



MANUAL

2023



Earn&Burn is an exclusive loyalty program
for travel professionals.



Find a **Happy Vacation** For Your Guests & **Earn Points**

When you book Paloma Hotels, Paloma Finesse or Club Marvy for your guests, you earn points from each reservation you make.

You can **plan your own vacation** at Paloma Hotels, Paloma Finesse or Club Marvy with the earning points.



How to Calculate the Earning Points?

Our hotels have **different hotel points**.
Different room types of each hotel have **different room points**.

The formula of earning points is;
(Hotel points + Room Points) x total PAX



How to join Earn & Burn?

PALOMA
HOTELS

OUR HOTELS • EXPERIENCES • OFFERS • PALOMA LOYALTY • ABOUT

+90 850 440 00 00 EN **BOOK NOW**



EB Earn & Burn
bookers loyalty program

HELLO
happy

i COVID-19 UPDATE

i ONLINE CHECK-IN

To join Earn & Burn Loyalty Program,
please click **Join Us** button



A screenshot of the Earn & Burn website's sign-up page. The page has a teal background with a tropical illustration of a woman on a beach chair and a striped umbrella. A dark teal box on the left contains the text 'Join Us' and a red circular arrow graphic with a hand cursor pointing to a white 'Join Us' button. To the right is a white login form with fields for 'Email Address' and 'Password', a 'Login to your account' button, and a 'Forgot Password?' link. The Earn & Burn logo is at the top of the form. At the bottom of the page, there are logos for 'PALOMA HOTELS', 'PALOMA FINESSE', and 'Club Marvy MARVELLOUS RESORTS'. A small dark teal button with a white 'E' icon is in the top right corner of the page.

Join
Us

If you don't have an account,
please click to link and joins us for free

Join Us



Log in

Email Address

Password

Login to your account

Forgot Password ?

PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MARVELLOUS RESORTS

Please complete the **Registration Form** that appears on the screen.



Registration Form

Join our loyalty program by filling out the form below

Gender * Mrs. Mr.

Personal First Name *

Personal Last Name *

Personal Email *

Password *

Agency Email *

Agency Name *

Agency City *

Agency Country *

Agency Address *

Agency Phone *

Agency license / Certificate / IATA Number *

Name of Agency Owner / Head of Office *

Confirm GDPR *

I'm not a robot  reCAPTCHA
Privacy - Terms

[Register](#) [Back to login page](#)

PALOMA HOTELS | **PALOMA** FINESSE | *Club Marvy*
MAYAGUEZ RESORTS

If the registration process has been successfully completed; you will see the following message on screen.

Registration successful!

Congratulation!

Welcome to Earn & Burn Programme.

Your Account will be activated with in 48 hours. You will ve notified by email after being activated.

Please do not forget to check your inbox with in 48 hours.

If you have any questions you reach us via earnandburn@palomahotels.com or earnandburn@clubmarvy.com

Best Regards,



PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MARVELLOUS RESORTS

After the registration process;

Your account will be activated between 4 and 8 hours.



[HOTELS](#) | [MY EARNED POINTS](#) | [MY BURNED POINTS](#) | [MESSAGES](#) | [REPORTS](#) | [ABOUT](#)

 [test@palomahotels.com](#) | [EN](#)



Congratulation!

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If you have any questions you reach us via earnandburn@palomahotels.com or earnandburn@clubmarvy.com

Best Regards,



COVID-19
UPDATE



ENVIRONMENTAL
POLICIES



ONLINE
CATALOGUE

[Continue Dashboard >](#)

