General terms and conditions of Club Gothia Towers (ACGT_2025:02E)

Revised 20 November 2025

The parties in Club Gothia Towers are the members and Svenska Mässan Gothia Towers AB, Reg. No. 559080-8290.

Membership of Club Gothia Towers is individual and will only be granted to persons aged 18 or over. Companies and other legal entities cannot be members.

In the event of misuse of membership, Svenska Mässan Gothia Towers AB is entitled to terminate membership with immediate effect. In the event of such a termination, earned points and unused vouchers will cease to apply. In the event of misuse, membership will be suspended and will only be reactivated once an acceptable explanation has been received from the member. Misuse of Club Gothia Towers may be reported to the police.

Club Gothia Towers reserves the right to amend terms and conditions as well as the content of Club Gothia Towers during the membership period. In such a case, Svenska Mässan Gothia Towers AB will take all reasonable measures to notify members of changes well in advance, but cannot be held in any way responsible if this is not possible.

New members enter at Bronze level. Members are upgraded to higher levels on reaching predetermined criteria during a 12-month period. In order to upgrade to Silver level, or to remain at Silver level, 11 point-eligible overnight stays at Gothia Towers and/or Upper House are required during a 12-month period.

In order to upgrade to Gold level, or to remain at Gold level, 26 point-eligible overnight stays at Gothia Towers and/or Upper House are required during a 12-month period. In order to upgrade to Platinum level, or to remain at Platinum level, 51 point-eligible overnight stays at Gothia Towers and/or Upper House are required during a 12-month period. Membership is valid during the current year in which the member qualifies, and for the following 12 months.

Member benefits linked to membership only apply at Svenska Mässan Gothia Towers AB. Member benefits are stated in currently applicable information about membership levels at gothiatowers.com/club.

If a member chooses to terminate the membership, earned points must be used no later than the time of termination.

Business travel

Club members who earn points in Club Gothia Towers in connection with consumption paid for by their employer may be obliged to notify their employer of this in advance. Any policy the employer has on such matters shall apply.

Benefits earned on services/products paid for by an employer may be taxable. It is the member’s responsibility to keep informed and up-to-date in respect of this.

Svenska Mässan Gothia Towers AB is not responsible for any consequences relating to taxes and fees that may arise in connection with earning points and member benefits.

Data storage/processing

Personal details provided by the member in connection with registering for membership, provided in the future or received by Svenska Mässan Gothia Towers AB in any other manner within the context of membership of Club Gothia Towers will be processed by Svenska Mässan Gothia Towers AB or its legal successor for the purposes of membership administration. Personal details may also be used to coordinate offers and other activities with Svenska Mässan Gothia Towers AB's partners.

By applying for membership, the member consents to the above-mentioned processing of personal details and to receive information and marketing materials from Svenska Mässan Gothia Towers AB.

The member is entitled, on written request to Svenska Mässan Gothia Towers AB, to receive information about which personal details about the member is processed by Svenska Mässan Gothia Towers AB. The member is also entitled to request that details are corrected or deleted.

Information regarding membership will only be given out to the member, or to an individual who can produce written authority signed by the member.

Svenska Mässan Gothia Towers AB should be informed of any change of name or address. The member is responsible for keeping their information up-to-date by logging into the member portal and register changes.

Read more how Svenska Mässan Gothia Towers AB treat your personal data: Read about data protection and our privacy policy.

Points

Members of Club Gothia Towers receive points on overnight visits and restaurant visits to Svenska Mässan Gothia Towers AB's public restaurants, parking, films, spa entry, etc. provided that consumption takes place in connection with an overnight stay at Gothia Towers/Upper House and that costs are charged to the hotel room bill.

The membership number must have been stated at the time of booking and when checking in to the hotel. Points are awarded when the member has stayed in person.

Points are not awarded for bookings made by third parties, e.g. online travel agencies, coach companies or similar.

Group prices and special offers do not earn points. Svenska Mässan Gothia Towers AB is free to decide what earns points.

Points for restaurant visits will be earned up to a maximum total of SEK 5,000 per twenty-four hour period and will only be earned in connection with an overnight stay at the hotel. Restaurant bills must be charged to the hotel room bill in order for points to be earned.

Points are not earned for hire of premises, hire of equipment or meals in connection with conferences.

The only occasion when a member may earn points for rooms in addition to the room in which the member personally stays is when members of the member's immediate family stay in more than one room on a single occasion.

Goods and services from external parties that are only or partly provided by Svenska Mässan Gothia Towers AB do not earn points, such as show/event tickets, etc.

Points cannot be redeemed for cash.

Points are not individual and may be transferred to another club member. In that case, contact club@gothiatowers.com.

Points are valid for 2 years from the date when they are earned. Unused points then expire automatically and thereby become unusable. When points are redeemed, the oldest points will always be used first.

If no points are earned during a continuous 3-year period, Svenska Mässan Gothia Towers AB reserves the right to terminate membership without prior notice and to remove any unused points.

Svenska Mässan Gothia Towers AB reserves the right to exclude the opportunity to earn points and take advantage of member benefits in connection with special offers, special prices via third party channels and certain agreements with companies, partners and organizations.

Points that for various reasons are not registered in the usual way can subsequently be registered within 6 months of completing a hotel stay. However, in order for this to be possible the guest must have been a member of Club Gothia Towers at the time of the occasion in question. Subsequent registration of points can be arranged via club@gothiatowers.com. Valid documentation, e.g. the hotel bill, must be attached as documentation in order for subsequent registration to take place.

It takes 5-7 days after checking out before earned membership points from the stay become visible on the membership balance.

Points are not earned when claiming a free night. Nor may points be earned through payment with redeemed vouchers, such as restaurant vouchers. When a free night is claimed, Svenska Mässan Gothia Towers AB reserves the right to exclude the opportunity to use member benefits.

Members who are also members of another loyalty program only earn points in one program. Members may choose which program to earn points in.

Using points and other club benefits

Points can be used to claim free nights or other offers from Svenska Mässan Gothia Towers AB according to the currently applicable redemption table shown at gothiatowers.com/club. Free nights can be booked when logged in at gothiatowers.com/club or via the reservation department, room@gothiatowers.com.
It is not possible to partially pay for a hotel night with points. Members must have enough points to pay for the entire hotel night with points.

The availability of free nights at Gothia Towers and Upper House is dependent on free capacity at the time of booking.

Issued vouchers are valuable documents that can be used as part or full payment. Repayment in cash is not possible. Vouchers must be surrendered at the time of use. The validity period of the voucher is stated on the voucher. Lost vouchers will not be replaced.

Cancellation of free nights or other redemption of points must take place within the stipulated time. Specific rules apply to whether, and if so how many, points can be reapplied to the member's account.

Member benefits and the qualification requirements for the different levels are stated in the currently applicable information about membership levels at gothiatowers.com/club.

Force majeure

Svenska Mässan Gothia Towers AB has no liability to members in the event that Svenska Mässan Gothia Towers AB's delivery of the Service and/or performance under these general terms and conditions is otherwise restricted, prevented or delayed due to law, government decisions and/or other reasons beyond Svenska Mässan Gothia Towers AB's control.

Disputes

These general terms and conditions and any dispute or claims arising out of thereof shall be subject to and construed in accordance with Swedish law. If a dispute arises between a member and Svenska Mässan Gothia Towers AB, the parties shall primarily attempt to resolve the dispute by agreement. If the parties cannot reach agreement then the dispute may be heard by the General Complaints Board provided that the board is competent and the dispute is suitable for such review. However, the parties always have the right to initiate proceedings before a general court.