



## *ALL Accor+ Explorer Terms and Conditions*

*Updated: 19 May 2026*

### **IMPORTANT INFORMATION ABOUT THIS CONTRACT**

This contract is entered into between:

**AAPC Singapore Pte Ltd** CRN 199704951Z

Street Address: 1 Wallich Street #17-01 Guoco Tower, Singapore 078881

Telephone Number: +65 6408 8888

Email Address: members@accorplus.com

#### **AND**

**You**, being the individual who purchased an ALL Accor+ Explorer Membership.

Your ALL Accor+ Explorer Membership entitles you to access to certain accommodation and dining benefits at participating Accor hotels in Participating Countries, as further described in these Terms.

The total price payable for your ALL Accor+ Explorer Membership corresponds to the Membership type you selected and is stated in the tax invoice provided to you by email at the time of purchase.

*In New Zealand only:*

If you are a New Zealand consumer only, in addition to your cancellation rights in clause 9.1, You are entitled to cancel this contract:

- (a) within 5 working days after the date on which you receive a copy of this contract; or
- (b) at any time if this contract fails to comply with section 36L of the New Zealand Fair Trading Act 1986 unless such failure is minor and does not materially prejudice you.

To cancel, contact us by any of the following methods:

Postal Address: Level 6, 99 Queen Street, Auckland, New Zealand

Telephone Number: 0800 854 901

Email Address: members.pacific@accorplus.com

Use of your ALL Accor+ Explorer Membership to make bookings or use of any benefits constitutes acceptance of these Terms.

As of 1 October 2025, the benefits provided as part of the ALL Accor+ Explorer Membership are as follows, subject to further details and conditions as specified elsewhere in these Terms:

<b>Benefits</b>	<b>ALL Accor+ Explorer Membership</b>
<b>Stay Plus FREE Night Benefit</b>	Two (2) free Stay Plus FREE nights per Membership year. Each Stay Plus FREE night gives you one free night when you stay a minimum of 2 nights, twice per year. <i>Applies across Participating Countries.</i>
<b>Dining Discount</b>	30% discount on food and 15% discount on beverages for up to 10 people. 10% discount on food and beverages for groups of 11 to 20 people. <i>Applies across Participating Countries.</i>
<b>Stay Benefit (ALL Accor+ Explorer Member Rate)</b>	15% off best available non-promotional public rates at over 5,000 hotels across 30+ brands globally.
<b>Red Hot Rooms</b>	Discounted rates up to 50% in Participating Countries offered to ALL Accor+ Explorer members on ALL.com or ALL Accor App.
<b>Status Nights &amp; ALL Accor Status Level</b>	30 bonus Status Nights upon joining or renewal (subject to a cap). Instant access to <b>Gold</b> status in the ALL Accor programme.

The list of [Participating Countries](#), which is subject to change from time to time, is available on the ALL Accor+ Explorer Website.

For ALL Accor+ Explorer programme enrolments made via third-party partners, the benefits may differ and will be governed by the terms and conditions issued by the respective partner.

## 1. *Introduction*

- 1.1. These terms and conditions ("**Terms**") govern the **ALL Accor+ Explorer** Membership programme operated by AAPC Singapore Pte Ltd ("**Accor Plus**") Company registration number 199704951Z, a member of the Accor Group.
- 1.2. These Terms apply to ALL Accor+ Explorer members who subscribe through any ALL Accor+ Explorer sales channels, including [accorplus.com](https://accorplus.com) ("**ALL Accor+ Explorer Website**").
- 1.3. These Terms are effective as at the effective date specified above and may be amended by Accor Plus from time to time in accordance with clause 12.
- 1.4. A provision in these Terms does not apply to the extent the provision is contrary to or prohibited by law.

## 2. *Membership*

- 2.1. Membership in the ALL Accor+ Explorer programme is available to any individual of adult age group who:
  - (a) pays the full Membership Fee, in the applicable local currency;
  - (b) provides valid and accurate personal information when enrolling in the ALL Accor+ Explorer programme;
  - (c) is not already a member of the ALL Accor+ Explorer programme; and
  - (d) has not previously been terminated from any previous programme operated by the Accor Group or ALL Accor+ Explorer programme (unless Accor Plus has expressly agreed to allow the previously terminated member to re-join the ALL Accor+ Explorer programme).
- 2.2. The benefits of an ALL Accor+ Explorer Membership will only be granted on presentation of a valid digital Membership card ("**Membership**").
- 2.3. Your Membership is valid until the expiry date shown when you log in to your account on the ALL Accor+ Explorer Website or on your digital Membership card (the "**Membership Account**"), which is the last day of the relevant month ("**Membership Expiration Date**").
- 2.4. Your Membership is for your personal use only. ALL Accor+ Explorer Membership is not transferable in any circumstances.

