

Sea Family Program Rules and Regulations

2020 Operation

I – General Terms and Conditions

- 1.1) The Frequent Passager Program - SEA FAMILY is the loyalty program of Atlânticoline S.A.
- 1.2) These rules and regulations constitute the basic rules for participating in the Frequent Passenger Program and are subject to changes decided by Atlânticoline.
- 1.3) The most up-to-date version of these Regulations is available on-line at <https://www.atlanticoline.pt>.
- 1.4) Atlânticoline may change these Regulations at any time and without the need for any prior notice, producing the changes made immediately which is binded to and made available publicity on the website. The respective members being responsible for their knowledge.
- 1.5) Atlânticoline may change these rules and regulations at any time and without the need for any prior notice, any changes being made are immediately binding, upon their availability public release by form of update on their website, with the respective members being responsible for their knowledge.

II – Joining the Frequent Passenger Program

- 2.1) Membership to the Frequent Passenger program can be obtained by on-line application (using a form available online, om which place, the interested party will enter the required personal data, which may include the members of the household, which share the benefits of the program, as well as the private vehicle), all this is subject to subsequent approval by Atlânticoline
- 2.2) “Members of the household” pertains to any relative in direct descent, such as their spouse or children.
- 2.3) Atlânticoline may contact the interested party at any time for confirmation of data, and may require proof of said data.
- 2.4) Only individuals over 5 years of age can participate in the Frequent Flyer Program.
- 2.5) From the moment the passenger submits his personal data in the electronic form for joining the Program, he will be expressly adhering to all the rules and conditions of regulation.
- 2.6) Earned points will only be accumulated after approval of the application by Atlânticoline services.

III – Frequent Passenger Program Member Number

- 3.1) Accessing Frequent Passenger Program benefits is granted by the indication by the holder of the respective member number.
- 3.2) 3.2) Only one account permitted per Member, which is exclusive to the individual and non-transferable.
- 3.3) The code for accessing the Frequent Passenger Account, personal and non-transferable, is also the sole responsibility of the Member to maintain it secret.
- 3.4) Atlânticoline is not responsible for any abusive or unauthorized use of the secret code and /or the member number.
- 3.5) Each Member must communicate to the Frequent Passenger Program, by e-mail comercial@atlanticoline.pt, any change in personal data (address, telephone, etc.), being fully responsible for the accuracy and updating of the information provided.

IV – Frequent Passenger Program

- 4.1) The transfer of points between accounts or between different Members of the Frequent Passenger Program is not allowed.
- 4.2) Credits and points are the property of Atlânticoline and their use can only be made in accordance with the conditions established in this Regulation.
- 4.3) Atlânticoline reserves the right to establish promotions and benefits of an occasional nature, for a determined time, being able to cancel and / or change them at any time, without prior notice.

V – Points and their accumulation

- 5.1) The Sea Family program offers several advantages to its members, namely the accumulation of points (through the accumulation of miles) that can later be redeemed through the most advantageous service for its bearers.
- 5.2) Below is a mileage table, indicating what can be accumulated for each trip.

	Madalena	Corvo	Sta Cruz Flores	Lajes Flores	Calheta	Angra Heroísmo	Horta	S. Roque	Velas	V. Praia Graciosa	Praia da Vitória	Ponta Delgada	Vila do Porto
Madalena					25	65	4,5	12	18				
Corvo			13	17									
Sta Cruz Flores		13		4									
Lajes Flores		17	4										
Calheta	25					42	29	15	11				
Angra	65				42		70	52					
Horta	4				29	70		16	20	50	85		
S. Roque	12				15	52	16		9	45	68		
Velas							20	9		40	67		
V. Praia Graciosa							50	45	40		53		
Praia da Vitória							85	68	67	53			
Ponta Delgada													
Vila do Porto													

5.3) All Members will have a personal account, in which the points obtained will be credited to.

5.4) If for any reason, the points relating to a product / service are not credited, Members may request retroactive credit for those points to their account, up to a maximum of 3 months after the provision of the service in question, when presenting the respective proof of travel.

5.5) The number of points to be awarded for each product / service is unilaterally fixed by Atlânticoline, and can be freely changed, without the need for prior notice.

5.7) Points are not accumulated at the time of booking, only after the trip has been completed.

5.8) Unused, expired or returned tickets do not entitle you to accumulate points.

5.9) The accumulated points can be exchanged for discounts on tickets for future trips.

5.10) The discounts to be applied are 10% (= 100 points), 20% (= 200 points) or 30% (= 400 points).

5.11) The point exchange is only possible when purchasing regular fare tickets and campaigns referring to this program. In order to exchange points, the user must request booking your tickets by email to comercial@atlanticoline.pt, indicating your SeaFamily number. All members associated with the Sea Family program can benefit from this exchange of points (the holder and associated members, including the registered vehicle).

- 5.12) At Atlânticoline ticket sales points (ticket offices, Atlânticoline store and RIAC stores) you must present your Sea Family number when requesting your ticket. The presentation of the same will allow the accumulation of miles on the trip, which will be converted into points.
- 5.13) For crediting points, as well as when requesting the issue of your tickets, it is always necessary to present your Sea Family member number, with partner entities (list), as well as with all Atlânticoline representative counters (ticket offices, Atlânticoline store and RIAC stores).
- 5.14) Any trips performed by household members, identified within the Member account, may accumulate points to that account, provided that the person buying the trip expresses that intention.
- 5.15) Accumulated points may be used for travel by any member of the household, subject to authorization by the Member.
- 5.16) Atlânticoline is not accountable for the improper use of points.

VI – Members’ Personal Data Processing

- 6.1) By joining the Frequent Passenger Program, members give express authorization to use their personal data for the purposes aforementioned Program and / or for any other marketing activities, directly or indirectly promoted by Atlânticoline
- 6.2) Atlânticoline will treat all Personal data as confidential, processing it directly, undertaking said personal data under the terms of the law to maintain the confidentiality of members.
- 6.3) all members are provided access to their personal data, as they may request to rectify any data deemed to be incorrect.

Suspension and Cancellation of the Frequent Passenger Program

- 7.1) Atlânticoline reserves the right to suspend / cancel the Frequent Passenger Program at any time, without prior notice.
- 7.2) In the event of failure, by the member to comply with the conditions of Frequent Passenger Program, Atlânticoline reserves the right to suspend or cancel the respective account, either temporarily or permanently, as well as to refuse to grant benefits attributed by the Frequent Passenger Program.
- 7.3) Atlânticoline may cease member participation in the program, with immediate effect, if the member in question:

7.3.1) Failure to respect this Regulation and / or other rules and regulations issued by Atlânticoline;

7.3.2) Attempting to obtain benefits from the program by presenting false or otherwise improper or abusive information. The perpertrating member is responsible for any damages resulting therefrom, and the points of the program obtained in this way will be declared void.

7.3.3) Behave disorderly on board, in ports or in any facility that Atlânticoline utilizes;

7.4) A member may, at any time, cancel his participation in the Frequent Passenger Program by express communication, by e-mail comercial@atlanticoline.pt, the respective points being declared null and void.