

General terms and conditions - B&me loyalty programme – this document intended for Participants using the Program in the Republic of Poland

Version 1.0. from May 12, 2025

1. Preamble

1. The purpose of these general terms and conditions (hereinafter the "general terms and conditions") is to govern the rights and obligations of members of the B&me loyalty programme (hereinafter the "members"), and of the following companies:
 - **B&B HOTELS FRANCE**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet, 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 378 047 500
 - **B&B DREAMLAND HOTEL**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet, 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 808 416 960
 - **TANDEM SAS**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 9 boulevard Romain Rolland 75014 Paris (France), registered with the Registre du Commerce et des Sociétés of Paris under number 908 119 746
 - **B&B TAKEOVER**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet, 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 904 728 649
 - **B&B HOME FRANCE**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet, 29200 BREST (France), registered with the Registre du Commerce et des Sociétés of Brest under number 920 291 150
 - **BBHO THIONVILLE YUTZ CAROLINGIENS**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 254 467
 - **BBHO REIMS CENTRE GARE**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest

(France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 283 821

- **BBHO Thionville Yutz Vieux Bourg**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 284 043
- **BBHO BOULOGNE SUR MER CENTRE LES PORTS**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 282 120
- **BBHO LILLE VILLENEUVE D'ASCQ**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 249 210
- **BBHO BLOIS VALLÉE MAILLARD**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 248 618
- **BBHO LILLE ROUBAIX**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 283 086
- **BBHO LIMOGES NORD**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 283 201
- **BBHO ORLÉANS NORD SARAN**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 283 763
- **BBHO LE MANS CENTRE**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 282 781
- **BBHO ORLÉANS CENTRE FOCH**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 281 114

- **BBHO ANNEMASSE**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 279 779
- **BBHO BORDEAUX AÉROPORT IB**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 280 652
- **BBHO TOULOUSE UNIVERSITÉ**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 255 704
- **BBHO LOURDES**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 283 136
- **BBHO NÎMES CAISSARGUES**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 254 236
- **BBHO VIRY CHATILLON**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 254 806
- **BBHO VITRY SUR SEINE A86 BORDS DE SEINE**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 247 792
- **BBHO NIORT MARAIS POITEVIN**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 251 075
- **BBHO CERGY PIERRELAYE**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 282 278
- **BBHO MARSEILLE BONNEVEINE**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 254 269

- **BBHO GRENOBLE UNIVERSITÉ**, a simplified joint-stock company organised and existing under the laws of France, with registered office located at 271 rue du Général Paulet 29200, Brest (France), registered with the Registre du Commerce et des Sociétés of Brest under number 819 282 682
- **B&B HOTELS BELGIUM**, a limited liability company organised and existing under the laws of Belgium, with registered office located at Place Marcel Broodthaers 8 (REGUS Brussels South Station – South Center Titanium), 1060 Saint-Gilles (Belgium), registered with the Banque-Carrefour des entreprises (BCE) under number 0693.764.388
- **B&B HOME BELGIUM**, a limited liability company organised and existing under the laws of Belgium, with registered office located at Place Marcel Broodthaers 8 (REGUS Brussels South Station – South Center Titanium), 1060 Saint-Gilles (Belgium), registered with the Banque-Carrefour des entreprises (BCE) under number 1011.289.534
- **B&B HOTELS SWITZERLAND GMBH**, a limited liability company organised and existing under the laws of Switzerland, with registered office located at rue Bovy-Lysberg 2 - c/o CMS von Erlach Poncet SA, Succursale de Genève, 1204 Geneva (Switzerland), registered with the Commercial Register of Geneva under number CHE-422.607.448
- **B&B HOTELS LUXEMBOURG SARL**, a private limited liability company organized and existing under the laws of Luxembourg, with registered office located at 3, rue Gerhard Mercator L-2182 Luxembourg, registered with the Luxembourg Business Register (LBR) under number B294919
- **B&B HOTELS GERMANY GMBH**, a limited liability company organised and existing under the laws of Germany, with registered office located at Altkönigstraße 10, 65239 Hochheim am Main (Germany), registered with the Commercial Register of the Wiesbaden District Court under number HRB 31371
- **B&B HOTELS MANAGEMENT GmbH**, a limited liability company organised and existing under the laws of German, with registered office located at Altkönigstraße 10, 65239 Hochheim am Main (Germany), registered in Wiesbaden District Court Commercial Register under the number HRB 33687
- **B&B HOTELS BOCHUM GMBH**, a limited liability company organised and existing under the laws of Germany, with registered office located at Altkönigstraße 10, 65239 Hochheim am Main (Germany), registered with the Commercial Register of the Wiesbaden District Court under number HRB 295910
- **B&B HOTELS Essen GmbH**, a limited liability company organised and existing under the laws of Germany, with registered office located at Altkönigstraße 10, 65239 Hochheim am Main (Germany), registered with the Commercial Register of the Wiesbaden District Court under number HRB 295932
- **B&B HOTELS ITALIA S.P.A**, a société limited by shares organised and existing under the laws of Italy, with registered office located at à Via Domenichino, 19 - 20149 Milano (Italy), registered with the Chamber of Commerce of Milan under number 6291950969