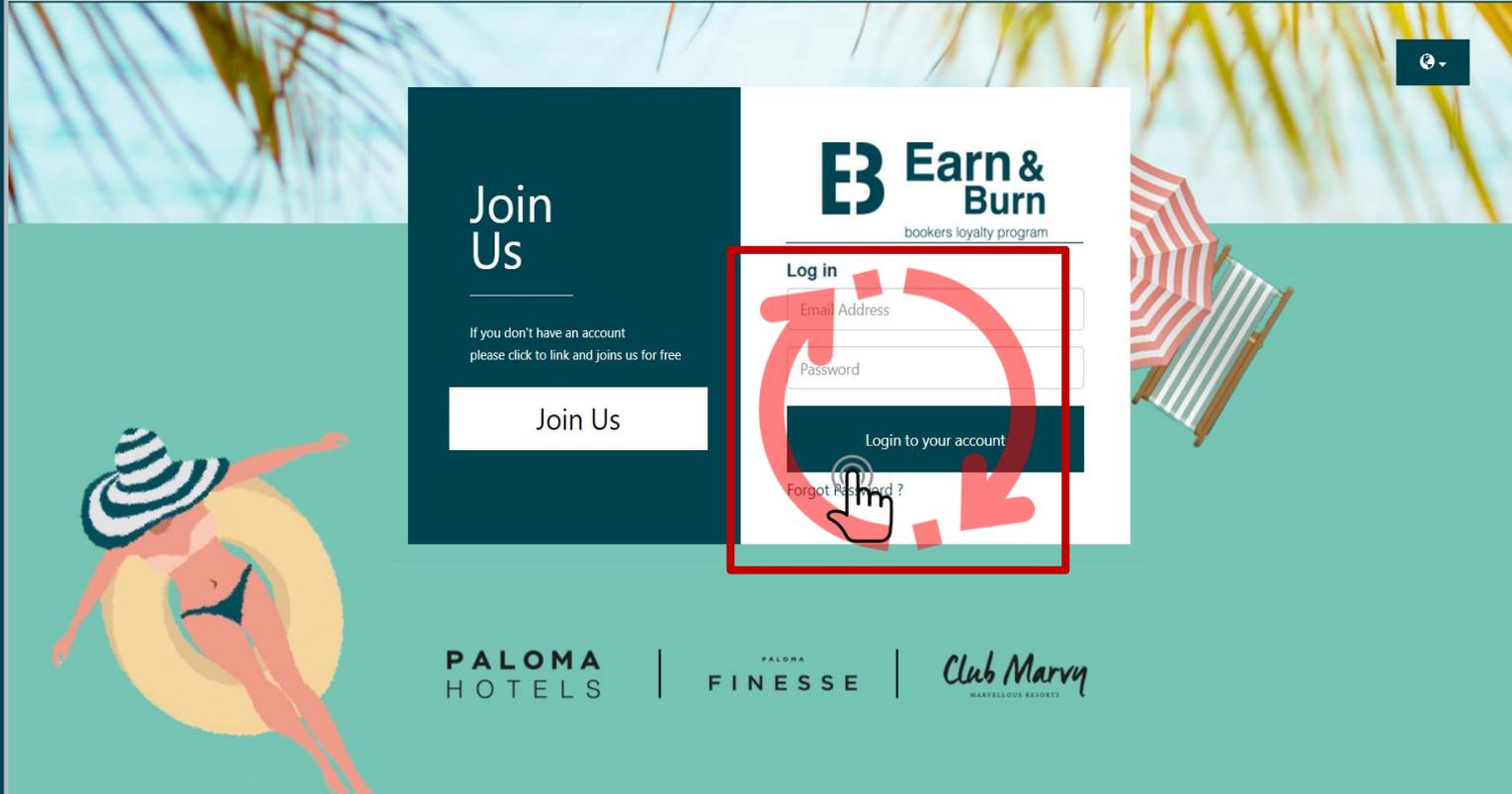
PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MARVELLOUS ESCAPES

Following the approval of registration;

Once the activation process is completed, you can log in with the registered e-mail address and password.



Join Us

If you don't have an account
please click to link and joins us for free

Join Us



Log in

Email Address

Password

Login to your account

Forgot Password?

PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MARVELLOUS RESORTS

LOG-IN PROCESS

You can find everything you may want to learn about our hotels after accessing this page.

Earn & Burn
bookers loyalty program

Hotels | My Earned Points | My Burned Points | Messages | Reports | About

Dear Partner,

Welcome to Earn & Burn, our exclusive loyalty program for travel professionals.

We believe in the power of bringing people together to share, engage and connect. That is why you:
EARN POINTS for all your bookings made at Club Marvy, Paloma Finesse Side veja Paloma Hotels
Redeem your points for FREE STAYS
Get exclusive DISCOUNTS

Our Happy Representatives are eager to assist via mail earnandburn@palomahotels.com or earnandburn@clubmarvy.com
Best Regards,

[COVID-19 UPDATE](#) | [ENVIRONMENTAL POLICIES](#) | [ONLINE CATALOGUE](#) | [Earn & Burn Manual](#)

[Continue Dashboard >](#)

PALOMA HOTELS | **PALOMA FINESSE** | **Club Marvy**
HOTELS & RESORTS



OUR HOTELS

Click on the Hotels tab to access the page featuring all the hotels within our group.

For example: Let us take a look at Club Marvy



Hotels

My Earned Points

My Burned Points

Messages

Reports

About



Home / Hotels

Discover our hotels, room types, point per room

Rooms (14)



Club Marvy

<https://www.clubmarvy.com/en/bea...>

Cumhuriyet Mah. 3008 Sok. No:1 – TR 35495 Kesre Koyu / Izmir

IZMIR Turkey

Rooms (11)



Paloma Finesse Side

<https://www.palomahotels.com/en/hotels/paloma-finesse-side> & info@palomafinesse.com

Şarğun Mahallesi Acısu Mevki Sokak No:24/1 Manavgat Antalya Turkey

ANTALYA Turkey

Rooms (7)



Paloma Perissia

<https://www.palomahotels.com/en/hotels/paloma-perissia> & info@palomaperissia.com

Kumidy yolu üzeri Bingöçük Mevki 07330 Side - Antalya / Turkey

ANTALYA Turkey



Club Marvy

When you click on the **ROOM** section after accessing the panel of the selected hotel, you will be able to see All Room Types, Images, and Descriptions, Capacities, and Points of Our Rooms.



