

What is the Huniverse Card?

The Huniverse Card is a project promoted by the Human Company Group and consequently by the company Elite Vacanze Gestioni Srl and its subsidiaries (Figline Agriturismo Srl, Elite Firenze Gestioni Srl, Roma Camping Srl, Elite Livorno Gestioni Srl, Elite Veneto Gestioni Srl, Delta Srl, Roma Gestioni Srl, La Quarta Srl, Adakitalia Srl).

The Huniverse Card allows the holder to benefit from special discounts in all the Human Company Group's facilities (except the "Plus" hostels), to access and find out about initiatives and promotions, and to accumulate points on their card for each stay at the Human Company Group's facilities.

The Huniverse Card is registered by name and has an email address assigned to it.

How to apply for the Huniverse Card

The Huniverse Card is reserved for individuals over 18 years of age. To obtain one, it is necessary to complete the registration procedure on the websites humancompany.com and humantravel.com.

Registration consists of two stages:

- in the first stage, the user must complete the appropriate form with their data, providing the necessary authorisation for processing and approving these terms and conditions;
- in the second stage, the user will be sent an email containing a summary of the data entered and a recap of the consent provided. To complete registration, if this report complies with their wishes, the user must click on the appropriate link at the bottom of the email. The link, which verifies their email address, will take the user to the login page, and once they are logged in, they will be able to see their Huniverse Card. It is the customer's responsibility to print and look after their card.

In order for the above procedure to be successful, the user may be asked for information proving that they meet the necessary requirements (an adult over 18 years of age). The services offered by the Huniverse Card, moreover, presuppose the processing of data entered by the user: for the customer's benefit, Elite Vacanze Gestioni

Srl and its subsidiaries will remember the preferences customers express during booking and stays, and will send them further communication of a commercial nature (for example, notifications of discounts and special promotions).

Procedures reserved for holders of the MyBelle Card and MyECV Card

The MyBelle Card and MyECV Card will cease to be valid from 1 January 2019 (00:00).

To continue making use of their advantages and to convert the points according to the scheme below, their holders can sign up for the Huniverse Card.

The deadline for joining the new loyalty programme, preserving previously expressed preferences and linking it to the old cards, is 31 December 2018 (12:00).

It will still be possible to sign up for the Huniverse Card after that time, but the points and preferences associated with the old cards will not be carried across.

Huniverse Card terms and conditions of use

To associate the same expressed preferences or bookings made using Human Company Group portals (websites and apps), Huniverse Card holders must first use their own username and password to access them.

Huniverse Card holders can also associate it with stays at the Human Company Group's facilities, even when they go without prior booking or book via email or telephone, by presenting the card and providing their email address or name at the time of booking itself.

Collecting points

Huniverse Card holders can participate in the Human Company Group's points collection programme. The points accumulated on the Card, according to the criteria indicated below, can be used to obtain a discount on subsequent bookings made at one of the Human Company Group's facilities: in such cases, the wish to use accumulated points

must be communicated at the time of booking, before making the first payment.

The value of each point and the method for calculating the points due for each booking is indicated in the table below; however, it is specified that:

- the points will be credited to the Card at the time of check-in at the facility, or on the date the stay begins;
- the number of points due will be calculated on the basis of the parameter in force at the time of crediting;
- the discount or benefit corresponding to each point or set of points will be calculated at the time of booking, and will not contribute to establishing the booking amount for the purpose of subsequently crediting points;
- in order to participate in collecting points, the person making the booking payment must have the same identity as the holder of the associated Huniverse Card.

Starting from 01/01/2019 (00:00)

For each booking associated with a Huniverse Card, one point will be credited for each €10.00 (ten/00) paid by its holder to Elite Vacanze Gestioni Srl or one of its subsidiaries, by means of the booking itself (thus excluding any discounts the user has taken advantage of from the booking's value).

For the purposes of the above calculation, partial sums will not be taken into account; the right to hypothetical crediting of the next point will therefore be applied to payment within the next ten days (for example: €12.00 = 1 point | €8.00 = 0 points | €35.00 = 3 points)

Each point on the Huniverse Card (i.e. already credited) will allow its holder to benefit from a €0.25 (zero/25) discount on the next payment they make to Elite Vacanze Gestioni Srl or one of its subsidiaries, when making a booking.

All points on the Huniverse Card (converted from MyEcv and MyBelle) as of 31/12/2018 (23:59), whatever the calculation method used for their accumulation, will be converted on 01/01/2019 (00:00) at the following exchange rate: €0.05 discount each (and therefore 1 point = 1/5 point) for MyEcv; €0.50 discount each (and therefore 1 point = 2 points) for MyBelle.

Expiry of collected points

The Huniverse Card stores the points collected by its holder up to the third year after the last use or credit obtained.

After the three hundred and sixty-fifth day following the date of the last use or, if later, of the last credit, the points balance will be reset and collection will resume the next time points are credited.

Changes to these conditions and cancellation of the programme

Elite Vacanze Gestioni Srl will have the right to modify the conditions expressed herein, or to suspend or interrupt the Huniverse Card programme, by giving 180 days' notice before the next end of a calendar year.

This communication must be sent to the email address provided by the Huniverse Card holder at the time of registration, and its content will be considered accepted if the holder does not respond to that email requesting withdrawal from the programme within the following 90 days. The Huniverse Card holder waives, as of now, the right to make claims for damages due to changes to the conditions and/or suspension or interruption of the Huniverse Card programme, expressly acknowledging that it is based merely on Elite Vacanze Gestioni Srl's generosity.

Elite Vacanze Gestioni Srl cannot be held responsible for disruptions deriving from any technical problems beyond its control (faulty operation of the internet or telephone network, network overload, failure of the national network, etc).

Cancelling the Huniverse Card programme

The holder can, at any time, request to cancel their Huniverse Card using the appropriate link on the last communication sent to them, or by writing to loyalty@humancompany.com.

To complete the cancellation procedure, the holder must confirm this wish, after entering their username and password in the appropriate web form connected to the link, or connected to the link they received in response to the email they sent.

Changes to the holder's data

The holder can, at any time, access their personal page and change the data associated with their Huniverse Card. In order for the changes to take effect, the holder must validate the procedure by clicking on the link sent to the email address indicated (if the reference email is changed, the link will be sent to the new address entered).

After 24 hours from the start of the data change procedure without validation by the holder, the latter will have to begin a new change procedure.

Business information

Huniverse Card holders will be made aware of things in which they have expressed an interest, through appropriate communications made pursuant to the consent given. This consent is mandatory, and its absence would make it impossible to join the programme and benefit from confidential communications.

These communications could also be sent by SMS, email, WhatsApp and other messaging tools, social media or through the Human Company Group app: when the holder no longer wants to receive information, or no longer wants a communication channel to be used, they can follow the procedure indicated above to unsubscribe from the Huniverse Card programme.