- 2.5. Please promptly report any fraud on your Membership to your local ALL Accor+ Explorer Member Care team.
- 2.6. On joining the ALL Accor+ Explorer programme, you will be automatically enrolled into ALL Accor, Accor's global lifestyle loyalty programme, unless you are already a member of ALL Accor programme. Terms and conditions relating to ALL Accor, Accor's global lifestyle loyalty programme, can be found on [ALL.com](https://www.all.com) (including, the definition of "**Status Night**" and "**Status Points**");
- (a) ALL Accor+ Explorer members automatically qualify for a minimum Elite Gold status and are never downgraded to Silver status, provided the member renews their Membership.
  - (b) ALL Accor+ Explorer members also automatically receive a bonus of 30 Status Nights once every 12 months on each renewal of their ALL Accor+ Explorer Membership.
  - (c) Subject to (d), the bonus Status Nights will be reflected in ALL Accor+ Explorer members' Membership Accounts one (1) day after their effective ALL Accor+ Explorer Membership subscription date.
  - (d) For bonus Status Nights awarded to a Member when subscribing to or renewing an ALL Accor+ Explorer Membership, regardless of the number or types of ALL Accor+ memberships the Member holds, a limit of 30 bonus Status Nights awarded across all memberships held will be counted towards determining the annual Status Nights' balance for that Member. For the avoidance of doubt, this limit does not apply to Status Nights earned or awarded for stays or other activities through a Member's use of their membership.
- 2.7. Where Membership is provided through or in association with a third-party partner, the availability, nature, and duration of the benefits for the ALL Accor+ Explorer Membership may differ and are subject to the terms and conditions set by the relevant partner. All benefits are contingent upon the ongoing validity of the associated membership with such third-party partner. To the extent permitted by applicable law, we disclaim liability for any variations, conditions or limitations arising from the agreement you have entered into with the third-party partner to obtain Membership.
- 2.8. Each member may only hold one ALL Accor+ Explorer Membership at any given time. Therefore, notwithstanding clause 2.7, the existing term of an

ongoing ALL Accor+ Explorer Membership shall cease when the term of an ALL Accor+ Explorer Membership awarded through a third-party partner is in effect thereafter.

2.9. ALL Accor+ Explorer Membership status (e.g. Gold, Platinum and Diamond) is assessed in the same manner as ALL Accor members. Please refer to Schedule 1 of these Terms and the ALL Accor terms and conditions clause 8: <https://all.accor.com/loyalty-program/legal/terms-and-conditions-en.pdf?msocid=380e1f60cdae637600500ba6cc9c62cb>

2.10. Notwithstanding any technical functionality or apparent possibility to perform an action on ALL.com or the ALL Accor App, if such action is not permitted by these Terms and Conditions, these Terms and Conditions shall prevail, and the prohibited action will be considered invalid or subject to correction.

### 3. *The ALL Accor+ Explorer Membership Automatic Renewal Plan*

#### 3.1. Automatic Renewal

(a) Accor Plus has implemented the Automatic Renewal Plan for all ALL Accor+ Explorer Members. The Automatic Renewal Plan applies to all Members who have joined or renewed their Memberships on or after 1st of October 2025, Members who have turned on their automatic renewal settings in their Membership Account and for existing members in Australia and New Zealand who have previously opted for auto-renewal of their Membership.

If you are a Member who has joined prior to 1<sup>st</sup> of October 2025 and has yet to renew your Membership, automatic renewal will only apply to your Membership when you have turned on your automatic renewal settings in your Membership Account.

(b) With the application of the Automatic Renewal Plan, your automatic renewal settings would automatically be turned on and your Membership:

(i) is valid up until and including your Membership Expiration Date; and

(ii) will be **automatically renewed** every year for 12 months **on the date that the next payment is due, which is 12 months from the last payment for the Membership Fee** (the "**Membership Renewal Date**"), until your Membership is terminated for any reason,

unless you choose to turn off your automatic renewal settings on your Membership Account and renew your Membership with us manually. You must follow the steps in clause 3.4 if you wish to disable automatic renewal.

