

PROGRAM TERMS & CONDITIONS



CANALTA HOTELS™
Seven-star commitment is in our DNA.

CANALTA
REWARDS 

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1. INTRODUCTION

Canalta Rewards (the “Program”) is a customer loyalty program owned and operated by Canalta Hotels™, a division of Canalta Group, headquartered in Drumheller, Alberta (“Canalta”, “we”, “us”, or “our”). These Terms and Conditions (the “Terms”) govern your enrolment and participation in the Program.

By enrolling in the Program, accessing your account, or earning or redeeming Points (defined below), you agree to be bound by these Terms and by our Privacy Policy, available at canaltahotels.com/privacy-policy, which is incorporated by reference. If you do not agree to these Terms, please do not enrol in the Program.

These Terms may be changed from time to time as described in Section 11.



2. DEFINITIONS

In these Terms:

- **“Account”** means your Canalta Rewards membership account.
- **“Eligible Stay”** means a paid overnight stay at a Canalta-branded hotel booked on an eligible rate (see Section 4.2).
- **“Member”** means an individual enrolled in the Program.
- **“Partner”** means a third party with which Canalta has a Program relationship, including hotel brand franchisors such as Wyndham, Hilton, and Best Western, where applicable.
- **“Points”** means the units of value awarded under the Program.
- **“Reward”** means a free night, discount, experience, or other benefit available through the Program.
- **“Reward Stay”** means a hotel stay booked in whole or in part by redeeming Points or a free-night Reward.

3. ELIGIBILITY AND ENROLMENT

3.1 WHO CAN JOIN

Membership is open to individuals aged 18 or older who have a valid mailing address and valid email address. Corporations, partnerships, trusts, and other entities are not eligible for membership.

3.2 ONE ACCOUNT PER MEMBER

Each Member may hold only one Account. Accounts must be in the Member's full legal name, and enrolment information must be accurate and complete. If we identify duplicate Accounts, we may merge them or close the duplicates at our discretion, after providing the Member with reasonable notice where practical.

3.3 HOW TO ENROL

To enrol, complete the enrolment form at canaltahotels.com/rewards or at the front desk of any participating Canalta property. You will be asked to create a password and to accept these Terms.

3.4 ACCOUNT SECURITY

You are responsible for keeping your password confidential and for all activity that occurs in your Account. If you become aware of any unauthorized use of your Account, contact our Customer Service team immediately (**see Section 20**). Section 9 describes how we investigate and, where appropriate, restore Points affected by unauthorized activity.



4. EARNING POINTS

4.1 HOW POINTS ARE EARNED

Members earn Points and other benefits on Eligible Stays and from time-to-time promotions or Partner activities. The current earning structure (for example, free night after a specified number of stays, bonus offers, and Partner promotions) is published on canaltahotels.com/rewards and may be updated as described in Section 11.

4.2 ELIGIBLE STAYS

To earn Points and benefits, the following generally apply:

- The stay must be at a Canalta-branded hotel.
- You must be the registered guest, paying the room charges, and the stay must be booked on a rate that the Program identifies as eligible.
- You must provide your registered Canalta Rewards email at check-in or in your reservation.
- Points are earned on a maximum of three (3) rooms per night per Account, and you must be a registered guest of at least one of those rooms.
- Group rates, contracted corporate rates, complimentary stays, and stays booked through third-party channels such as Expedia, Booking.com, Priceline, Hotwire, Orbitz, Travelocity, Kayak, Trivago, and Google Hotels, or other online travel agencies and third-party booking channels that the Program identifies as ineligible, may not be eligible to earn Points. See canaltahotels.com/rewards/faq for the current list.

4.3 BRAND PARTNER STAYS

Many Canalta-branded hotels also operate under franchise or brand agreements with companies such as Wyndham, Hilton, and Best Western. Stays at those hotels may also be eligible for the franchisor's own loyalty program. You are responsible for understanding which loyalty program is being earned for each stay. Canalta Rewards Points are earned only on stays that the Program identifies as eligible at canaltahotels.com/rewards.

4.4 MISSING POINTS

If you believe Points are missing from your Account, contact Customer Service within 90 days of the stay or transaction. We may ask for supporting documentation, such as your reservation confirmation or folio; documentation must be legible and unaltered. After 90 days, Account statements are deemed correct, except for clear errors, which we will correct as described in Section 9.3.

