

Voyage Members

Loyalty Card Terms of Use

- The discount rates specified on the website are not applicable during the Early Booking period.
- Silver, Gold, Platinum, and Black membership holders benefit from an extra 5% discount in addition to the existing Early Booking discounts.
- The Voyage Members card is **virtual** and will be sent to you via e-mail. Remember to share your current e-mail address at check-in to receive the virtual card and grant permission for communication.
- Voyage Members Program categories are determined based on accommodation expenses made after 01.01.2012, excluding services or additional expenses outside of room charges.
- Accommodation discounts are applicable for direct bookings through Voyage Hotels Holiday Assistant (444 90 60) or **www.voyagehotel.com**.
- Voyage Members privileges and discounts are exclusively for guests staying at the hotel. Guests not staying at the hotel cannot benefit from these discounts and privileges. Physical stay at the facility is necessary for the amount to be credited to your account.
- Visit the **Voyage Members** page to explore the advantages provided by the program at the hotels.
- In case of discrepancies related to membership status, the figures recorded by the relevant facility will be considered accurate.
- The accommodation amount of the membership holder cannot be combined, transferred or assigned with another stay.
- The total paid amount is processed in the same manner for all guests staying in the room, regardless of the payer.
- Guests who have previously made accommodation payments in Euros or Dollars will own a Voyage Member status based on Euro calculations. Upgrades to the higher membership status will also be based on the same exchange rate (TRY/Euro). Payments made in Turkish Lira or other currencies are converted to the Euro exchange rate of the Central Bank on the day of check-in.
- Guests eligible to join the Voyage Members Program must be at least 18 years old from the day the membership is assigned. Membership calculations are not made for guests under 18 years old
- For guests aged 18 and above, membership calculations will be based on the limits in place at the time of calculation.
- New members or those upgrading to a higher category can start enjoying the advantages of their new status on their next vacation.
- Any changes to membership eligibility limits will be uniformly applied to all guests as of the announced date. Visit the Voyage Members page for the latest limit details.
- The privileges of the **Voyage Members** may vary depending on the seasonal concepts at our hotels.
- All guests staying at the hotel are eligible for the Voyage Members designation, and by doing so, they agree to the terms and conditions outlined here.
- If you prefer not to be part of the loyalty program, you can request the cancelation of your card by sending an e-mail to **loyalty.crm@voyagehotel.com**. We'll process your request within 3 days at the latest and provide confirmation via e-mail.
- The privacy of your personal data is important to us. You can access our Privacy Policy and Data Protection Policy **here**.

In case of unauthorized use of the card beyond the terms of use, Voyage Hotels reserves the right to immediately suspend, lower the level or cancel the card with or without notice, as well as make changes to the specified discount rates or card benefits with or without notice.