### 3.2. Manual Renewal

If you choose to turn off your automatic renewal settings on your Membership Account, the Automatic Renewal Plan will not be applicable to you. However, you can still renew your Membership with us within the time period and following the procedures stated in your reminder notices for renewal prior to your Membership Expiration Date.

### 3.3 How Auto Renewal operates

- (a) Accor Plus will notify you by email around 30 days before the Membership Expiration Date to advise and remind you that:
  - (i) Your Membership will automatically renew on your Membership Renewal Date; and
  - (ii) the Membership Fee will be charged to the payment method selected by you in your Membership Account for your Automatic Renewal Plan ("**Payment Option**") for the renewal of your Membership.
- (b) Around your Membership Renewal Date, the Membership Fee for your renewed Membership will be charged to you via the Payment Option specified in your Automatic Renewal Plan, provided you have not cancelled your Automatic Renewal Plan. The Automatic Renewal Plan must be cancelled **no later than 2 business days before the automatic Payment Date (being the date that the next payment is due, which is 12 months from the last payment for the Membership Fee).**
- (c) Your Membership is automatically renewed for **12 months commencing from your Membership Renewal Date** upon receipt of payment of your fees for the ALL Accor+ Explorer Membership ("**Membership Fee**") by Accor Plus via the Payment Option specified in your Automatic Renewal Plan before your Membership Renewal Date.
- (d) Upon renewal, you will:
  - (i) receive an email to confirm that your Membership has been renewed; and

- (ii) your Membership Account will reflect the new Membership Expiration Date for your renewed term of Membership.

### 3.4 How to "CANCEL" the automatic renewal of your Membership

#### (a) The process

If you do not want your Membership to be automatically renewed with your Membership Fee, you can disable and/or cancel your Automatic Renewal Plan at any time but **no later than 2 business days** before your automatic **Payment Date** by ensuring that your automatic renewal settings are turned off on your Membership Account.

#### (b) Failure to turn "OFF" automatic renewal

If you do not turn off your automatic renewal settings as set out above in clause 3.3, then your Membership will be automatically renewed for another subscription year from the Membership Renewal Date and the Membership Fee will be charged via the Payment Option chosen under your Automatic Renewal Plan for the renewed Membership.

### 3.5 Payment Options

- (a) Accor Plus does not charge a processing fee for your election of a Payment Option.

- (b) If your Payment Option is not updated or does not remain valid, and your Membership Fee cannot be paid when the payment is attempted, we will contact you to make arrangements for the payment of your Membership Fee. If you fail to make satisfactory arrangements for payment of your Membership Fee after we have contacted you, we may suspend or terminate your Membership.

#### (c) Changing Payment Options under the Automatic Renewal Plan:

You may change your Payment Option or enter new Payment Options in the settings of your Membership Account. For example, you may wish to nominate a different credit card to be debited or change your payment method.

### 3.6 Disputes or Fraud

- (a) If you have a dispute about your payment, please contact us. We will do everything we reasonably can to attempt resolution of any dispute.
- (b) Your nominated Payment Option is established when you supply the relevant information for the purpose of setting up your Payment Option under the automatic renewal settings of your Membership

Account.

- (c) In the event of fraud and/or abuse of your Membership Account or suspicious transactions, we will notify you of such activity and take action to suspend or terminate any activity on your Membership Account or the relevant payment transaction.

#### 4. *Dining benefits*

##### 4.1. Availability of dining benefits

Dining benefits for ALL Accor+ Explorer members are available for breakfast, lunch and dinner at participating brands in the Participating Countries, subject to the conditions and exceptions outlined in clauses 4.2 to 4.5.

##### 4.2. Description of dining benefits

When a member dines at a participating Accor hotel restaurant or bar, the member will receive the following discount on the food bill, subject to the following conditions and exceptions outlined in clauses 4.2 to 4.5:

- (a) Members will receive 30% off the total food bill up to a maximum of 10 people.
- (b) Members will receive 15% off beverages up to a maximum of 10 people.
- (c) For groups of eleven (11) to twenty (20) people, a 10% discount of the total food and beverage bill will be applied.
- (d) For tables of twenty-one (21) or more people no discount is provided.
- (e) Please note that only one Membership Card may be presented per reservation for the purposes of calculating the discount, with a maximum 30% discount off the food bill and 15% off the beverage bill.