4.5 NO PURCHASE OR SALE OF POINTS

Points cannot be sold, exchanged outside the Program, gifted, charged, pledged, or otherwise transferred except as expressly permitted in these Terms or with our prior written consent. Any unauthorized transfer is void and may, at our discretion, result in cancellation of the affected Points or the Account. Where the Program permits it, you may purchase Points directly from Canalta to complete a free-night redemption, on the conditions published at canaltahotels.com/rewards.

4.6 NATURE OF POINTS

The Program, Points, and Rewards are and remain the property of Canalta at all times. Points have no cash value, are not your property, and accumulating Points does not give you any vested right or entitlement, except as expressly set out in these Terms. Points are not redeemable for cash unless required by applicable law. Nothing in this Section limits any non-waivable rights of Quebec resident Members under the Consumer Protection Act (Quebec) with respect to exchange units.

5. REDEEMING POINTS & REWARDS



5.1 HOW TO REDEEM

Points may be redeemed for Rewards in accordance with the current redemption levels published at canaltahotels.com/rewards. Your registered email and password (or other identity verification) are required to redeem.

5.2 IDENTITY VERIFICATION

To protect Members and the integrity of the Program, we may ask you to verify your identity before honouring a redemption. If you cannot provide verification online, you may redeem by calling Customer Service.

5.3 AVAILABILITY AND CAPACITY CONTROLS

Rewards are subject to availability. Each participating property may limit the number of rooms available for Reward Stays on any given night (capacity controls), and Reward Stays may be subject to blackout dates, advance-booking requirements, minimum Points balances, or other restrictions, particularly during special events, holidays, and peak periods. Applicable restrictions will be disclosed at the time of redemption or published at canaltahotels.com/rewards.

5.4 REDEMPTION LIMITS AND GOOD-FAITH BOOKINGS

To keep Reward Stays available to as many Members as possible, a Member may redeem Points or free-night Rewards for a maximum of three (3) rooms per night at any single property. You must be a registered guest of at least one of those rooms (or the stay must be gifted under Section 5.5). There is no limit on the length of a Reward Stay.

Hotel management may, at its sole discretion, approve redemptions above this limit. Any exception must be approved in writing (including by email) before the reservation is made. We may modify or cancel any reservation made in excess of this limit without an approved exception, and, where a reservation is cancelled for this reason, the associated Points will be returned to your Account.

You agree to make Reward Stay reservations legitimately and in good faith, for use by you or a guest named under Section 5.5 - not for resale, and not as speculative, false, or fraudulent reservations, including reservations made in anticipation of demand. We may cancel any reservation made in breach of this Section; redeemed Points will be returned to your Account unless the reservation was fraudulent.



5.5 BOOKING A REWARD STAY FOR SOMEONE ELSE

You may gift a Reward Stay to someone else. The guest must be named at the time of booking and may not be changed or substituted afterward. At check-in, the named guest must present their own government-issued photo identification and provide their own payment card for incidentals. Neither you nor the guest earns Points on a gifted Reward Stay, and the guest may not transfer the reservation to anyone else.

A Member may gift a maximum of three (3) Reward Stays per calendar year. Gifted stays count toward the redemption limits in Section 5.4 and remain subject to Section 5.8 - a gifted Reward Stay may never be sold or provided for compensation of any kind.

5.6 REWARD STAY CONDITIONS

- Reward Stays are for standard room types unless the published redemption level states otherwise. Certain room types (for example, rooms with kitchens) may be excluded; current exclusions are published at canaltahotels.com/rewards.
- Normal hotel policies apply to Reward Stays, including occupancy limits, minimum check-in age, damage and conduct policies, and pet policies.
- At check-in, the Member - or the guest named under Section 5.5 - must present government-issued photo identification matching the name on the reservation.
- Reward Stays and the free-night portion of any stay do not earn Points or count toward earning promotions, unless we state otherwise.
- Room upgrades on Reward Stays are subject to availability and may require additional Points or payment.

5.7 CANCELLATIONS AND NO-SHOWS

Reward Stay reservations are subject to the cancellation policy of the property, as disclosed at the time of booking. If you cancel within the property's cancellation policy, the redeemed Points will be returned to your Account. If you cancel outside the cancellation policy or fail to check in (a "no-show"), the property may charge the Points equivalent of the first night, and any remaining Points for the reservation will be returned to your Account.

5.8 NO RESALE OR BROKERING

Rewards and Reward Stay reservations are for the personal use of the Member and their accompanying or named guests. They may not be sold, auctioned, bartered, advertised for sale, or otherwise transferred for compensation. Any Reward obtained or used in breach of this Section is void, and we may cancel the related reservation or Reward without returning the redeemed Points.