Hotels

My Earned Points

My Burned Points

Messages

Reports

About



Discover our hotels, room types, point per room

Rooms (14)



Club Marvy

<https://www.clubmarvy.com/en/beach-club-resort-turkey/home> & info@clubmarvy.com

Cumhuriyet Mah. 3008 Sok. No:1 – TR 35495 Keşre Köyü / İzmir
İZMİR Turkey

Hotel Rooms

Hotel	Room Type	Description	Images	Max Adult	Max Child	Max Infant	Point Per Room
Club Marvy	Comfort Main Building Garden View	Garden view room located in main building with King size or Twin bed and seating More ...		2	3	2	1.0
Club Marvy	Comfort Bungalow Garden View	Garden view room located in the bungalows with King size bed and seating area (30 m²)		3	3	2	1.0
Club Marvy	Comfort Bungalow Partial Sea View	Partial Sea View room located in the bungalows with King size bed and seating ar More ...		3	3	2	3.0
Club Marvy	Premium Comfort Adults Only Party Sea View	Partly seaview room located in the bungalows with King size bed and living area. (30 m²)		3	3	2	3.0
Club Marvy	Family Comfort	Seaview room located in the bungalows with King size bed and 2 single beds with More ...		3	3	2	5.0

Sales to Points

Sold rooms are added to this panel via **ADD NEW RESERVATION** button. You can see and follow **ALL RESERVATIONS** through this panel.

Hotels **My Earned Points** My Burned Points Messages Reports About



Home / My Earned Points

Add New Reservation

No data yet.

Field	Value
Status	Please select
Check In Date	
Booking Date	2023-02-16 14:54:47
Voucher No	
Operator	
Hotel	Please select

Search



Reservation Control Section

Status
Please select 

Check In Date

Booking Date
2023-02-16 14:54:47

Voucher No

Operator

Hotel
Please select 

Section for Adding NEW Reservations

Earn & Burn Hotels **My Earned Points** My Burned Points Messages Reports About

Add New Reservation

Agency
Paloma Hotels

Hotel *
Please select

Operator *
Please select

First Name *

Last Name *

Voucher No *

Room Count *
Please select

Notes

Booking Date *
16 February 2023

Check In Date *
16 February 2023

Check Out Date *
16 February 2023

PALOMA HOTELS | **FINESSE** | *Club Marry*

For the Type of Hotel and Room Sold:
Enter all details and click on **SAVE** button.

After filling out the New Registration Screen;

The type of the room sold must be selected and the number of people (adults - children and infants) must be entered on the screen that appears after registration.

Note: Your points will not count if no information is entered in this section.



Add New Room

<<< Record was added >>>

[Back to list](#) [Edit](#)

Reservations [8596]

Hotel	First Name	Last Name	Voucher No	Status	Extra Payment
Club Marvy	Guest Name	Guest Surname	Guest Voucher No	Pending	

Hotel Room *
Family Comfort Connection

Adult Count *
2

Child Count *
2

Infant Count *
1

Checkin Date
1 April 2023

Checkout Date
10 April 2023

[Save](#) [Reset](#) [Back to list](#)



Completion of Registration of Reservation

You can see the status of the reservation and the points to be earned based on information entered regarding the sale.

Hotels My Earned Points My Burned Points Messages Reports About

My Earned Points / Rooms [8596, Club Marvy]

Back to Master table Reservations [8596]

Hotel	First Name	Last Name	Voucher No	Status	Extra Payment
Club Marvy	Guest Name	Guest Surname	Guest Voucher No	Pending	

Add new Delete

Displaying 1 - 1 of 1 20

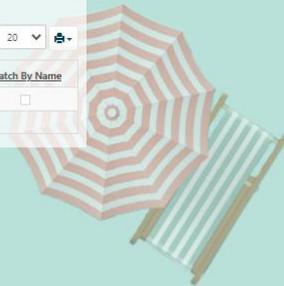
<input type="checkbox"/>	Hotel Room	Checkin Date	Checkout Date	Adult Count	Child Count	Infant Count	Bonus Points	Room Status	Service Result	Match By Name
<input type="checkbox"/>	Family Comfort Connection	1.04.2023	10.04.2023	2	2	1	175			<input type="checkbox"/>
							Total 175			



PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MARVELLOUS RESERVES



TIME TO USE EARNED POINTS!

Two menus will be opened when you click here.

1. Making a Reservation By Using Your Earned Points
2. All Points Earned

The screenshot shows the top navigation bar with the following items: Hotels, My Earned Points, My Burned Points (highlighted), Messages, Reports, About, and a notification icon. A dropdown menu is open under 'My Burned Points', showing 'My Personal Reservation' and 'My Points'. A hand cursor is pointing at the 'My Points' option. Below the navigation bar is a large white welcome message box. The message reads: 'Dear Partner, Welcome to Earn & Burn, our exclusive loyalty program for travel professionals. We believe in the power of bringing people together to share, engage and connect. That is why you: EARN POINTS for all your bookings made at Club Marvy, Paloma Finesse Side veyá Paloma Hotels. Redeem your points for FREE STAYS. Get exclusive DISCOUNTS. Our Happy Representatives are eager to assist via mail earnandburn@palomahotels.com or earnandburn@clubmarvy.com. Best Regards,'. Below the message are four icons with text: 'COVID-19 UPDATE', 'ENVIRONMENTAL POLICIES', 'ONLINE CATALOGUE', and 'Earn & Burn Manual'. A 'Continue Dashboard >' button is located at the bottom of the message box. The background of the page features a light green and blue gradient with illustrations of a person on a beach chair, a striped umbrella, and a beach ball.

