

HBX Group Agent Rewards Program

Updated July 2026

This rewards program (the “**Rewards Program**”) is operated by HOTELBEDS SWITZERLAND, AG d/b/a “Bedsonline” (hereinafter referred to as “**Bedsonline**” or the “**Company**”, part of the HBX Group) under the terms and conditions as set out below and in our **Booking Engine**, unless otherwise expressly stated (the “**Terms and Conditions**”). The Terms and Conditions govern the Company’s relationship with agent members of the Rewards Program (collectively, “**Agents**,” and individually, an “**Agent**,” or “**you**”), including how Agents manage their accounts, book reservations, earn and redeem Rewards Program points (“**Points**”) with the Company as well as with third party programs which have a business relationship with the Rewards Program (“**Partner Programs**”).

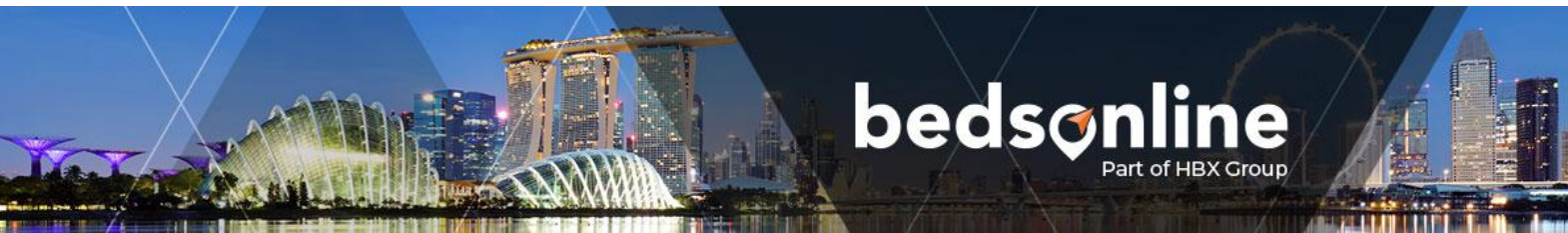
The Terms and Conditions incorporate the additional terms of our Partner Programs as they relate to certain benefits, amenities, offers, or awards as described in these Terms and Conditions. Please refer to the **Tango Card Terms of Service page** to view these separate terms.

By participating in the Rewards Program to receive and redeem benefits of the Rewards Program, including, without limitation, Points, you agree that:

- You sought permission from the agency that you are employed or contracted with (“**Agency**”) to take part in the Rewards Program.
- You have read and accepted these Terms and Conditions, including **Tango Card Terms of Service**.
- You consent to the collection, use, and disclosure of your personal data by the Company, the Rewards Program, and Partner Programs, and their authorized third-party agents and licensees in accordance with the **Bedsonline Privacy Policy**.
- You commit to comply with the **HBX Group’s Code of Conduct**.
- You acknowledge that participation in the Rewards Program shall not create any expectation of preferential treatment towards Bedsonline, nor any obligation to favour Bedsonline over competing providers. Agents must continue to act objectively and transparently, presenting end consumer with the travel options that best meet their needs and requirements.

The Rewards Program offers participants the opportunity to earn points (“**Points**”) for qualifying activities as detailed in these Terms and Conditions. Points can be redeemed for various benefits, amenities, offers, awards and services (collectively, “**Awards**”), including but not limited to, gift cards from Partner Programs, such as Tango Cards. The Company may suspend the Rewards Program at any time immediately upon notice to Agents.





All Awards are subject to availability and may be changed by the Company at any time without notice. The Company may terminate the Rewards Program, in whole or in part, with six (6) months' advance notice to all active Agents and with less than six months' notice in any jurisdiction if required to do so by applicable law. At the Company's sole discretion, the Company may choose to substitute a similar rewards program for the Rewards Program at any time immediately upon notice to active Agents. If the Rewards Program is terminated, all unredeemed Points will be forfeited without any obligation or liability, and no Award claims will be honored after the conclusion of the notice period.