- **B&B HOTELS AUSTRIA GMBH**, a limited liability company organised and existing under the laws of Austria, with registered office located at pA CCFA, Am Heumarkt 10 1030 Vienna (Austria), registered with the Business Register of Vienna under number FN 461990 y
- **B&B HOSPITALITY ESPAÑA, S.L.**, a limited liability company organised and existing under the laws of Spain, with registered office located at Calle Luis Pasteur S/N, San Sebastián de los Reyes (28703), Madrid (B&B Hotel Madrid Aeropuerto T4) (Spain), registered with the Business Registry of Madrid under number B66209693 (Hoja M-684467, Tomo 38485, Folio 105)
- **CBBHP – HOTELS IN PORTUGAL, S.A.**, a public limited liability company organised and existing under the laws of Portugal, with registered office located at Rua Vasco da Gama 5, parish of Moscavide and Portela, municipality of Loures 2685-244 Loures (Portugal), registered with the Business Registry of Lisbon under number 514 820 705
- **B&B HOTELS HUNGARY KFT.**, a limited liability company organised and existing under the laws of Hungary, with registered office located at Fiastyúk utca 4-8 2. em., Budapest 1139 (Hungary), registered with the Companies Register under number 01-09-333861,
- **B&B HOTELS LJUBLJANA, TURIZEM IN HOTELIRSTVO, D.O.O.**, a limited liability company organised and existing under the laws of Slovenia, with registered office located at Tabor 9, 1000 Ljubljana (Slovenia), registered with the Slovenian Trade Register under number 8292965000
- **B&B HOTELS DENMARK APS**, a limited liability company organised and existing under the laws of Denmark, with registered office located at Gammel Kongevej 1, 1610 Copenhagen V (Denmark), registered with the Business Register under number 40380388
- **B&B HOTEL PRAGUE-CITY S.R.O.**, a limited liability company organised and existing under the laws of the Czech Republic, with registered office located at Karin, Prvniho pluku 674/29 – 186 00 Praha 8 (Czech Republic), registered with the Trade Register under number 247 82 173
- **B&B HOTELS POLSKA SP. Z O.O.**, a limited liability company organised and existing under the laws of Poland, with registered office located at al. Jana Pawła II 25, 00 - 854 Warsaw (Poland), registered with the Trade Register under number KRS 0000302122, tax number 5252421465
- **B&B HOTELS NETHERLANDS B.V.**, a limited liability company organised and existing under the laws of, the Netherlands located at Herikerbergweg 238, Luna ArenA–1101CM Amsterdam (Netherlands), registered with the Netherlands Chamber of Commerce under number 862421445
- **B&B HOTELS FLORIDA LLC**, a limited liability company organised and existing under the laws of the United States, with registered office located in 1101 Brickell Ave, Suite N-1000 Miami Florida 33131 (United States), registered with the Secretary of State Division of Corporations under number SR# 20233165164

- **B&B HOTELS UK LIMITED**, a limited liability company organised and existing under the laws of England, with registered office located at 73 Cornhill London EC3V 3QQ (United Kingdom), registered with the Registrar of Companies for England and Wales under number 13984153

hereinafter referred to as "B&B HOTELS".