Hotels My Earned Points **My Burned Points** Messages Reports About ⓘ

My Personal Reservation
My Points

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Best Regards,

COVID-19 UPDATE ENVIRONMENTAL POLICIES ONLINE CATALOGUE Earn & Burn Manual

[Continue Dashboard >](#)

PALOMA HOTELS | PALOMA FINESSE | Club Marvy



Plan Your Vacation!

The only rule for making a reservation is to have **minimum 1300 points**. If you have enough points, you can view our available hotels by clicking the **Add New Reservation** section.

My Earned Points My Burned Points ▾ Messages Reports ▾ About ▾ ⓘ

To use when you want redeem your points and book your holiday at Paloma Hotels, Club Marvy or Paloma Finesse Side

🏠 / My Burned Points ▾ / My Personal Reservation ▾

Add New Reservation

No data yet.

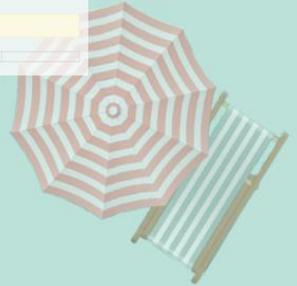


PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MEMBERSHIP RESORTS

E B Earn &
Burn
bookers loyalty program



Plan Your Vacation!

Enter all information about your planned vacation in the Reservation panel and click on **Save** button.

My Earned Points My Burned Points ▾ Messages Reports ▾ About ▾ ⓘ

Add New Reservation

Hotel *

Hotel Room *

First Name *

Last Name *

Check In Date *

Check Out Date *

Adult *

Child *

Infant *

PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
HAWAIIAN RESORTS

E Earn &
B Burn
bookers loyalty program

If your earned points are not sufficient for planning your vacation:

Dear

We have received your reservation request that you have submitted.

Since you do not have the sufficient number of points for the period you requested stay, **2244,8** points (**448,96 €**) will be deducted from your Earn&Burn account for the dates you have requested, and a payment link will be sent to you for the remaining **888,8** points (**177,76 €**). Following your payment, in terms of your **2244,8** points (**448,96 €**), our Earn&Burn team will send you a reservation confirmation.

In case the payment is not made for the above-mentioned amount via the payment link within 48 hours, your reservation request will be canceled and your blocked points will be returned to your account.

For further inquiries please contact our Earn & Burn team at 0090 242 341 40 75.



You can pay for your missing points through our Earn & Burn program. Our Operator Team will send you a payment link.

An example of
Reservation

YOUR RESERVATION DETAILS ARE

Reservation Holder :

Hotel Name : **Paloma Orenda**

Room Category : **Standard Room with Garden View**

Number of Guests : **Adult : 2 Child : 0 Infant : 0**

Check-in Date : **2023-06-17**

Check-out Date : **2023-06-19**

Points to be redeemed : **2244,8 (448,96 €)**

Amount to be Paid: **177,76 € (888,8 points)**

MY POINTS

You can see the status of your **Earned**, **Burned** and **Promotion** points.

My Earned Points My Burned Points Messages Reports About

Check your points balance

You can see the points statement which is earned, redeemed, and promotions point via the table below

My Burned Points My Points

Status	Points	Promotion Points	Euro
Pending Points	0.0	0.0	0.00
Pre Confirmed Points	0.0	0.0	0.00
Confirmed Points	244.0	0.0	49.00
Extra Points	0.0	0.0	0.00
Block Points	0.0	0.0	0.00
Burned Points	0.0	0.0	0.00
Available Points	244.0	0.0	49.00

My points: You can view all the points you have collected and spent in this field.

* **Pending Points:** This status indicates the amount of the points you will be awarded once the related booking is entered.

* **Pre-Confirm Points:** It indicates the points that will be awarded to your account after the booking is entered and the booking confirmation is received.

* **Confirmed Points:** It indicates the confirmed points that you have been awarded.

* **My Spendings:** It shows the number of points that you have spent from your awarded points.

* **Promotion Points:** The program owner may occasionally launch some promotions to stir up the sales for certain hotels or room types at certain date intervals. In case of such implementation, you will be informed in advance. You will be awarded extra points for the sales made in accordance with the designated rules and able to view these points on the below point table.

* **Total Points:** It shows all the points you have.

Earn & Burn
bookers loyalty program

PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MAYAGUEZ RESORTS

What Does the Status of Points Tell You?

