



What is SHA Privileged?

SHA Privileged is an attractive loyalty programme designed to reward our guests for their support and preference. We have redesigned our loyalty programme to take your experience to a whole new level and provide you with exclusive benefits.

We know that your loyalty is invaluable. For this reason, we have reformulated SHA Privileged to suit your needs and offer tangible benefits that reflect our gratitude.

We want every interaction with SHA to be a memorable and gratifying experience.

SHA Privileged is not just about rewards and benefits. We are committed to providing you with exceptional service in every interaction. In addition, periodically we will send you communications with relevant news, product updates. As members of SHA Privileged, you will be the first to know about our latest news.

When can I sign up with SHA Privileged?

On their first stay, the customer can register in the Registration application by ticking the corresponding box.

How can I reject affiliation?

On arrival at SHA, at check-in by informing the Guest Relations team that you wish to cancel your membership to the loyalty programme: "I do not wish to subscribe to SHA Privileged"; or by sending, at any time, an email to the Loyalty Department shaprivileged@shawellness.com

Will I receive a card when I register with the Program?

No, you won't need a card for identification.

What are SHApphires?

They are the points in our SHA Privileged loyalty program.

How can I accumulate SHApphires?

The SHApphires are accumulated through:

- The expense of the reservation overall; each €10 obtains 1 SHApphire.
- The frequency with which you stay at SHA Wellness Clinic.
- The people you recommend.
- Making a reservation on the same stay for a following stay

Do I accumulate SHApphires from my first visit?

Yes.

Are there any circumstances in which SHApphires are not accumulated during a visit?

Yes, there are. SHApphires are not accumulated in the following circumstances:

- Free promotional nights. For example, when you enjoy 7 nights and only pay for 6, the promotional night which is given for free will not generate SHApphires.
- When you enjoy an exceptional discount of 15% or more.
- When the stay is paid for with credit or generated barter.
- When the invoice for the stay is paid partially or has not been fully paid.

Can I accumulate SHApphires and enjoy the corresponding benefits if I'm coming through a travel agency or other intermediary?

Yes, even if you book your stay through a travel agency or other intermediary, you can accumulate SHApphires and enjoy the benefits corresponding to your level, provided that you sign up with SHA Privileged.

Do SHApphires expire?

Yes. If after 36 months the customer has not returned to SHA, the proportional part of SHApphires will expire to give access to the lower category and so on every 6 months. If after 5 years the customer is still inactive, SHA Wellness Clinic will cancel the guest's loyalty program.

When are the SHApphires added to my personal account?

The SHApphires are added to your account upon check-out.

What are SHApphires for?

SHApphires give access to SHA Privileged levels and a list of benefits associated with each level.

Are SHApphires redeemable?

No, the SHApphires cannot be redeemed.

How many levels are in the SHA Privileged program?

SHA Privileged has 3 levels: RUBY, EMERALD and DIAMOND.

How many SHApphires do I need for each of the categories?

RUBY: From the first visit to 3,999 SHApphires

EMERALD: From 4,000 to 7,999 SHApphires

DIAMOND: Over 8,000 SHApphires

Can the benefits be enjoyed by other people in the reservation?

Yes, the benefits, although personal, can be enjoyed by the person accompanying the booking, as long as they are staying in the same Suite as the SHA Privileged Account Holder.

Can I transfer SHApphires?

Yes, as the holder of a SHA Privileged account, you can transfer the SHApphires to another member of SHA Privileged with the same reservation number.

SHApphires can be transferred in the following quantities: 25%, 33.3%, 50%, 75%, 100%.

When and how can I transfer SHApphires?

At the time of check-out by informing Guest Relations or by contacting our Loyalty Department via email shaprivileged@shawellness.com

You will have a maximum period of one month after the check-out date to transfer SHApphires.

How can I see my SHApphires balance?

- In the SHA APP in your profile
- During your stay, by asking the Guest Relations Department or Front Office
- Via email, by contacting our Loyalty Department shaprivileged@shawellness.com
- By telephone, by calling the Reservations Department at +34 966 811 199

In the case that I haven't been credited for the SHApphires corresponding to one of my stays, how can I claim them?

By contacting the Loyalty Department (shaprivileged@shawellness.com) and indicating the booking reference of the stay or the service contracted for which the claim is being made. The SHApphires can be claimed in a maximum period of 6 months from the check-out date.

How can I unsubscribe from SHA Privileged?

At any time and in the following ways:

- Via email, by contacting our Loyalty Department shaprivileged@shawellness.com
- By telephone, by calling the Reservations Department at +34 966 811 199
- During your stay at SHA, through your Guest Relations, by signing the cancellation form.