2. B&B HOTELS provides its members with a customer service accessible by e-mail by sending a request via the [Contact Form](#).

2. Purpose and scope

3. B&B HOTELS offers a B&me loyalty programme to its consumer customers, within the meaning of consumer law, via the hotel-bb.com website (hereinafter the "site") and its mobile application (hereinafter the "Application"), dedicated to booking hotel services.
4. Acceptance of these terms and conditions during the creation of an account on the "B&me" customer area concludes an electronic contract free of charge which is a contract for the B&me loyalty programme (hereinafter the "programme").
5. By creating a B&me account, customers join the the B&me programme and accept these terms and conditions without reservation.
6. Members are expressly informed that these general terms and conditions do not govern:
 - a) use of the site and the Application, which are governed by the the General Terms and Conditions of Use of the www.hotel-bb.com site and the B&B Hotels mobile application available [here](#);
 - b) the booking of a holiday, which is governed by the General Terms and Conditions of Sale available [here](#);
 - c) paid subscription to the B&me CLUB programme, which is not applicable in Poland.;
7. When accepted, these general terms and conditions apply to the territory of Republic of Poland. By accepting these general terms and conditions the member is covered by B&me loyalty programme in other countries where B&BHOTELS operate subject to subsection 8 below.
8. These general terms and conditions do not apply however to B&BHOTELS seated in other countries. B&BHOTELS in other countries issue their own terms and conditions of the programme and provide for benefits that may differ from these terms and conditions. When the member decides to invoke the programme in B&BHOTELS in other country than in the Republic of Poland, the programme is in that other country governed by an appropriate local general terms and conditions. The member is asked to read those terms and conditions and check the benefits provided for in B&BHOTELS in that country.

3. Conditions of eligibility for the programme

9. To join the programme, client must :
 - be at least eighteen (18) years old and/or have full legal capacity,
 - read the Privacy Policy of B&BHOTELS in Poland,
 - accept this general terms and conditions.
10. The programme applies to consumer customers within the meaning of consumer law. Consumer customer means any natural person concluding a legal transaction with an entrepreneur not directly related to his business or professional activity;
11. B&B HOTELS reserves the right to carry out verification to ensure the member's ability to participate in the programme.

4. Joining the programme

4.1 Programme registration

12. B&B HOTELS customers subscribe to the B&me programme free of charge:
 - by filling in a dedicated form on the www.hotel-bb.com website to create an account on the B&me customer area or on the Application, available in French, English, Spanish, Portuguese, German, Polish and Italian.
 - when booking a room on the website www.hotel-bb.com;
 - directly with the hotel.
13. The information that the member provides to B&B HOTELS when joining the programme must be complete, up to date, sincere and in no way misleading.
14. B&B HOTELS reserves the right to ask the member to confirm, by any appropriate means, his/her identity, eligibility and the information provided.
15. The member undertakes to update his/her data on his/her account so that it corresponds with the aforementioned criteria or to inform B&B HOTELS of any changes made via the [Contact Form](#).
16. Membership is personal and only the member who has subscribed to the programme may benefit from it.
17. It is expressly stated that the programme is entirely paperless. Therefore, no physical medium (e.g. a loyalty card) will be given or sent to the member after subscribing to the programme.

4.2 Acceptance of terms and conditions

18. The Customer undertakes to expressly accept these terms and conditions during the subscription process by clicking on the button to validate the creation of an account in the B&me customer area.
19. Customers are invited to carefully read, download and print the general terms and conditions and to keep a copy thereof.