5.9 RETURNS AND ADJUSTMENTS

If a purchase or stay for which Points were awarded is returned, refunded, or otherwise reversed, the corresponding Points will be deducted from your Account up to the available balance. Account balances cannot fall below zero. If your Account does not contain enough Points at the time of the reversal, only the Points then available will be removed at that time. Any remaining Points owed may be deducted on a rolling basis from new Points earned, for up to 12 months from the date of the reversal, after which the unrecovered amount will be considered forgiven.



5.10 TAXES AND INCIDENTALS

You are responsible for any taxes, fees, or incidental charges associated with Rewards (for example, occupancy taxes, parking, or telephone charges on a free-night Reward), unless we state otherwise.

5.11 GIFT CARDS AND OTHER NON-STAY REWARDS

Where the Program offers gift cards or other non-stay Rewards, the following apply. We may limit the number or value of gift-card redemptions in any period. To protect your Account, gift-card and similar redemptions may be temporarily held or declined following a recent change to the email address or other contact details on your Account (a security hold, typically up to 48 hours). Gift cards are subject to the issuing merchant's terms, are not replaced if lost or stolen after delivery, and have no cash value. Once fulfilled, a gift-card redemption cannot be cancelled or reversed.

5.12 IF A PROPERTY LEAVES THE PROGRAM

If a property ceases to participate in the Program, stays at that property completed after the exit date do not earn Points, and Reward Stay reservations at that property are not guaranteed. We will make reasonable efforts to have the property honour existing Reward Stay reservations, or to assist you in rebooking at another participating Canalta property. If a Reward Stay reservation cannot be honoured, our sole obligation, subject to applicable law, is to return the redeemed Points to your Account.

6. COMMUNICATIONS AND MARKETING

We will send you transactional and service messages related to your Account and stays (for example, booking confirmations, point statements, and important Program updates). These messages are part of the Program and are not subject to unsubscribe.

We will only send you commercial electronic messages, such as marketing emails, where you have separately consented in accordance with Canada's Anti-Spam Legislation (CASL). You can change your marketing preferences at any time through your Account settings, by clicking the unsubscribe link in any marketing email, or by contacting our Privacy Officer.

7. PRIVACY

We collect, use, and disclose your personal information in accordance with our Privacy Policy at canaltahotels.com/privacy-policy. The Privacy Policy describes the categories of information we collect, why we collect it, who we share it with, and your rights under Canadian privacy law, including under PIPEDA, Alberta PIPA, and Quebec Law 25. Some Program data may be processed by service providers located outside Canada, including in the United States, as described in the Privacy Policy.

For stays at a Canalta-branded hotel that also operates under a franchise brand (for example, Ramada, Hampton Inn, or Best Western), on-property collection is controlled by Canalta, while data flowing through the franchisor's central reservation or loyalty system is controlled by that franchisor under their own privacy policy.

You can contact our Privacy Officer at the address listed in **Section 20**.



8. ACCOUNT INACTIVITY AND POINTS EXPIRATION

8.1 WHEN AN ACCOUNT BECOMES INACTIVE

Your Account will be considered inactive if, for a continuous period of 24 consecutive months, you have not:

- Earned Points through an Eligible Stay or other qualifying activity, or
- Redeemed Points

8.2 NOTICE BEFORE EXPIRATION

Approximately 60 days before your Account reaches 24 consecutive months without qualifying activity, we will provide advance notice by email to the address on file. During that notice period, you may keep your Account active by completing any qualifying activity listed above. If no qualifying activity is completed before the end of the 24-month period, accumulated Points may be forfeited and the Account may be closed.

8.3 ISSUED REWARDS

Free-night Rewards and other issued Rewards held in your Account at the time your Account is deemed inactive are also forfeited on the same schedule. Reward certificates already redeemed or converted into a confirmed reservation before the Account is deemed inactive remain valid according to their own terms.

8.4 REINSTATEMENT WITHIN 180 DAYS

If your Account is closed for inactivity, you may request reinstatement of your forfeited Points balance within 180 days of the expiration date, at no charge. Reinstatement is available once per Member and restores the balance held at expiration; Rewards forfeited under Section 8.3 are not reinstated. Contact Customer Service to request reinstatement.