Except as otherwise expressly prohibited or limited by applicable laws, the Company may at any time amend, modify or supplement these Terms and Conditions, the structure for earning and redeeming Awards (as defined below), with or without notice, even though such changes may affect the value of Points, or the ability to obtain certain Awards.

Agents are responsible for remaining knowledgeable of the Terms and Conditions and any changes to them and/or the Rewards Program (as notified by the Company to the Agent in accordance with these Terms and Conditions) ("**Program Rule Changes**"). Your continued participation in the Rewards Program will constitute your acceptance of any such Program Rule Changes.

1. Eligibility

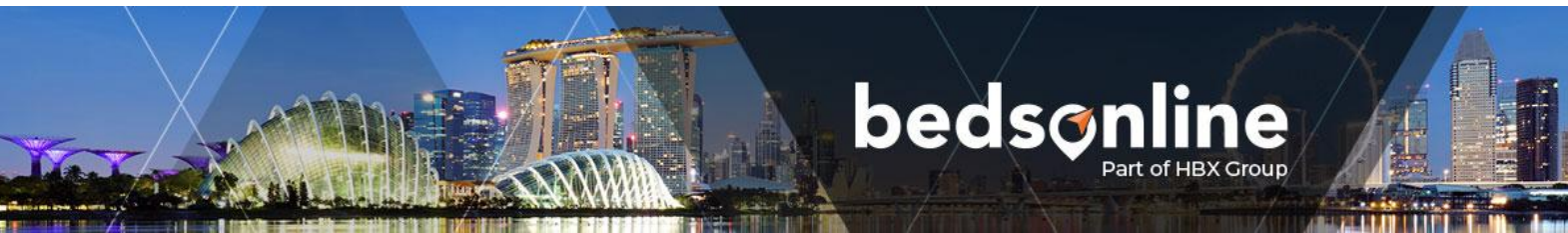
General

Membership in the Rewards Program is free and available to any individual who: (a) possesses the legal authority to agree to the Terms and Conditions; (b) resides in a jurisdiction which legally permits participation in the Rewards Program; (c) is not a resident of Crimea, Cuba, Donetsk People's Republic, Iran, Luhansk People's Republic, North Korea, and Syria, or any other, region or territory which is itself the subject or target of any international sanctions, at any time; (d) provides valid and accurate personal information when enrolling in the Rewards Program; (e) is employed by or contracted as an Agent with an Agency that has a commercial agreement with the Company for the distribution of travel services; (f) is not already member of the Rewards Program; and (g) has not previously been terminated from the Rewards Program.

Agents are responsible for reading and understanding the Terms and Conditions, account statements, and other communications from the Company about the Rewards Program to understand his/her rights, responsibilities, and status in the Rewards Program. If an Agent has any questions about the Rewards Program or these Terms and Conditions, the Agent should contact our support team using the established contact methods.

Agents are responsible for reading (i) the Company's Privacy Policy to understand how the Company collects, uses, and discloses an Agent's data, and the (ii) and the HBX Group's Code of Conduct. If an Agent has any questions about the Company's Privacy





Statement, its collection, use, or disclosure of an Agent's data or the HBX Group's Code of Conduct, the Agent should contact our support team using the established contact methods.

In the event that an Agent or Agency is terminated from the Rewards Program for any reason, including but not limited to violations of these Terms and Conditions or the termination of the commercial agreement between the Agency and Bedsonline, all accumulated Points, Awards, or Award Redemption on the Agent's account will be immediately forfeited. Additionally, if an Agent changes their affiliation from their existing Agency ("**Old Agency**") to a different agency ("**New Agency**"), any Points, Awards or Award Redemptions earned under the Old Agency will not be transferred to or credited under the New Agency, even if the New Agency has a commercial agreement with Bedsonline or any affiliate of Bedsonline, part of the HBX Group. Bedsonline will not be liable for any compensation or replacement of Points, Awards or Award Redemptions lost due to termination or a change in Agency affiliation.