5. The benefits of the programme

20. The B&me Programme in Poland allows members to:
 - A) a special, limited rate for room reservations in all new hotels of the B&B group in the first quarter after their opening (one reservation per member), which will not exceed 220,00 PLN per one night stay,
 - b) other advantages described according to dedicated regulations issued for Poland that precisely govern those benefits, their validity, circumstances of amendment or their earlier termination. Regulations concerning additional benefits in Poland and description thereof are described on a dedicated website <https://www.hotel-bb.com/pl>
21. The benefits of the programme may vary from one country to another.
22. The benefits of the programme :
 - are not transferable;
 - are not refundable;
 - cannot be combined with bookings made with a corporate code ;
 - cannot be combined with discounts granted as part of the B&me CLUB loyalty programme (not applicable in Poland);

- can only be used when bookings have been made on the Site and Application.
23. The member is informed that the benefits offered in the programme are subject to change according to:
- a) the provisions concerning the changes to the general terms and conditions or
 - b) according to the specific regulations that govern additional benefits for the members.
24. If a member is interested in receiving information about current benefits of the programme that do not influence these general terms and conditions the member is invited to accept reception of exclusive offers of the programme via the B&B newsletter in Poland.

6. Effective date and duration of the programme

25. The member benefits from the advantages of the programme from the date of subscription to the programme, for an indefinite period, subject to termination by one of the parties, in accordance with the conditions of article 8 hereof or in accordance with the Polish law.
26. If however the B&B HOTELS in one country decide to locally terminate the programme as such in that country, the termination only applies to the programme in that one country,

7. Members' obligations

27. In subscribing to the programme, each member undertakes to comply with the laws and regulations in force and to respect the provisions of these general terms and conditions in Poland. Respectively each member when invoking the programme in B&B HOTELS in other countries undertakes to comply with the laws and regulations of that country and the local terms and conditions of the programme.
28. Each member is obligated to :
- a) behave fairly towards B&B HOTELS ;
 - b) provide B&B HOTELS with correct data;
 - c) use the functions of the programme in accordance with its purpose as described in these general terms and conditions;
 - d) not to divert the purpose of the programme to commit crimes, offences or contraventions punishable under the Criminal Code or any other law;
 - e) respect the privacy of third parties and the confidentiality of exchanges ;
 - f) respect the intellectual property rights of B&B HOTELS *i.a.* relating to the elements of the programme;
 - g) not to modify the information put online by B&B HOTELS ;
 - h) not to disseminate any data that would have the effect of reducing, disorganising, slowing down or interrupting the normal operation of the programme and the site.
29. The member is strictly forbidden to provide to and distribute via the programme illegal content.

8. Cancellation of the programme

8.1 Deregistration from the programme by the member

30. Members may terminate his membership in the programme at any time directly from their member account or by sending a request via the [contact form](#).
31. B&B HOTELS will deregister the member from the programme without due delay and will send an e-mail confirmation no later than within one month after receiving the request.
32. Unsubscribing from the programme will result in deletion of the member's "B&me" digital account and the loss of all unused benefits linked to the programme, from the date of receipt of the request to unsubscribe.
33. Appropriate demand to delete the member's data by the member has the same effect as termination of the membership in the programme.

34. Request for termination of membership is effective also in B&BHOTELS in all countries.

8.2 Termination of membership by B&B Hotels

35. The membership may be cancelled by B&B HOTELS in the event of breach by the member of its obligations under these general terms and conditions, which may result in particular from fraudulent behaviour by the member. Cancellation of membership is also effective in B&BHOTELS all countries.

9. Liability

36. B&B HOTELS is obligated to exercise due diligence while executing the programme.

10. Changes to the loyalty programme

37. B&B Hotels is entitled to unilaterally change these general terms and conditions in the event of important reasons, which are: (a) Force Majeure circumstances, (b) changes in applicable law, (c) changes in the services delivered to the customers including technical aspects for the provision of services, rules of operation of B&B Hotels via the Site or in the hotels, (d) changes in the B&B Hotels offer regarding services online or offline and the changes to the general terms and conditions are aimed at adapting the content of the general terms and conditions to the new offer, (e) a final decision of a competent public authority or a final judgment of a competent court issued in relation to B&B Hotels, which affects the programme.

38. Members will be informed of any changes to these general terms and conditions by e-mail no later than within thirty (30) days before the changes come into force unless applicable law or competent authority decision demands from B&B Hotels to introduce the amendment earlier. The member may in any time submit a notice of termination of the the programme within this period.