9. PROGRAM INTEGRITY, AUDIT, AND ACCOUNT PROTECTION

9.1 SUSPICIOUS ACTIVITY AND LOST ACCESS

If you suspect unauthorized activity on your Account or believe your password has been compromised, contact Customer Service immediately. We may freeze the Account while we investigate. If you report unauthorized activity within six (6) months and cooperate with our investigation, and we determine that Points were redeemed or taken from your Account by an unauthorized third party through no fault of your own, we will restore the affected Points (where appropriate, to a new Account). We are not responsible for losses arising from your failure to protect your password or to notify us promptly, or for indirect or consequential losses arising from unauthorized access to your Account.

9.2 ACCOUNT MONITORING

We may monitor Accounts and Program transactions at any time for compliance with these Terms, and may review a Member's Points, stays, and transaction history as part of any investigation.

9.3 ERRORS & CORRECTIONS

We may correct any error in the crediting or debiting of Points, in Account statements, or in published Program information - including a redemption level, rate, or offer published in error - at any time. If a Reward Stay is booked at a redemption level published in error, we may cancel the reservation with notice to you and return the redeemed Points to your Account.

9.4 OUR RECORDS

In the event of a discrepancy between our Program records and any other record, our Program records govern, absent evidence that they are in error.



10. SUSPENSION AND TERMINATION

10.1 BY YOU

You may close your Account at any time by contacting Customer Service. Any unredeemed Points in the Account at the time of closure will be forfeited and cannot be reinstated.

10.2 BY CANALTA

We may suspend or close your Account, and cancel unredeemed Points, if we reasonably believe that:

- You have materially breached these Terms (including the redemption limits, gifting rules, and no-resale rules in Section 5);
- You have acted fraudulently, dishonestly, or in bad faith in connection with the Program;
- You have failed to pay amounts owing to Canalta or any participating property, including payments reversed or returned for insufficient funds;
- You have committed theft at, or caused deliberate or reckless damage to, any participating property;
- You provided false or misleading information when enrolling, or knowingly hold more than one Account;
- You have engaged in abusive, threatening, or harassing conduct toward our staff or other guests; or
- Continuing the Account would expose Canalta or its Partners to legal or regulatory risk.

Where reasonable in the circumstances, we will give you notice and an opportunity to respond before closing your Account. Where we are required by law or where notice would defeat a legitimate investigation, we may act first and notify after.

10.3 TERMINATION OF THE PROGRAM

We may discontinue the Program in whole or in part. If we discontinue the Program entirely, we will give Members at least six (6) months' advance notice through the Account email on file and on canaltahotels.com, and we will provide a reasonable opportunity to redeem outstanding Points before the Program ends.



11. CHANGES, PROMOTIONS, AND NOTICES

11.1 CHANGES TO THE PROGRAM AND THESE TERMS

We may update these Terms and the Program (including earning rates, redemption levels, redemption limits, capacity controls, partner relationships, and Reward inventory) from time to time. When we make material changes, we will:

- Update the “Last updated” date at the top of these Terms;
- Post a notice on canaltahotels.com/rewards; and
- Where the change has a significant effect on Members (for example, a change to earning rates, redemption limits, or to how Points expire), give at least 30 days’ advance notice by email.

Your continued participation in the Program after the changes take effect indicates your acceptance of the updated Terms, to the extent permitted by law.

11.2 PROMOTIONS AND PROMOTIONAL CERTIFICATES

We may run promotions from time to time that offer enhanced earning, redemption, or other benefits, including promotions available only to selected Members. Promotion-specific terms supplement these Terms and, for that promotion, prevail over these Terms to the extent of any conflict.

Promotional free-night certificates or vouchers (for example, contest prizes or goodwill gestures) are distinct from Points. They carry the expiry date and any conditions stated on their face or in the accompanying offer; are subject to availability and the capacity controls in Section 5.3; are void if the stay is cancelled outside the property’s cancellation policy or the guest does not check in; cover the room and room taxes only; are non-transferable except as stated; and have no cash value.

11.3 NOTICES

Where these Terms require us to notify you, we may do so by email to the address on your Account. An emailed notice is deemed received one business day after it is sent. You are responsible for keeping your Account contact information current, and we are not responsible for notices you do not receive because your Account information is out of date.

12. LIMITATION OF LIABILITY

If we improperly deny you Points, a Reward, or another Program benefit, our liability is limited to crediting the Points or providing the Reward or benefit in question (or its equivalent value in Points).

To the maximum extent permitted by applicable law, Canalta and its Partners - including each hotel-owning or operating entity within the Canalta Family of Companies, each participating property, and their respective directors, officers, employees, and agents - are not liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for loss of profits, revenue, business, or data, arising out of or in connection with the Program.