Enrollment process

The Rewards Program is integrated with the Bedsonline's Booking Engine via Single Sign On ("SSO").

Enrollment should be done on the Bedsonline's Booking Engine through the link provided for this purpose. Agents will need to accept these Terms and Conditions to enroll in the Rewards Program. Once enrolled, an email to the Agent will be sent confirming the enrollment.

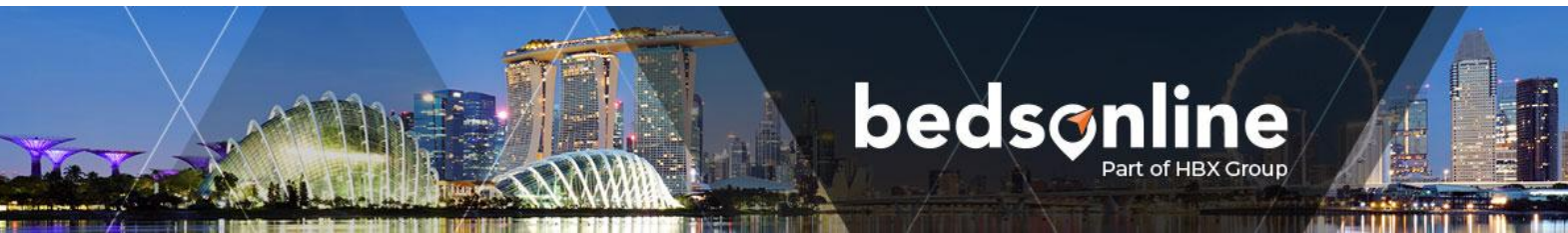
Cancelling or Suspending Accounts

Cancelling by Agent. An Agent may cancel his/her membership of the Rewards Program at any time by using the link provided for this purpose on the Bedsonline's Booking Engine in the Rewards section. All unredeemed Points and Awards will be forfeited immediately and may not be reinstated or transferred.

Cancelling or Suspending by the Company. The Company may cancel an Agent's accumulated Points or Awards, suspend Rewards Program benefits or cancel an Agent's Account at any time with immediate effect and without written notice, for any reason and in the Company's sole discretion including, without limitation, if the commercial agreement between the Agency and Bedsonline terminates for any reason or if the Company believes the Agent has:

- A. Acted in a manner inconsistent or omit to act in accordance with the applicable laws, regulations, ordinances;
- B. Acted in an inappropriate, fraudulent, abusive, hostile manner or not in the spirit of the Rewards Program (including, for instance, cancelation of existing bookings to which the Rewards Program does not apply and making new bookings under the same terms as those agreed for the cancelled existing booking, so that the Rewards Program applies to such bookings);





- C. Breached or violated any of these Terms and Conditions, including the HBX Group's Website Terms of Use;
- D. Fraudulently claimed eligibility to earn Points or Awards; or
- E. Engaged in any misconduct or wrongdoing in connection with the Rewards Program including, without limitation, with respect to Points, Awards, Awards Redemption or usage, or any other Rewards Program benefits.

Legal Action. Nothing contained in these Terms and Conditions will limit the Company in the exercise of any legal or equitable rights or remedies.

2. Earning Points

Agents can earn Points by booking - via Bedsonline's website - accommodation, experiences, transfer or car-rental bookings. These web bookings need to have been paid for and consumed by end consumers. **Bookings made through the API Integration will not be considered for this program.**

The net value of the booking will be considered for the Points calculation. In case the booking is modified, Points will be recalculated based on the campaigns in effect at the time of modification.

In case the booking is cancelled, Points will be lost, except for any Points granted because of cancellation charges.

Points status

- Available: Once earned (this is when they are paid and consumed), Points can be used for redemption immediately.
- Upcoming: Points earned from future bookings. They will be allocated to the Agents' accounts after the booking has been paid for and consumed by end consumers.
- Expiring: Points earned through the Rewards Program will expire twelve (12) months after they become "Available" in the Agent's account, unless redeemed beforehand.
- Total: All the points earned during the last twelve (12) months.