##### 4.3. How to claim dining benefits

- (a) Reservations at participating Accor hotel restaurants may be made:
  - (i) directly with the restaurant;
  - (ii) through the ALL Accor+ Explorer Website; or
  - (iii) through the participating restaurant booking system via Accor hotels brand websites.
- (b) In order to obtain the benefit of the dining benefits, you must:

- (i) identify yourself as an ALL Accor+ Explorer member when making your reservation; and
- (ii) (for in-restaurant dining) present your valid Membership upon entering the restaurant or upon being seated in the restaurant.

#### 4.4. General conditions and exceptions

- (a) No discount applies to room service (both food and beverages), mini-bar, meeting rooms, selections from the kids' menus or takeaway.
- (b) Dining benefits may vary at selected Accor hotel restaurants from time to time, and you may refer to the Benefits Exceptions' page on the ALL Accor+ Explorer Website.
- (c) Dining benefits may not be available on national public holidays or special event days. These blackout dates can be found on ['Dining blackout dates'](#) on the ALL Accor+ Explorer Website.
- (d) To the extent that local laws entitle members to dining benefits more favourable than those offered under the ALL Accor+ Explorer programme, those benefits shall apply.
- (e) Dining benefits may not be used in conjunction with or as preferential discounts, or conference rates.
- (f) All prices quoted on which discounts will be calculated are inclusive of any GST, VAT or similar tax if applicable unless otherwise stated.

#### 4.5. Additional local conditions and exceptions

- (a) In the **Philippines** only:
  - (i) The member recognises that the Membership is intended to promote the goods and services of the participating hotels subject to the "No Double Discount" policy of Republic Act No. 9994 and Republic Act No. 9442.
  - (ii) As mandated by law, senior citizens and PWDs may avail of either the 20% discount under Republic Act No. 9994 and Republic Act No. 9442 respectively, or the dining discounts and benefits under their Membership, whichever is higher and more favourable.

- (b) In **India** only: When dining in India, the dining discounts will be calculated prior to adding applicable taxes. All applicable taxes will be added to the discounted dining bill in India only.

## 5. *Accommodation benefits*

Accor operates or franchises more than 5,000 hotels around the world that are eligible to participate in ALL Accor+ Explorer. Participating brands, which are subject to change, include:

- Luxury brands: Raffles, Sofitel, SO/, Sofitel LEGEND, Fairmont, Fairmont Serviced Residences, MGallery
- Premium brands: Mama Shelter, Art Series, Mondrian, Pullman, Swissôtel, Swissôtel Living, Mövenpick, Mövenpick Living, Grand Mercure, Mercure Living, Adagio Premium, Peppers, The Sebel
- Midscale brands: Handwritten Collection, Mantra, Novotel, Novotel Living, Novotel Suites, Mercure, Tribe, Adagio Original, 25 hours, By Mercure, Hyde
- Economy brands: Breakfree, ibis, ibis Styles, Adagio Access, greet, ibis budget

The list of hotels not participating in the ALL Accor+ Explorer programme, which is subject to change from time to time, is available at:

<https://www.accorplus.com/stay-benefits-exceptions/>

Members may no longer access the benefits provided by ALL Accor+ Explorer at a particular hotel when the hotel in which they wish to stay has left the network or ended its participation in ALL Accor+ Explorer.

### 5.1. Description of the accommodation benefits at global participating Hotels and Brands in Participating Countries:

- (a) ALL Accor+ Explorer members will receive the "ALL Accor+ Explorer **Members' Rate**", being:
- (i) a 15% discount from the best available non-promotional public rate (including rates such as Flexible Rates, Saver Rates, Stay Longer and Save rates) available at the time of reservation at participating brands and countries globally. These can change daily and rates may change at any time.
  - (ii) the discount is not available on promotional, sale or special package rates.

- (b) The ALL Accor+ Explorer Members' Rate is available on any room type and is offered on a last room availability basis (that is, if the hotel has a room available you are guaranteed a room at the ALL Accor+ Explorer Rate for that day).
- (c) Members can book up to 2 rooms on their ALL Accor+ Explorer Members' Rate provided:
  - (i) the member is staying in one of the rooms;
  - (ii) the dates of stay for the other room are the same as the dates of stay for the first room; and
  - (iii) the member personally settles the final account for both rooms.
- (d) The preferential prices offered by ALL Accor+ Explorer may not be combined with any ongoing qualified rates, ALL Accor Members' rate, temporary price promotions or packaged offers. This discount does not apply in relation to any offers made via third parties (such as travel agents and other online travel websites) and does not include value-add components from third parties.
- (e) ALL Accor Reward points and Status Points or Status Nights are earned in accordance with the terms and conditions of ALL Accor, Accor's global lifestyle loyalty programme, details are provided in the terms and conditions of ALL Accor, defined on [ALL.com](https://www.all.com).