39. B&B Hotels may also terminate the programme as such. B&B Hotels shall inform the members of the termination of the programme by e-mail no later than 30 days before its end.

11. Changes in B&BHOTELS

40. Entities described as B&BHOTELS in section 1. Subsection 1 of the general terms and conditions me be subject to change according to section 10 above. This provision does not apply in regard to B&B HOTELS Polska sp. z o.o. with it's registered office in Warsaw Poland Al. Jana Pawła II 25 ; 00-854 Warsaw Poland. B&B HOTELS Polska sp. z o.o. is obligated to comply with the termination clause of the programme according to general terms and conditions.

12. Protection of personal data

41. B&B HOTELS collects and processes the personal data of its members in compliance with the regulations applicable to the protection of personal data, in particular Regulation EU 2016/679 of the European Parliament and of the Council of 27 April 2016. For additional information please see

42. Members have a right of access, modification, rectification, opposition, portability and limitation under the terms and conditions defined in its [Privacy Policy](#).

13. Intellectual property

43. The present conditions do not imply any transfer of property rights of any kind, in particular intellectual property rights, on the elements belonging to B&BHOTELS for the benefit of the

member, who is in any case forbidden to take any action or carry out any act that may directly or indirectly infringe the intellectual property rights of B&B HOTELS.

44. Any reproduction and/or representation, in whole or in part, of any of B&BHotels intellectual property elements, without the express authorisation of B&B HOTELS, is prohibited.

14. Complaints

45. B&BHOTELS insures the report of any complaints regarding the proper functioning of the programme via contact form. B&BHOTELS encourages the members to use the [contact form](#).
46. B&BHOTELS undertakes to respond to a submitted complaint within a period of no more than fourteen (14) days from the date of its receipt by sending a response to the e-mail address from which your complaint was submitted.

15. General provisions

47. At the member's request, B&BHOTELS inform you of the specific risks associated with the use of any services provided electronically within the programme.
48. These terms and conditions are subject to Polish law. Any disputes arising for these terms and conditions are governed by appropriate polish court.
49. In accordance with Article 14 of Regulation (EU) No 524/2013, the European Commission offers an online dispute resolution procedure on its online dispute resolution platform: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=PL>.
50. Member has the right to withdraw from the programme without stating reasons by submitting a written or e-mail declaration to B&B Hotels within 14 days from the date of conclusion of the agreement for the programme. To meet the above deadline, it is enough that the Member sends a filled in statement of withdrawal from the agreement before its expiry. The template of the statement of withdrawal is attached as Appendix No. 1 to the Regulations. Please submit the statement of withdrawal to al. Jana Pawła II 25, 00 – 854 Warsaw or send it by [contact form](#). Entitlement does not in any way limit the member's right to terminate the programme according to these terms and conditions are the appropriate polish law.
51. The technical requirements necessary for cooperation with the ICT system used by B&B Hotells are attached as Appendix No. 2 to the general terms and conditions.
52. these Regulations in version number 1 are effective as of May 12, 2025.

Appendix number 1

Withdrawal form for B&me loyalty programme
(this form should be filled in and returned only if you wish to withdraw from the contract)

To :

B&B HOTELS Polska sp. z o.o. with it's registered office in Warsaw Poland Al. Jana Pawła II
25 ; 00-854 Warsaw Poland.

FROM:

Member's name (*)

Email address (*)

Date of Birth(*)

I hereby declare my withdrawal from the B&me programme participation agreement.

Member's signature (*):

Date, city(*):

* - please complete;

Appendix number 2

Technical requirements necessary for cooperation with the ICT system used by B&B Hotels :

The use of the B&me loyalty program via the hotel-bb.com website is possible on the condition that the User has at his/her disposal a terminal device providing access to the Internet, with an installed, working and continuously updated operating system such as Windows, Linux, macOS, with an installed, working and continuously updated web browser of the type Chrome, FireFox, Opera with cookies, ActiveX and JavaScript enabled, with a minimum screen resolution of 1024x768 pixels.