3. Tiers

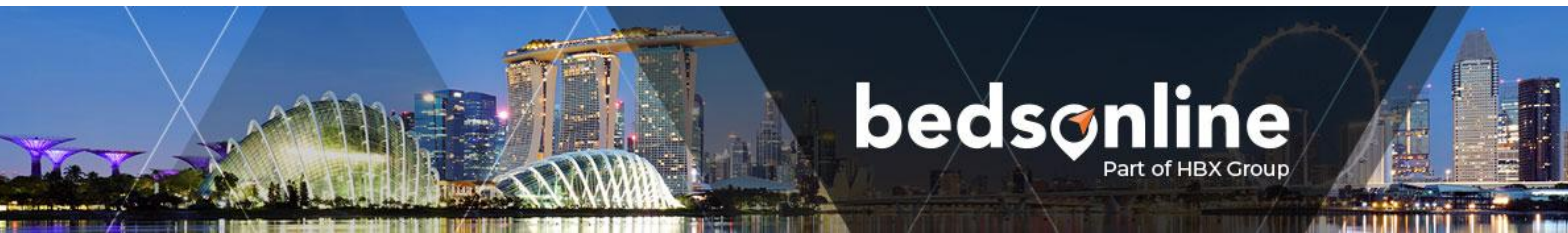
The Bedsonline Rewards program is a tier-based structure.

Tier Structure

Tiers are:

- Bronze: Earn 10 Points per 10 Euro spent. All Agents enrolling will start at this level, and your status on this tier won't expire.
- Silver: Earn 12 Points per 10 Euro spent. Progress to this tier by earning 100,000 points within a 12-month period*.
- Gold: Earn 14 Points per 10 Euro spent. Progress to this tier by earning 300,000 points within a 12-month period*.





- Diamond: Earn 16 Points per 10 Euro spent, Progress to this tier by collecting 800,000 points in a 12-month period*. Plus, if you maintain your Diamond status for 5 years, you're awarded Diamond status for life.

*The 12-month period considers the date the agent joined the program. Eg. 12th January to 11th January the following year.

Tier upgrading/downgrading

Tier upgrading is an automatic process that occurs once the necessary points to move to the next tier are achieved.

Tier downgrading occurs when the Points earned over the last twelve (12) months are not enough to maintain that tier.

4. Redeem Points

General

An Agent may redeem full or partial Points to obtain various Awards (each an “**Award Redemption**”), including, without limitation Gift card vouchers from TangoCard or any other providers.

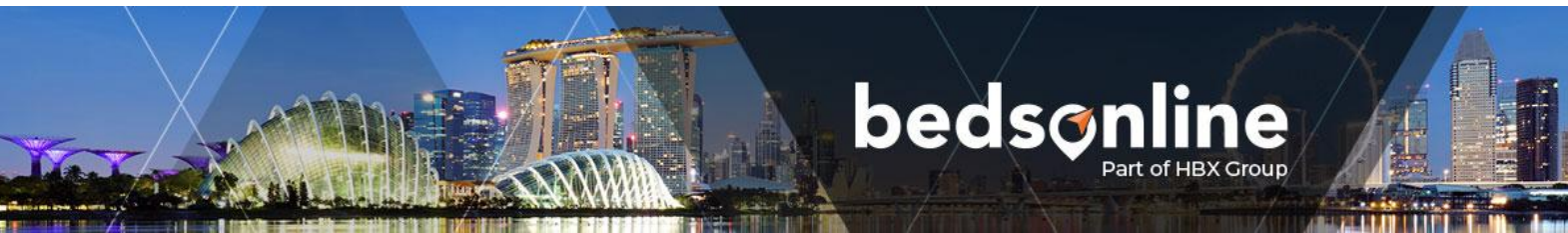
Points and Awards have no cash value and may not be exchanged or redeemed by an Agent for cash or credit. Unless otherwise noted, Points and Awards are valid only for use by the Agent from whose Account the Points and/or Awards was processed and are not transferable, nor can they be traded. Awards believed to have been bartered, sold, exchanged, or issued fraudulently, or issued to someone other than the eligible Agent, will be void and will not be honored.