#### 5.2. Red Hot Rooms:

- (a) Red Hot Rooms are discounted rates offered on an availability basis in Participating Countries. They are available to ALL Accor+ Explorer members on ALL.com or ALL Accor App.
- (b) They may not be used in conjunction with or combined with ALL Accor Members' rate, promotional campaigns or packaged offers.

#### 5.3. How to claim accommodation benefits

Reservations should be made in advance with the participating hotel, through the ALL.com website or via the ALL Accor App and must be logged in with your Membership credentials. When making a reservation you should identify yourself as an ALL Accor+ Explorer member and provide a valid credit card to secure the booking. Your valid Membership and ID must be presented to the hotel at check-in and check-out to obtain accommodation benefits under your Membership.

#### 5.4. Further conditions and limitations

- (a) Cancellation policy varies by booking type, please refer to the cancellation policy on your booking confirmation.
- (b) All prices quoted to you on which discounts will be calculated are inclusive of any GST, VAT or similar tax if applicable unless otherwise stated.
- (c) Additional local conditions and exceptions:
  - (i) In the Philippines,
    - the member recognises that the ALL Accor+ Explorer Membership is intended to promote the goods and services of the participating hotels subject to the "No Double Discount" policy of Republic Act No. 9994 and Republic Act No. 9442.
    - As mandated by law, senior citizens and PWDs may avail of either the 20% discount under Republic Act No. 9994 and Republic Act No. 9442 respectively, or the room discounts and benefits under their Membership, whichever is higher and more favourable.

## 6. *Stay Plus FREE Night benefit*

6.1. In addition to dining and accommodation benefits, some ALL Accor+ Explorer Membership types may also include two (2) Stay Plus FREE Night benefit.

#### 6.2. Description of the Stay Plus FREE Night benefit

- (a) Each Stay Plus FREE Night benefit entitles the member to one night of complimentary room-only accommodation when booking a minimum of 2 nights, one night of which is a paid night, and is valid across Participating Countries at participating Accor brands and hotels, subject to the conditions and limitations described below ("**Stay Plus FREE Night**").
- (b) The Stay Plus FREE Night benefit covers standard (entry level) room-only accommodation at participating brands, exclusive of meals, beverages and other package inclusions. Where the paid night includes such inclusions, these will not be extended to the complimentary night. Some hotels may also offer members an opportunity to upgrade their stay by using their Stay Plus FREE Night benefit and paying an

additional supplement. Additional room types may be available for Stay Plus FREE Night redemption at a supplement, where offered.

- (c) The complimentary night applies to the most expensive night of the stay for which the Stay Plus FREE Night is available at the time of booking. If the Stay Plus FREE Night is unavailable for the most expensive night, the benefit will be applied to the next most expensive night for which the Stay Plus FREE Night rate is available.
- (d) Minimum length of stay may apply at some participating hotels, and you may refer to 'Stay Exceptions' on the ALL Accor+ Explorer Website.

### 6.3. How to claim the Stay Plus FREE Night benefit

- (a) The Stay Plus FREE Night benefit:
  - (i) is valid for the duration of the ALL Accor+ Explorer Membership until the last day of the month, shown as the Membership Expiration Date; and
  - (ii) must be booked, and redeemed (specifically, the check-out date must be prior to or on the last day of the ALL Accor+ Explorer Membership), within a member's subscription year.
- (b) Advance reservations are essential when using the Stay Plus FREE Night benefit and must be made via the ALL.com website, ALL Accor App or through the Accor Reservation Services. Stay Plus FREE Night benefit is not applicable for hotel walk-in bookings. Any Stay Plus FREE Night booking made via the Accor Reservation Services will incur a booking fee of AU\$20 in the Pacific and US\$10 in other Participating Countries.
- (c) The Stay Plus FREE Night benefit must be redeemed as part of a booking that includes additional paid nights. The entire stay, including both the complimentary and paid nights, must begin and end within the member's current Membership subscription year, and the member must check out on or before the final day of their Membership subscription.
- (d) If the Stay Plus FREE Night benefit is attached to a prepaid, no change or non-refundable room rate booking, then the cancellation policy of this room rate will apply to the Stay Plus FREE Night.

