stays which are spent by the card-holder and by any companions over the age of 16 in the same room in the hotel are credited to the Loyalty account.

LEVELS AND CHANGING LEVELS

The Sunstar Loyalty Programme has 4 levels – Alpenrose, Enzian, Edelweiss und Bergkristall – and entitles members to preferential terms at Sunstar hotels and with our associated partners.

After their first stay in a Sunstar hotel, guests receive a Loyalty Card on request (Alpenrose level). Your overnight stays start to be credited to your account from your second stay with us.

The switch to the next level up occurs automatically and is handled at Sunstar Head Office (incl. sending out your new Loyalty Card). The expired Loyalty Card is then no longer valid and can be handed in the next time you stay at a Sunstar hotel.

A change in level or benefits only occurs after a stay; that is to say, the benefits that applied at the start of your holiday apply for the entire length of your stay. Only with your next stay will you be able to take advantage of the benefits of the next level up.

BOOKING ARRANGEMENTS

On the back of the Loyalty Card is your personalised Loyalty Card number. This should always be quoted by the card-holder when making a reservation or placing an order. The booking arrangements for our partners can be found on the following page: „Our partners“.

OTHER CONDITIONS

The Sunstar Loyalty Card

- is valid only for reservations made directly with Sunstar
- applies to the published daily rates and to specifically identified special offers
- can only be combined with the shareholder vouchers and Privilège Cheques

In the case of bookings made via a travel agent, tour operator or online booking portal, only the overnight stays are credited to the guest's Loyalty Account. All rights reserved. The new Sunstar Loyalty Programme replaces all previous Sunstar bonus schemes. Sunstar has the right to change or withdraw the Loyalty Programme at any time. There is no right of appeal.