In any event and regardless of the total Points earned by the Agent, the Awards that the Agent may obtain from the Rewards Program will be limited to the total amount of 3000 EUR in a year.

Partner Program Gift Cards

An Agent may redeem his/her Points for merchandise or retailer gift cards from partners that are affiliated with the Rewards Program including, without limitation, Tango Cards. Merchandise and retailer gift cards are issued by a third-party provider and will be clearly designated as such. Gift cards issued by a third-party provider are subject to additional terms and conditions imposed by the issuer/participating merchant, which will be provided with the gift card. Acceptance of the merchandise or retailer gift cards is the sole responsibility of participating merchants. Points redeemed in connection with these partners are subject to the Rewards Program Rules along with any applicable terms and conditions of the partner. The Rewards Program, the Company, third-party providers and any other participating merchants are not responsible for replacing lost, stolen or mutilated gift cards. Some merchandise or retailer gift cards require an additional charge for shipping and handling. If applicable, gift cards do not include gratuities.





By participating in the Rewards Program and redeeming Points for Awards provided by third-party suppliers, Agents agree to accept and comply with the terms and conditions set forth by those third-party suppliers. Bedsonline makes no representations or warranties regarding the goods or services provided by third-party suppliers and is not responsible for any actions, omissions, or terms of those suppliers. Additionally, Bedsonline reserves the right, at its sole discretion, to change third-party suppliers or providers of Points Awards at any time without prior notice to Agents. Such changes will not affect the validity of Points previously earned but may impact the availability of certain Awards.

Additional information regarding Points, Awards and Award Redemption can be found [here](#).

ADDITIONAL TERMS OF PARTICIPATION IN THE REWARDS PROGRAM

Monitoring Agent Accounts

The Company reserves the right to monitor the accounts of all Agents, at any time and without notice, for compliance with these Terms and Conditions. The Company may review all Agents Points, Awards, Award Redemptions, benefits and transaction history including, without limitation, booking details.

Correction of Benefits

At any time and in the Company's sole discretion (including, without limitation, where an Agent was not eligible to earn a specific number of Points or Award or benefit pursuant to these Terms and Conditions), the Company may correct (i) the amount of Points credited to an Agent's account, and (ii) any other Award, Award Redemption or benefit that has been credited to an Agent's account. The Company also reserves the right, in its sole discretion, to prevent, cancel, or reconcile any transaction whereas the Rewards Program suspects there has been fraudulent activity connected with the transaction.

Taxes

Points, Awards, Award Redemptions and other benefits may be subject to income or other taxes and withholding by Bedsonline with respect to same. The Agent is responsible for paying all such taxes and for making all applicable disclosures to the Company or any other third parties including, without limitation, the party who paid for the transaction from which the Agent earned such Points, Awards, Award Redemptions and other benefits. If an Agent fails to provide any required tax information to the Company within the specified timeframe requested, any accumulated Points, Awards or Award Redemptions in the Agent's account may be forfeited without further notice. The Company will not be liable for any tax liability, duty or other charges in connection with the issuance of Points, Awards, Award Redemptions and other benefits.

No Warranties or Representations, Express or Implied



All conditions (other than these Terms and Conditions), warranties and other statements whatsoever that would otherwise be implied or imposed by statute, law, trade custom or practice, a course of dealing or otherwise howsoever are fully excluded from the Terms and Conditions permitted by law.

Not Responsible for Acts, Errors, or Omissions

The Company is not responsible for: (a) any loss or misdirection of, or delay in receiving, any Agent correspondence, redemption requests, vouchers, Points, Awards or other Agent benefits referred to in these Terms and Conditions; (b) theft or unauthorized redemption of points, vouchers or awards or use of points, vouchers or awards; (c) any acts or omissions of third parties; or (d) any errors published in relation to the Rewards Program, including, without limitation, any pricing or typographical errors, errors of description, errors regarding Rewards Program affiliates, and errors in the crediting or debiting of points from Agent accounts. The Company reserves the right to correct, without notice, any errors.

