



CASTRUM FIDELITY PROGRAM

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The **CASTRUM FIDELITY** program ("Program"), which includes Castrum Relais Rewards, Wine Club, and V.I.P. Wine Bar & Bistro, is a loyalty program offered by the **CASTRUM** facility managed by Borghetti Immobiliare SRL and Casa dei Fraccaroli SRL. Participation in this program implies acceptance of these terms and conditions ("Terms and Conditions").

I. TERMS AND GENERAL INFORMATION

1. **Registration:** Registration for **CASTRUM FIDELITY** is free. New Members can join the Program by providing the required information on the website www.castrumvalpolicella.it, through the following methods:

- Registration form provided directly at the facility
- A link that will be sent following the registration request
- Phone or email request

2. **Contact Information:** Members must provide valid and up-to-date contact information and maintain it in their profile. **CASTRUM** relies on the contact information of Members listed in their profiles for any necessary communication. **CASTRUM** may delete an account and/or revoke points if the account is associated with multiple email addresses and/or if it suspects that the account is linked to fraudulent or illegal activities. **CASTRUM** reserves the right to delete accounts and/or revoke points associated with accounts lacking valid contact information.

3. **Eligibility:** By participating in the program and enjoying the associated benefits, the Member accepts and confirms the following:

- To have provided valid and up-to-date contact information
- The name on the Member's account corresponds to their legal identity
- To have a single email address associated with their Member account
- To be at least 18 years old or of legal age as defined by the laws of the state or province of residence (whichever is greater).
- Not to be a Member as a company and/or other legal entity, as membership in the Program is reserved exclusively for individuals.
- To have read and understood these terms and conditions.

4. **Resolution by the Member:** To close their account, the Member must contact **CASTRUM**.

5. Membership Levels, Accumulation Methods, and Point Value:

- For the CASTRUM RELAIS REWARDS program, the levels are SILVER, GOLD, and PLATINUM.
- For the WINE CLUB and V.I.P. WINE BAR & BISTRO programs, the levels are GOLD and PLATINUM.
- Points accumulation: 1 point for every 10 euros spent, up to a maximum of 1,000 points for each service/event/stay.
- Value of 1 POINT – 0.20 EURO

II. CASTRUM RELAIS REWARDS

Description of Levels and Benefits

1. SILVER CASTRUM RELAIS REWARD

How to Become Silver

- By booking a stay directly on the Castrum website and/or through the Castrum front desk
- During a stay at Castrum Wine Relais

Benefits

- Welcome drink upon arrival to be consumed at our Bistro
- 5% discount on the purchase of our products (shop or catalog) and on all consumptions at Castrum Wine Bar & Bistro
- Points accumulation with every purchase
- Exclusive promotions and offers from CASTRUM

2. GOLD CASTRUM RELAIS REWARD

How to Become Gold

- Upon reaching 5 overnight stays or 3 stays of at least 2 nights each, or upon reaching 300 points.

Benefits

- Welcome drink upon arrival to be consumed at our Bistro
- 10% discount on the stay
- Bottle of CASTRUM / BORGHETTI Valpolicella Classico DOC in the room/suite upon arrival
- 10% discount on the purchase of our products (shop or catalog) and on all consumptions at Castrum Wine Bar & Bistro
- Points accumulation with every purchase
- Exclusive promotions and offers from CASTRUM

3. PLATINUM CASTRUM RELAIS REWARD

How to Become Platinum

- Upon reaching 10 overnight stays or 6 stays of at least 2 nights each, or upon reaching 600 points.

Benefits

- Welcome drink upon arrival to be consumed at our Bistro
- Bottle of CASTRUM / BORGHETTI Valpolicella Ripasso DOC in the room/suite upon arrival
- 10% discount on the purchase of our products (shop or catalog) and on all consumptions at Castrum Wine Bar & Bistro
- Points accumulation with every purchase
- Exclusive promotions and offers from CASTRUM
- Benefits are recognized for all persons in the room/suite with the Member
- Benefits apply only to reservations made directly with Castrum Wine Relais (website and front office, or via email and/or phone)

III. CASTRUM WINE CLUB

Description of Levels and Benefits

1. GOLD

How to Become Gold

- Send an initial order of CASTRUM / BORGHETTI GIAMPIERO wines worth at least 300 euros via email (*winery@castrumvalpolicella.it*)
- Participate in a CASTRUM / BORGHETTI GIAMPIERO wine tasting and request enrollment
- Request membership in the Wine Club directly at the front desk during a stay at CASTRUM WINE RELAIS

Benefits

- 10% guaranteed discount on all CASTRUM and BORGHETTI GIAMPIERO wines, all CASTRUM GASTRO products, and all CASTRUM gift item
- Points accumulation with every purchase
- Exclusive promotions and offers from CASTRUM

2. PLATINUM

How to Become Platinum

- Purchase our Castrum and Borghetti wines and our gastro products for a total value of €1,000.00 in a single order
- Semi-annual purchase of at least €1,000.00 of wine and other CASTRUM products

Benefits

- 15% discount on all CASTRUM and BORGHETTI GIAMPIERO wines, all CASTRUM gastro products, and all CASTRUM gift items
- Points accumulation with every purchase
- Exclusive promotions and offers from CASTRUM

IV. CASTRUM V.I.P. WINE BAR BISTRO

Description of Levels and Benefits

1. GOLD

How to Become Gold

- Show your residence in the province of VERONA and request the V.I.P. CARD at the Castrum Wine Bar & Bistro

Benefits

- 10% discount on all your and your friends' consumptions (with a single receipt)
- 10% discount on all take-out products from Castrum in our Wine Shop
- Points accumulation with every purchase
- Exclusive time-limited promotions from CASTRUM

2. PLATINUM

How to Become Platinum

- Consumptions or purchases of at least €500.00 every quarter in our CASTRUM WINE BAR & BISTRO

Benefits

- 10% discount on all your and your friends' consumptions (with a single receipt)
- 15% discount on all CASTRUM and BORGHETTI GIAMPIERO wines
- 15% discount on all CASTRUM gastro products
- 15% discount on all CASTRUM gift items
- Points accumulation with every purchase
- Time-limited promotions and offers from CASTRUM

V. USE OF POINTS

- You can pay for stays at the Castrum Wine Relais
- You can purchase products from our wine shop or from the gift catalog
- You can convert them into a voucher for stays/tastings
- You can pay for your consumptions at Castrum Wine Bar & Bistro

Point Expiration: Points for the program expire if the Member's account remains inactive for a period of twelve (12) months or longer. In this case, the points will be removed from the account and cannot be used to redeem rewards or otherwise. To retain points, at least one transaction must appear in the account every twelve (12) months.

Bonus Points from Promotions: CASTRUM may launch limited-time promotions offering special prices for selected products/services, bonus points, and/or credits. Such promotions are governed by these Terms and Conditions but may have additional specific terms and conditions applicable to the individual promotion. Many of these promotions are available exclusively to Members of the Program who receive specific communication from CASTRUM. Registration for a specific offer to which one has not been sent is not permitted.

VI. PRIVACY POLICY

Acceptance of Privacy:

Dear Customer, the company Borghetti Immobiliare SRL, with its registered office in San Pietro in Cariano (VR), via Castello 21, ZIP 37029 (hereinafter referred to as the "Company"), is the Data Controller of the data you provide at the time of registration for the Castrum Wine Club. You can send requests or communications to the Data Controller at the email address.

THANK YOU FOR CHOOSING TO ENTER THE WORLD OF CASTRUM!



CASTRUM
VALPOLICELLA - VERONA