Pending: It is the status instantly appointed when you enter the reservation in the system.

Pre-Confirm: This is the pre-approval status of reservation before the entered reservation details are compared with Kronos, our PMS system. (Details of the reservation compared as are follows: Date of check-in, date of check-out, room, and number of people)

Confirmed: After the guest check-in and check-out at the hotel, your points will be shown in your account.

No show: If the guest don't check in after making a reservation, the points will not be shown in your account.

Dissimilar: This is the situation encountered if there is a difference between the reservation entered in Earn & Burn system and the reservation made in the Kronos system regarding the check-in date, check-out date, room, or number of guests.

MESSAGES SECTIONS

You can consult with Earn & Burn team, make inquiries, and get technical support through this section.

My Earned Points My Burned Points **Messages** Reports About

Messages

Dear Partner,

Welcome to Earn & Burn, our exclusive loyalty program for travel professionals.

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Redeem your points for FREE STAYS
Get exclusive DISCOUNTS

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Best Regards,

 COVID-19 UPDATE  ENVIRONMENTAL POLICIES  ONLINE CATALOGUE  Earn & Burn Manual

[Continue Dashboard >](#)

PALOMA HOTELS | PALOMA FINESSE | *Club Marvy*
WORLDWIDE HOTELS



MESSAGES SECTIONS

You can make a contact by clicking on the **Add New Message** button and view the replies to your messages through this panel.

My Earned Points My Burned Points **Messages** Reports About

Need to get in touch with us? Just send us a quick message

Messages

Hotel: Club Marvy (2) | Add New Message

Status: Closed (1) | Open (1)

Displaying 1 - 2 of 2 | 20

	Sender	Hotel	Voucher No	Status	Question	Record Date	Files
Q	info@clubmarvy.com	Club Marvy	2279	Open	Merhaba test cevabidir.	5.02.2022 15:25:54	
Q	gokhansahin@hotmail.fr	Club Marvy	2279	Closed	Merhaba Test mesajidir. Merhaba test cevabidir.	5.02.2022 15:24:15	



PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MEMBERSHIP PROGRAM



REPORTS

You can see detailed statistics about your sales and hotel prices for the reservations you plan to make for yourself.

My Earned Points My Burned Points Messages **Reports** About

Reports

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Redeem your points for FREE STAYS

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Best Regards,



COVID-19
UPDATE



ENVIRONMENTAL
POLICIES



ONLINE
CATALOGUE



Earn & Burn Manual

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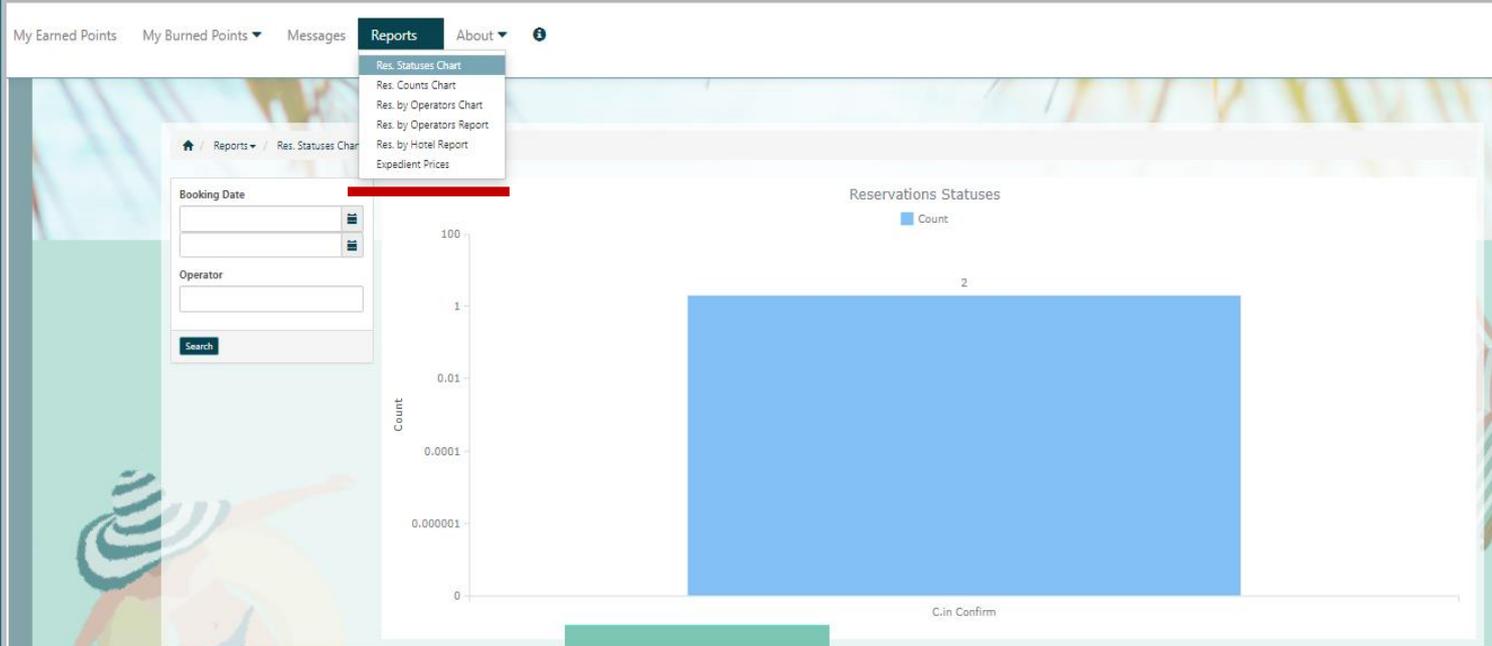
PALOMA
FINESSE