- (e) When making a reservation using Stay Plus FREE Night benefit, you must identify yourself as a valid ALL Accor+ Explorer member and provide a valid credit card to secure the booking. All reservations using Stay Plus FREE Night benefit must be guaranteed with a credit card that is valid at the date of both check-in and check-out of your stay period, unless otherwise specified. Once the Stay Plus FREE Night benefit has been booked, the benefit will be drawn down from your Membership account.
- (f) Your valid ALL Accor+ Explorer Membership and ID must be presented at check-in for your Stay Plus FREE Night booking.
- (g) Your Stay Plus FREE Night benefit must be used within the Membership year and any unused Stay Plus FREE Night benefits will be forfeited at the end of the Membership year and will not be extended.

#### 6.4. Cancelling or changing your Stay Plus FREE Night booking

- (a) A Stay Plus FREE Night booking may be cancelled as per the terms and conditions stated on your booking policy via the ALL Accor+ Explorer Website or by calling the Accor Reservation Services. Once you have cancelled your Stay Plus FREE Night booking, the Stay Plus FREE Night entitlement will be credited back to your Membership Account (unless forfeited for late cancellation).
- (b) If a Stay Plus FREE Night reservation is booked, but remains unused and not cancelled, then such Stay Plus FREE Night benefit will be forfeited.
- (c) If you wish to modify an existing booking, you may call the Accor Reservation Services to modify the dates for the same hotel, provided the existing Stay Plus FREE Night booking is not attached to a prepaid rate and the new check-in and check-out date is within the Membership year.
- (d) If you wish to modify an existing Stay Plus FREE Night booking online, you must first cancel your existing Stay Plus FREE Night booking in order to have your Stay Plus FREE Night entitlement credited back to your Membership Account before you may book a new Stay Plus FREE Night.
- (e) Please be aware that even if the Accor Reservation Services handles the Stay Plus FREE Night modification, the existing booking will need

to be cancelled before the alternative booking can be made. Accor Plus cannot guarantee that the Stay Plus FREE Night availability at the same participating Accor hotel will remain unchanged in the time between an existing booking being cancelled, and a new booking being attempted.

6.5. Further conditions and limitations

- (a) The Stay Plus FREE Night benefit is only applicable at hotels that are part of the participating brands in Participating Countries.
- (b) A Stay Plus FREE Night may be subject to availability at participating hotels, which is managed according to revenue management practices, including but not limited to, blackout dates, minimum stay restrictions and standard (entry level) rooms' occupancy. Accor Plus aims to make the Stay Plus FREE Night benefit available for the majority of nights in a calendar year; however, availability cannot be guaranteed for specific hotels or dates.
- (c) A maximum of one Stay Plus FREE Night benefit may be used per stay per member (a stay being consecutive nights at the same hotel forming part of a single or multiple reservations). A Stay Plus FREE Night is subject to the following conditions:
  - (i) where a stay comprises multiple reservations, the Stay Plus FREE Night benefit may only be applied once across all such reservations. A member may not apply the benefit separately to individual reservations that together form part of the same stay; and
  - (ii) it cannot be used for parallel reservations that overlap on the same dates, whether at the same or at different hotels,

Accor Plus reserves the right to cancel your booking if it does not comply with the above conditions.

- (d) The Stay Plus FREE Night benefit is non-transferable and cannot be exchanged for cash.
- (e) The Stay Plus FREE Night benefit may be combined with paid nights booked under selected public rate types. Certain Qualified Rate types, including but not limited to employee rates, are excluded from Stay Plus FREE Night combinability. 'Qualified Rates' are defined by Accor as discounted accommodation rates that are made available to specific customer groups or

individuals, based on negotiated terms or conditions. These include, but are not limited to:

- (i) Any offers made via third parties (such as online travel websites);
- (ii) Group rates;
- (iii) Industry rates (including travel agent, media or tour operator rates);
- (iv) Employee or friends-and-family rates;
- (v) Rates offered under special agreements with partner organisations; and
- (vi) Reservations combined with ALL Accor Reward points redemption or ALL Accor Suite Night Upgrades.

## 7. *Vouchers*

7.1. There may be vouchers included along with your ALL Accor+ Explorer Membership. Benefits attached to vouchers vary; please refer to the conditions of use as stated on each voucher. These vouchers cannot be exchanged for cash. To redeem these vouchers, the member must present the digital voucher, along with a valid digital ALL Accor+ Explorer Membership card.

