

The logo for MedPlaya Amigo is centered in the upper half of the image. 'medplaya' is written in a bold, dark blue, lowercase sans-serif font. Below it, 'amigo!' is written in a playful, rounded font where 'ami' is pink, 'go' is blue, and the exclamation point is yellow. The background is a clear blue sky with the fronds of palm trees visible at the top and sides.

medplaya amigo!

Discover **MedPlaya Amigo**, our loyalty programme that turns your stays into even more rewarding experiences. At MedPlaya, we value the trust you place in us when choosing us for your holidays. That's why we've created **MedPlaya Amigo**, a programme that rewards you every time you stay with us.

With a variety of exclusive benefits, discounts, and rewards, **MedPlaya Amigo** is designed to enhance every aspect of your stay, and the best part is, the more time you spend with us, the more benefits you'll enjoy! So, whether you're planning a short getaway or a long holidays, with **MedPlaya Amigo**, every night counts!

Holiday Friends: This is the beginning of a wonderful relationship. Like friendships formed during summer holidays, this level represents the start of an exciting adventure. We meet casually, but have a great time and make a great team!

BFFs: At this level, our relationship has matured and strengthened. We are no longer just acquaintances, but true friends. Together, we enjoy memorable moments, support each other, and share unforgettable adventures.

Soulmates: This is the deepest and most meaningful level of friendship. We have established a solid and lasting bond, supporting each other in all circumstances. Like an unbeatable team, we overcome any obstacle together and create memories that will last a lifetime.

1. What is MedPlaya Amigo?

MedPlaya Amigo is the loyalty programme that offers our direct customers the best prices and conditions, as well as access to exclusive offers and benefits.

2. How do I join MedPlaya Amigo?

You can join MedPlaya Amigo through our website www.medplaya.com, by completing the online registration form, or at MedPlaya hotels using a QR code.

3. How much does it cost to join MedPlaya Amigo?

It's completely free!

4. How is my membership level in MedPlaya Amigo calculated?

Your membership level is determined by the number of nights you have stayed with us (only direct reservations confirmed in your name count) in any MedPlaya Hotel within the two years preceding your upcoming reservation check-in date. Please note that membership levels may fluctuate based on this criterion.

5. Do the discounts and benefits of MedPlaya Amigo apply to all bookings?

The discounts and benefits apply to direct bookings confirmed on our website www.medplaya.com, or through our Call Centre, Guest Service Managers, or directly with the Reception of MedPlaya hotels. They are not applicable to bookings made through third-party agents, online travel agencies, or tour operators.

6. Can I cancel my membership in MedPlaya Amigo?

Yes, you can request the cancellation of your membership in the MedPlaya Amigo programme by sending an email to: contact@medplaya.com. You can also be automatically excluded from the programme if you revoke your consent for the processing of your personal data.

7. How do you protect my privacy and personal data?

By completing the registration application for the MedPlaya Amigo programme, you agree and authorize MED PLAYA MANAGEMENT, SL to use and process the personal data provided for the purposes of the customer loyalty programme of the MedPlaya group. You can revoke your consent for the processing of your personal data at any time by sending an email to rgpd@medplaya.com.

If you have any other questions, please don't hesitate to contact us. We are here to assist you.

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	Holiday friends (1-10 days)	BFFs (11-25 nights)*	Soulmates (26 nights or more)
Discounts on bookings through medplaya.com	5%	7%	10%
Best price guaranteed online	✓	✓	✓
Special offers and promotions	✓	✓	✓
Discounts on extra services			✓**
Discount on upgrades	5%	7%	10%
Gift upon changing amigo category		✓	✓
Birthday gift	✓	✓	✓
Welcome detail	✓	✓	✓
Late check-out (subject to availability)		✓	✓
Upgrade from “All In” to “All In Premium” (all-inclusive service) at no cost			✓

Total Stays: The Amigo category takes into account the number of nights stayed within a 2-year period prior to the check-in date of the new reservation. All reservations confirmed in your name within this period will be considered in this calculation.

** 10% discount on the menu of bars and restaurants, outlets, spa services (Ondina, Agir Diner, Skyline, Heladería, Food Trucks, etc.)

- Customers must be registered in MedPlaya Amigo! before checkin at the hotel in order to benefit from discounts.
- Once the BFFs or Soulmate level is reached, there is no downgrade until 2 years have passed since the last stay.
- Discounts will be applied to the price of the room occupied by the MedPlaya Amigo! member at check-in, and benefits will be available upon arrival at the hotel.
- Discounts are applied to the final price of the reservation, excluding extras, and are not applicable to 100% non-refundable bookings.