Nothing in these Terms limits or excludes any liability that cannot be limited or excluded under applicable law. In particular, nothing in these Terms limits any non-waivable rights you may have under the Consumer Protection Act (Quebec), the Consumer Protection Act (Alberta), or similar consumer protection statutes.

We are not responsible for failures or delays caused by events outside our reasonable control, including network failures, service provider outages, labour disputes, government action, or natural disasters.

13. TAX RESPONSIBILITY

Where the value of Rewards or Points may be considered taxable income, you are responsible for any applicable tax. We may report Reward values to tax authorities where required.

14. DISPUTES ABOUTPOINTS

If you disagree with the Points balance shown on your Account, contact Customer Service within 60 days of the relevant Account statement (or activity). We will investigate in good faith and respond, with reference to our Program records (**see Section 9.4**). If a dispute is not resolved through Customer Service, you may escalate to the Privacy Officer or, if relevant, to the consumer-protection regulator in your province.

15. GOVERNING LAW AND JURISDICTION

These Terms are governed by the laws of the Province of Alberta and the federal laws of Canada applicable in Alberta. The courts of Alberta have non-exclusive jurisdiction over any dispute arising out of or in connection with these Terms or the Program. Nothing in this Section affects any non-waivable consumer-protection rights you may have in your home province.



16. INFORMATION FOR QUEBEC RESIDENTS

If you are a resident of Quebec, the following additional terms apply:

- These Terms are provided in English and in French. You and Canalta have expressly requested that these Terms and all related documents be drawn up in English. *Les parties ont expressement convenu que ces conditions et tous les documents qui s'y rapportent soient rédigés en anglais.*
- Nothing in these Terms limits the rights you have under An Act respecting the protection of personal information in the private sector (Law 25) or the Consumer Protection Act (Quebec).
- Where the Consumer Protection Act (Quebec) requires specific notice periods for changes to a contract or expiration of monetary-value rewards, those periods apply in addition to anything set out in these Terms.

17. SEVERABILITY, WAIVER, AND ENTIRE AGREEMENT

If any provision of these Terms is held unenforceable, the remaining provisions will continue in full force and effect. Our failure to enforce any right or provision will not be a waiver of that right or provision.

We may waive compliance with these Terms in individual cases at our discretion -

for example, a hotel-management exception to the redemption limits under Section 5.4 - and may offer enhanced benefits to selected Members through promotions under Section 11.2. Doing so does not waive or change these Terms for any other Member, or for any future occasion involving the same Member.

These Terms, together with the Privacy Policy and any rules referenced from them, constitute the entire agreement between you and Canalta regarding the Program and supersede all prior agreements relating to the same subject matter.



18. ASSIGNMENT

You may not assign or transfer your Account or any rights under these Terms to any other person without our prior written consent. We may assign these Terms to an affiliate or to a successor in connection with a corporate transaction.

19. DEATH, INCAPACITY, OR DIVORCE OF A MEMBER

19.1 DEATH

Points are not transferable on death and have no estate value. To close the Account of a deceased Member, or to request a discretionary one-time transfer of unredeemed Points, we require reasonable proof of death and proof of authority over the estate. Acceptable documentation typically includes a death certificate together with one of: a Grant of Probate, Letters of Administration, a notarized copy of the will, or, in Quebec, a Notarial Declaration of Heredity. We may, at our discretion, accept other documentation that reasonably establishes the same facts. Any discretionary transfer of unredeemed Points is limited to an immediate family member who is an existing Canalta Rewards Member.

19.2 INCAPACITY

Where a Member becomes incapable of managing their own affairs, a person authorized to act for the Member may operate the Account on the Member's behalf. To recognize the authorized person's authority, we require a doctor's letter attesting to the Member's incapacity together with one of: a valid Power of Attorney or Mandate that includes authority to manage the Member's personal or financial affairs, or a court-appointed guardianship or trusteeship order. Where the incapacitated Member later regains capacity, the Account may be returned to the Member's direct control upon reasonable proof.

19.3 DIVORCE OR SEPARATION

Points are not divided as part of a divorce or separation as a matter of Program right. Where a final court order or separation agreement expressly provides for a transfer of Points from one spouse or partner to another, and where the transferee is an existing Canalta Rewards Member in good standing, we will effect the transfer at our discretion upon receipt of the certified order or agreement. We will not otherwise reallocate Points between separating parties.

20. CONTACT INFORMATION

CUSTOMER SERVICE

1-855-933-1933 | rewards@canalta.com

PRIVACY OFFICER

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CANALTA HOTELS™
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