

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

medplaya amigo!

Discover **MedPlaya Amigo**, our loyalty program that turns your stays into even more rewarding experiences. At MedPlaya, we value the trust you place in us when choosing us for your vacations. That's why we've created **MedPlaya Amigo**, a program 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 vacation, 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 program 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 calculated based on the number of nights you have stayed with us at any MedPlaya hotel in the two years prior to the check-in date of your next reservation.

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 program by sending an email to: contact@medplaya.com. You can also be automatically excluded from the program 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 program, you agree and authorize MED PLAYA MANAGEMENT, SL to use and process the personal data provided for the purposes of the customer loyalty program 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.



medPlaya amigo!

	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.

** 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.