## 8. *Your obligations*

Members must not:

- (a) engage in gross misconduct or behave in a manner that is offensive or inappropriate, having regard to local laws, customs and observances, including by acting in a hostile, abusive or aggressive manner towards Accor Plus's, ALL Accor+ Explorer or any participating hotel's staff or guests;
- (b) engage in illegal or fraudulent activities whilst a guest of, or on the premises of, a participating hotel, or otherwise in connection with the ALL Accor+ Explorer programme;
- (c) supply, or attempt to supply false or misleading information, or make a misrepresentation, to Accor or any participating hotel;

- (d) lend, rent, distribute or sell the ALL Accor+ Explorer Membership or Membership benefits, in whole or in part, without the written permission of Accor Plus, or attempt to do any of those things;
- (e) apply for Membership of the ALL Accor+ Explorer programme if you already have an account, or if you have previously been terminated from the programme (without Accor Plus's express permission); or
- (f) act in any other way which breaches these Terms.

## 9. Termination

### 9.1. Cooling-off rights for Membership sales made by telephone

- (a) For a Membership sale made by Accor Plus via telephone, a member has the right to terminate their Membership for any reason within 10 business days from the first business day after the day on which the member paid their ALL Accor+ Explorer Membership Fee, or otherwise in accordance with any additional statutory cooling-off rights. Members who wish to terminate the Membership in accordance with this clause 9.1(a) may do so in writing by letter or email, or over the phone and a refund will be issued:
  - (i) to all members who have the benefit of statutory cooling-off rights under local applicable law;
  - (ii) to members who do not have statutory cooling-off rights under local applicable law only if the benefits (including vouchers) have not been used; or
  - (iii) In India only, if a member cancels their Membership and is eligible for a refund, the member will be refunded the Membership Fee paid excluding taxes.
- (b) A member may cancel their ALL Accor+ Explorer Membership at any time by notifying Accor Plus in writing by letter or email, or over the phone after 10 business days from the commencement of their Membership, but they will not be eligible for any refund of their Membership Fee. For the avoidance of doubt, no refund will be available for change of mind cancellations.
- (c) There are no cooling off rights for Memberships purchased through any other channel apart from outbound telephone calls including purchased online or at a hotel, except to the extent non-excludable under

applicable law.

#### 9.2. Accor Plus termination rights

- (a) If a member commits a material breach of any of these Terms, or has failed to pay an account with any of the participating hotels where the amount is not in dispute, Accor Plus may suspend or terminate the member's Membership.
  
- (b) If Accor Plus intends to take action under clause 9.2(a), it will notify the member of its intention and the reason for that action. The member will then have 21 days to respond to this notice by rectifying the breach (where possible) and providing any reason why Accor Plus should not take action (provided that Accor Plus may suspend the member's account until any review is completed). Accor Plus will review the response and advise the member of its position.

### 10. *Consequences of termination or expiry*

- 10.1. If the ALL Accor+ Explorer Membership expires or is terminated for any reason, you will no longer be entitled to the benefits related to the ALL Accor+ Explorer Membership. Any future accommodation or restaurant bookings existing at the date of termination or expiry will be adjusted to reflect non-member rates.
  
- 10.2. If your ALL Accor+ Explorer Membership expires or is terminated, you will not be entitled to a refund of part or all of the Membership Fees, unless these Terms otherwise expressly provides for you to recover part or all of the Membership Fee.
  
- 10.3. If your ALL Accor+ Explorer Membership expires, your ALL Accor Membership will continue. Your Membership status in that programme will be defined according to your level of activity during the current calendar year, prior to the Membership Expiration Date of your ALL Accor+ Explorer Membership (and reviewed each calendar year thereafter in accordance with the terms and conditions of ALL Accor programme). However your ALL Accor Status Level will be recalculated to exclude Status Nights awarded as part of the ALL Accor+ Explorer programme.

### 11. *Limitations of liability*

- 11.1. Nothing in these Terms excludes, limits, modifies or restricts any right or remedy, or any guarantee, warranty or other term or condition implied or imposed by any legislation which cannot lawfully be excluded or limited.

This may include consumer laws and regulations which contains guarantees that protect the purchasers of goods and services in certain circumstances, such as any statutory guarantees that any goods supplied to you will be of acceptable quality, match their description and be fit for any purpose made known to the supplier, and that any services supplied will be carried out with reasonable care and skill and be reasonably fit for their purpose. When a statutory guarantee is breached, consumers are entitled to a range of remedies including, in some cases, damages for reasonably foreseeable losses. In the context of unsolicited consumer agreements, consumers have additional consumer rights, including the cancellation rights described in the attachment to these Terms.