Club Marvy
MARVELLOUS RESORTS

Earn & Burn
bookers loyalty program

Reports / Res. Status Chart

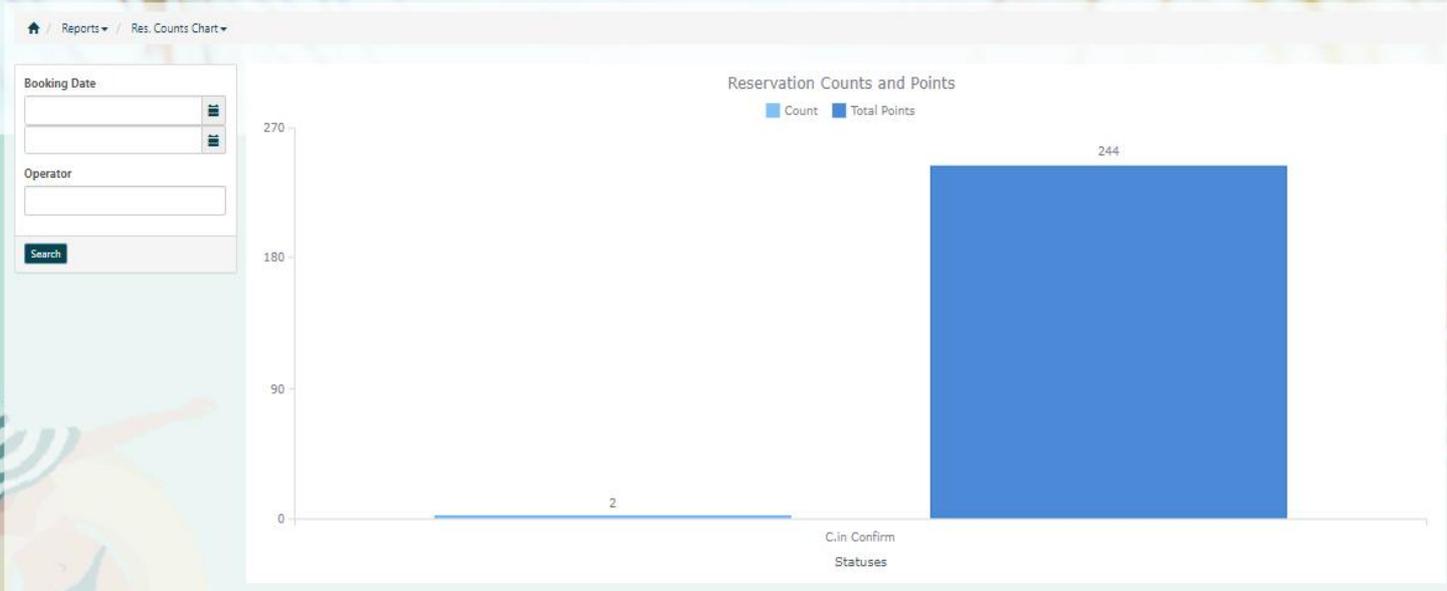
You can see the status of sales that you have entered:
How many of them are there and which of them are Pending?
How many of them have been Confirmed?
How many of them are in Pre-confirm status?



Reports / Res. Counts & Points

You can see your sales and statistical data on points you have earned.