Interpretation of Terms and Conditions

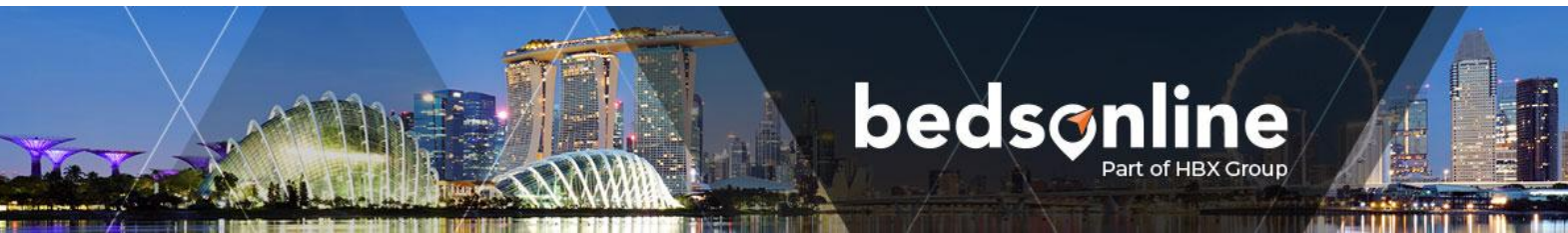
All interpretations of these Terms and Conditions regarding membership are at the Company's sole discretion, and the Company's decisions will be final. In the event of any discrepancy between the English version and any translated version of these Terms and Conditions, the English language version will govern.

Intellectual Property Rights

All right, title and interest in and to any and all intellectual property rights (meaning any and all intellectual property rights of any nature anywhere in the world whether registered, registerable or otherwise, including, without limitation, patents, utility models, trademarks, registered designs and domain names ("IPRs")) in the Rewards Program shall be and remain vested in the Company, any of its affiliates (meaning the Bedsonline ultimate holding company and each of its ultimate holding company's other subsidiaries for the time being ("Affiliates")), the Reward Program Partner (or its or their licensor), as the case may be.

The Agent acknowledges that all IPRs in or relating to the Company, its Affiliates and the Reward Program partner's trademarks, are the exclusive property of either the Company or the Reward Program partner and/or each of their licensors, and the Agent shall not assert any claim of ownership of, or right, title or interest in, the IPRs in any trademarks or to the goodwill or reputation of the trademarks by virtue of the Agent's use of the trademarks or otherwise. The Agent shall not, adopt, use or apply anywhere in the world to register any trademark, symbol or device which is identical to, incorporates or is confusingly similar to, or is a simulation or colorable imitation of, any Company of Reward Program partner's trademarks, or which unfairly competes with any trademarks.

Waiver



A waiver of any right or remedy under these Terms and Conditions or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under these Terms and Conditions or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under these Terms and Conditions or by law shall prevent or restrict the further exercise of that or any other right or remedy.

Exclusion of Liability

Nothing in these Terms and Conditions limits the Agent's payment obligations under the Terms and Conditions.

Nothing in the Terms and Conditions limits any liability which cannot legally be limited, including liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation.

NOTWITHSTANDING THE ABOVE, ON THE BASIS THAT THE REWARDS PROGRAMME IS PROVIDED TO AGENTS FREE OF CHARGE AND PARTICIPATION IS VOLUNTARY, WITH AGENTS ABLE TO CANCEL THEIR ENROLLMENT AT ANYTIME, THE COMPANY, ITS SUBSIDIARIES AND AFFILIATES, AND EACH OF THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS SHALL IN NO EVENT BE LIABLE FOR ANY LOSSES OF ANY KIND, INCLUDING (WITHOUT LIMITATION) ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER BASED IN CONTRACT, TORT OR OTHERWISE, WHICH ARISE OUT OF OR ARE IN ANY WAY CONNECTED WITH THE REWARDS PROGRAM, THESE TERMS AND CONDITIONS, OR THE COMPANY'S OPERATION OF THE REWARDS PROGRAM.