11.2. Subject to any statutory rights that cannot be excluded or limited (including those described in clause 11.1), and otherwise to the maximum extent permitted by law, Accor Group, Accor Plus, the participating hotels, and each of their officers, employees and agents, are not liable for any indirect or consequential loss arising under or in connection with these Terms or the ALL Accor+ Explorer programme, save to the extent that such loss arises from the negligence or wilful misconduct of Accor Plus, the participating hotels, or any of their officers, employees or agents.

11.3. To the extent permitted by law, our liability to you for loss or damage of any kind arising in connection with these Terms will be reduced or limited to the extent (if any) that you cause or contribute to the loss or damage.

## 12. *Terms subject to change*

Accor Plus reserves the right to vary these Terms, including the Membership benefits, participating hotels and Participating Countries at any time, subject to giving reasonable prior notice to members of any material changes. Notice of material variations to the Terms (the "**Variation**") will be given either by email and/or on your Membership Account and will be updated on ALL Accor+ Explorer Website. If you do not agree with a Variation, you may terminate your ALL Accor+ Explorer Membership by written notice to Accor Plus Member Care, within 30 days of receiving that notice. If you terminate your Membership, as a result of this, you will be entitled to a pro-rata refund of your Membership Fee for the remaining term of your Membership following the effective date of your termination. Any non-material variations to the Terms will be incorporated directly and a notification of such updates will be displayed on the ALL Accor+ Explorer Website.

## 13. *Availability of ALL Accor+ Explorer programme*

Accor Plus gives no warranty as to the continuing availability of the ALL Accor+

Explorer programme. Accor Plus may terminate or suspend the ALL Accor+ Explorer programme at any time with at least 12 months' notice to you of such termination or suspension, except if Accor Plus ceases to carry on business, or has gone into liquidation or other form of administration, in which case Accor Plus may terminate or cancel the ALL Accor+ Explorer programme immediately without notice.

#### *14. Permission / Privacy*

14.1. As a member of the ALL Accor+ Explorer programme you may consent to Accor Plus (including the entity from which the Membership was purchased) sending you from time to time via direct mail, SMS, WhatsApp or such equivalent messaging platform, calling, or emailing you information about marketing offers, promotions and/or new developments regarding your Membership and other benefits. Accor Plus will comply with all relevant laws with respect to privacy. For details on how we handle your information, please refer to the ALL Accor+ Explorer Data Privacy Charter which is available at [www.accorplus.com/data-privacy-charter](http://www.accorplus.com/data-privacy-charter).

14.2. If you choose to opt-out of receiving these communications entirely or from any of the abovementioned communication channels at any time, you may not receive timely information about member benefits, promotions and/or new developments as you would have to check the ALL Accor+ Explorer Website directly on a regular basis.

#### *15. Acceptance for all sales excluding online sales*

15.1. Membership: Use of your Membership number to make bookings or use of any Membership benefits constitutes acceptance of these Terms, except to the extent otherwise stated under applicable law.

15.2. For online sales, please refer to clause 16.

#### *16. Acceptance for online sales*

By ticking the box stating "CONTINUE TO NEXT STEPS" or the equivalent on the ALL Accor+ Explorer online application form and purchasing your ALL Accor+ Explorer Membership online, you agree to these Terms and the ALL Accor+ Explorer Data Privacy Charter.

### *Schedule 1 – Status Assessment*

Members can access a higher Status Level at any time during their Membership if they reach the required threshold of Status Nights or Status Points, as shown in the table below.

<b>STATUS</b>	<b>NUMBER OF ELIGIBLE STATUS NIGHTS</b>	<b>NUMBER OF STATUS POINTS</b>
<b>SILVER</b>	10	2,000
<b>GOLD</b>	30	7,000
<b>PLATINUM</b>	60	14,000
<b>DIAMOND</b>	N/A	26,000

- At the start of each new year (N), an assessment is made of Eligible Status Nights completed and Status Points earned by a Member during the previous calendar year (N-1):
- If, during the year N-1, the Member reached one of the thresholds allowing them to maintain their Status Level they retain the Status Level of year N-1 for the year N;
- If, during year N-1, the Member reached one of the thresholds allowing them to access a higher Status Level, they will retain this new Status Level achieved in year N-1 for year N.
- Members shall lose their Status Level if they do not reach any of the thresholds that allow them keep their Status during year N-1. The Status Nights / Status Points counters will be reset to zero on 1 January of each calendar year.
- The use of ALL Accor Reward points has no effect on keeping or changing a Status Level.