My Burned Points ▾ Messages Reports ▾ About ▾ ⓘ



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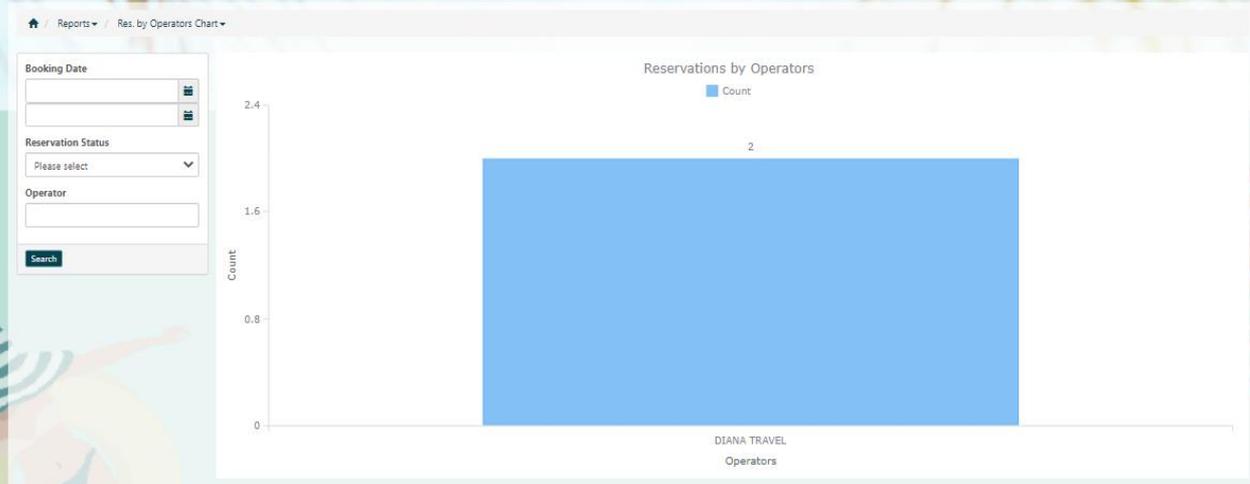
PALOMA
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MAYAGUEZ RESORTS

Reports / Res. By Operator Report

You can see statistical data on distribution of your sales by operators.

My Earned Points My Burned Points Messages Reports About



Reports / Res. By Hotel Report

You can view the hotel and status distribution of your sales.

Messages Reports About

Home / Reports / Res. by Hotel Report

Booking Date

Hotel Name

Please select

Search

Status Name		
Hotel Name	C.in Confirm	Sum
Club Marvy	2	2
Sum	2	2

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HOTELS

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FINESSE

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MARVELLOUS RESORTS

Reports / Expedient Prices

To make a reservation for yourself, you can see the per person per day points and EUR prices of the hotels by using the **hotel** and **hotel room** filters.

My Earned Points My Burned Points Messages Reports About

Reports / Expedient Prices

Displaying 1 - 20 of 655

Hotel	Hotel	Hotel Room	Start Date	End Date	Price (Euro)	Points
Club Marly (110)						
Paloma Finesse Side (110)	Paloma Oceana	Standard Room Land View	1.04.2023	12.04.2023	42.29	211
Paloma Foresta (72)	Paloma Oceana	Standard Room Land View	13.04.2023	1.05.2023	55.92	280
Paloma Grida (66)	Paloma Oceana	Standard Room Land View	2.05.2023	22.05.2023	72.94	365
Paloma Marina (40)	Paloma Oceana	Standard Room Land View	23.05.2023	12.06.2023	93.92	470
Paloma Oceana (81)	Paloma Oceana	Standard Room Land View	13.06.2023	10.07.2023	104.02	520
Paloma Orenda (50)	Paloma Oceana	Standard Room Land View	11.07.2023	24.08.2023	117.23	586
Paloma Pasha (45)	Paloma Oceana	Standard Room Land View	25.08.2023	25.09.2023	104.02	520
Paloma Perissia (71)	Paloma Oceana	Standard Room Land View	26.09.2023	9.10.2023	93.92	470
	Paloma Oceana	Standard Room Land View	10.10.2023	22.10.2023	85.50	428
	Paloma Oceana	Standard Room Land View	23.10.2023	31.10.2023	67.29	336
Hotel Room						
Comfort Bungalow Garden View (10)	Paloma Oceana	Family Connection Rooms	1.04.2023	12.04.2023	65.54	328
Comfort Bungalow Partial Sea View (10)	Paloma Oceana	Family Connection Rooms	13.04.2023	1.05.2023	86.67	433
Comfort Main Building Garden View (10)	Paloma Oceana	Family Connection Rooms	2.05.2023	22.05.2023	116.70	594
Duplex Family Room (11)	Paloma Oceana	Family Connection Rooms	23.05.2023	12.06.2023	150.27	751
Executive Suite With Pool View (8)	Paloma Oceana	Family Connection Rooms	13.06.2023	10.07.2023	166.43	832
Executive Suite With Pool View (8)	Paloma Oceana	Family Connection Rooms	11.07.2023	24.08.2023	193.43	967
Executive Suite With Sea View (8)	Paloma Oceana	Family Connection Rooms	25.08.2023	25.09.2023	166.43	832
Executive Terrace Suite (8)	Paloma Oceana	Family Connection Rooms	26.09.2023	9.10.2023	150.27	751
Family Comfort Connection (10)	Paloma Oceana	Family Connection Rooms	10.10.2023	22.10.2023	136.80	684
Family Comfort (10)	Paloma Oceana	Family Connection Rooms	23.10.2023	31.10.2023	104.29	521
Family Connection Rooms with Garden View (10)						
Show 54 more						

1 2 3 4 5 6 7 8 9 10 Next Last



ABOUT US

This section contains the Terms & Conditions, Earn & Burn Points and Data Protection.

