

SEACRET



You've Got Questions.
We've Got Answers.

Seacret Hotel GetAway

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WHAT IS A SEACRET HOTEL GETAWAY?

A Seacret Hotel GetAway is a one to six overnight stay for 2 people in a double room at a large range of over 1,200 boutique hotels in 16 European Countries. Most hotels require that you dine with them daily. The policy and prices vary by hotel. All hotel accommodations and dining details are found on the booking page for the associated hotel. The recipient is responsible for travel to and from the hotel (airfare etc.).

WHAT CAN I GET WITH MY HOTEL GETAWAY VOUCHER?

The Hotel voucher includes an overnight stay for 2 people up to six nights in a double room in a partner hotel of your choice.

In addition, there may also be the possibility to book various, constantly changing special offers for short trip packages and package tours. These special offers deviate from the ones offered in the basic service and are described on the website.

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CAN I GIVE MY VOUCHER AWAY?

No, vouchers are non-transferable.

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I HAVE ALREADY BOOKED DIRECTLY WITH THE HOTEL, CAN I STILL REDEEM A HOTEL VOUCHER?

No, it is not possible to apply hotel vouchers to any hotel confirmations that you may already have.

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HOW DOES THE BOOKING WORK?

We recommend you book your hotel by submitting a booking request via the online reservation system on the EUhotel.GetAwayWithClubSecret.com website. Online booking:

Choose your hotel from the Club Secret by holiday plus hotel selection.

1. Enter your voucher code and click on "Book Hotel".
2. Enter your desired travel dates, then click "Submit Online Reservation Request"
3. Complete your request by entering your personal contact information, agreeing to the terms and conditions and submit your online reservation request.
4. You will receive a confirmation email of your inquiry.
5. The hotel will send you a follow up email within 2 business days. If rooms are available, they will offer you a reservation request by email.
6. You can submit as many requests as you'd like using your same voucher code.
7. Once you receive a confirmation from a hotel of your choice, confirm the reservation offer, and your holiday is booked!
8. You will automatically receive your booking confirmation and you will receive a final hotel vouchers by email. If you do not receive a booking confirmation, please contact the hotel.
9. You must present your booking confirmation and hotel vouchers on arrival at the hotel. The hotel will check the validity of your hotel voucher.

Reservations can be made within 6 weeks of the desired date.

WHICH HOTELS CAN I BOOK?

All hotels are available online on EUHotels. GetAwayWithClubSecret.com. Different offers are available depending on the season, holiday region and theme and hotel category. Please note that capacities may be limited on especially popular dates such as Easter, Christmas or during school holidays.

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HOW MUCH IS A STAY AT THE HOTEL?

An overnight stay for 2 people in a double room is paid for by the EU Hotel GetAway voucher. Most hotels require that you dine with them daily. The policy and prices vary by hotel. All hotel accommodations and dining details are found on the booking page for the associated hotel.

CAN I INQUIRE WITH SEVERAL HOTELS SIMULTANEOUSLY?

Yes, you can send multiple inquiries online at the same time. As soon as you accept an offer and book your short trip, the other inquiries are blocked.

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THERE IS NO RESPONSE TO MY RESERVATION REQUEST. WHAT SHALL I DO?

Please contact the hotel once more, by telephone if needed. You can discuss questions regarding booking details by phone.

CAN I TRAVEL ALONE?

The voucher benefits are generally valid for 2 people and are based on the corresponding agreements with our partner hotels. Bookings for single persons are at the discretion of the respective partner hotel - please clarify this directly with the hotel. In addition, we point out that the hotel may charge an extra charge for a single room. This may vary depending on the hotel.

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CAN I TAKE MY CHILDREN ALONG?

You are welcome to take your children along and include them in the booking, as long as the option is available at the respective hotel. There might be an additional fee for more than 2 guests.

CAN I TAKE MY PET WITH ME?

Pets are allowed in a lot of hotels. Please contact the respective hotel. Please note, however, that pets are generally not allowed in the catering and spa areas for hygienic reasons.

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WHEN CAN I CHECK INTO MY ROOM? AND HOW LONG CAN I STAY IN MY ROOM ON THE DEPARTURE DAY?

The check-in and check-out times vary from hotel to hotel. Please contact your selected hotel

I HAVE PARTICULAR HEALTH-RELATED NEEDS. ARE SPECIAL REQUESTS POSSIBLE? (E.G. GLUTEN-FREE DISHES, FEATHER-FREE PILLOWS, ETC.)

The hotels always strive to fulfill your requests. Many hotels offer rooms suitable for allergy sufferers, gluten-free menus or lactose-free food, for example. Please clarify your specific requests directly with the selected hotel.

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ARE THERE ANY FEES FOR BOOKING?

No, there are no addition charges, such as booking fees, etc.

I'D LIKE TO CANCEL MY HOTEL STAY. WHAT SHALL I DO?

Please inform the hotel as soon as possible that you will not be able to commence your holiday. The cancellation terms of the respective hotel or country apply.

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