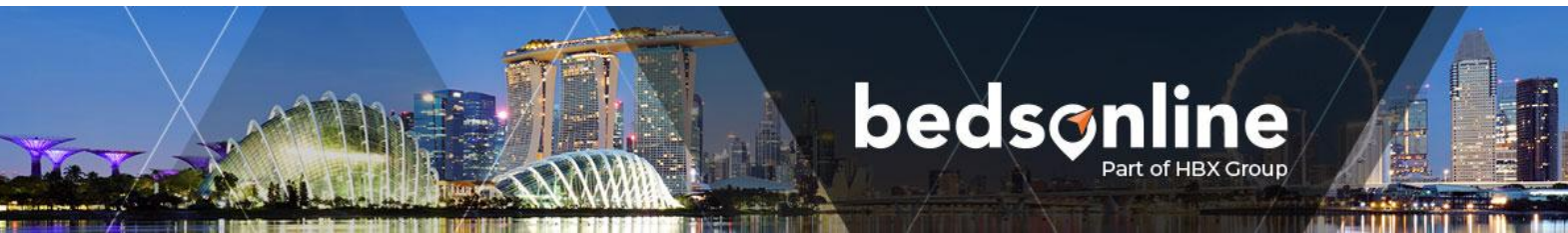
Entire Agreement

These Terms and Conditions, together with any other terms and conditions, rules, or regulations incorporated herein or referred to herein constitute the entire agreement between the Company and Agents relating to the subject matter hereof, and supersede and extinguishes any prior promises, assurances, warranties, representations, understandings or agreements between them (whether oral or written) regarding to its subject matter.

Severance

If any provision or part-provision of these Terms and Conditions is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of these Terms and Conditions. If any provision or part-provision of these Terms and Conditions deleted under this paragraph the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.



**Variation**

Except as set out in these Terms and Conditions, no variation of these Terms and Conditions shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

Force majeure

Neither party shall be in breach of these Terms and Condition nor liable for delay in performing, or failure to perform, any of its obligations under these Terms and Conditions if such delay or failure result from events, circumstances or causes beyond its reasonable control.

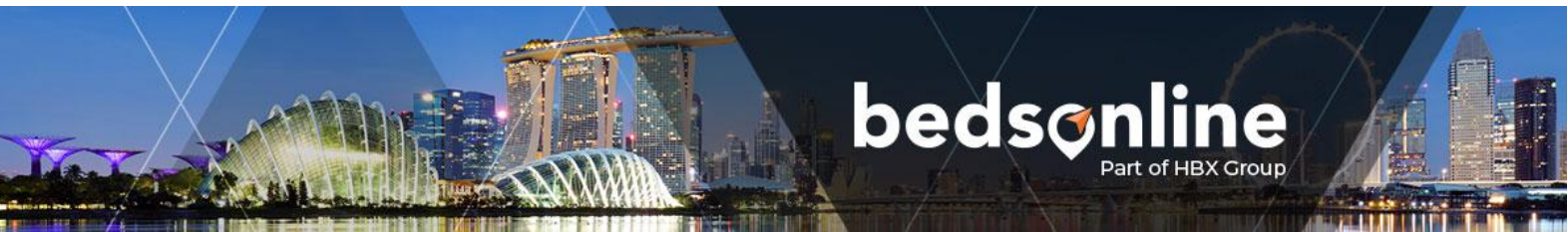
Assignment and other dealings.

The Company may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all its rights and obligations under these Terms and Conditions.

Governing Law and Jurisdiction

The Terms and Conditions and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes and claims) shall be governed by and construed in accordance with the laws of Switzerland and the parties irrevocably agree that the courts of Switzerland shall have exclusive jurisdiction to settle any such matter.





bedsonline
Part of HBX Group



www.bedsonline.com