Messages

Reports ▾

About



Terms & Conditions

Earn & Burn Points

Data Protection



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Get exclusive DISCOUNTS

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Best Regards,



COVID-19
UPDATE



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ABOUT US

Terms & Conditions Page

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A screenshot of a Microsoft Word document titled "Microsoft Word - Earn&Burn-ING.docx". The document content includes the Earn & Burn logo, the title "EARN & BURN - TERMS & CONDITIONS", and an "INTRODUCTION" section. The introduction text states: "The purpose of this document is to provide information to agents about the general contracting conditions for Earn & Burn's Club Marvy, Paloma Finesse, and Paloma Hotels Program (Hereinafter referred to as "Program") governed by Diana Otel Yatırımları San. Tic. A Ş. (Hereinafter referred to as "Diana" or "We") via the Earn & Burn Portal (Hereinafter referred to as Earn & Burn or "Portal"). The Program covers all agents actively involved in selling tourist products who are duly registered to the Program (hereinafter referred to as "Agents"). The aim of the Program is to assist Agents in their work by providing Agents with detailed information about Paloma Hotels, Paloma Finesse Side, and Club Marvy (Hereinafter collectively referred to as "Hotels") so that they can assist their customers in a better way. The Program also provides Agents the opportunity to experience Hotels' facilities for themselves by earning points and exchanging them for the stays. The Earn & Burn website (<http://bookers.palomahotels.com>) is there to provide Agents with further information about the Program and to allow Agents to register and manage the points that Agents are awarded under the Program. By entering this site and/or applying to the Program, Agents are considered to have read and understood the latest version of the Privacy Policy and General Terms and Conditions. We, therefore, advise Agents to read stated documents on each access to the website and prior to any critical action, as Diana reserves the right to change, modify, add or delete at any time effective immediately." Below the introduction is a "GOVERNING LAW" section which states: "Turkish Law will apply to all relationships created with the Agents, rising out of or in relation to".

ABOUT US

Earn Points

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Earn Points

The following table shows the points you will receive for each booking made at our hotels

The formula is:

$((\text{Hotel point} + \text{Room Types point}) * \text{Pax})$

Rooms	Hotel Name	Hotel Bonus
14	Club Marvy	60
11	Paloma Finesse Side	60
7	Paloma Perissia	50
9	Paloma Oceana	45
8	Paloma Orenda	45
8	Paloma Grida	45
11	Paloma Foresta	45
5	Paloma Pasha	45
6	Paloma Marina	40

You can find the point of the rooms under the Hotel tab, next to the room type of each hotel.

In order to earn points for each reservation, the guest should take a check-in at the hotel and the reservation status was turned a confirmed

Points are not credited to your account when the guest reservation is no shows

Burn Points

You can see below how to exchange your points to the Euro

Under no circumstances can the points be redeemed for cash, or any other form of reimbursement

5 Point = 1 Euro



PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
MARITIME RESORTS

The formula of earning points is;
(Hotel points + Room Points) x total PAX

You can find the points of the rooms of each hotel under the Hotels tab next to the room type.

To earn points from reservations made, the guest must check in to the hotel and the **reservation status** must be **confirmed**.

Points related to no show reservations are not showed in your point account.

Burn Points

Point-Money variation of your accumulated points is as follows. Your points may in no case be converted into cash or any other form of payment.

5 points = EUR 1

ABOUT US

Protection of Personal Data

rn & Burn
loyalty program

Hotels My Earned Points My Burned Points Messages Reports About

rn & Burn
bookers loyalty program

Data Protection Policy Diana Otel Yatırımları ve İşletmeciliği A.Ş. Illumination Text for the Processing of Personal Data

Dear Guests and Visitors,

We as Diana Otel Yatırımları ve İşletmeciliği A.Ş. ("The Corporation") are highly concerned and exercise due diligence for the security of your personal data. Acting with this awareness as the Corporation, we emphasize for the processing and retention of all sorts of personal data of our entire guests and visitors including the beneficiaries of our products and services in accordance with the law on protection of personal data numbered 6698 ("Law on Protection of Personal Data"). With full understanding of our responsibility, we process your personal data as Data Officer, as described below, and within the limits prescribed by the legislation.

Collection, Processing and Purposes of Processing Personal Data

Our Corporation processes the personal data of its guests and visitors to be specified hereby with this Illumination Text, primarily during the conclusion of contracts. The personal data processed within this scope are limited with the Identity information, contact information and bank account information as well as the camera records that records 24-hour videos for the general security of our guests within the facility and these data is processed within the scope of express consent or due to the legal reasons for the establishment and performance of the fulfillment contract or the fulfillment of its legal obligations. This data is maintained and retained for the purposes of conducting the processes of service procurement, contract management, accounting and security purposes, and personal data processed within this scope, unless there is a legal requirement for the retention, are deleted or destroyed after the expiry of the commercial relationship-based contract. However, within the scope of possible commercial disputes, the data that may be required by our Corporation to be retained as a means of proof are maintained and retained with our Corporation throughout the lapse of time. In the storage of personal data, the principles and procedures determined by the Personal Data Protection Authority's decision no. 2018/10 are followed accordingly.

Identify information of real persons entering the administrative center and facilities of our Corporation as visitors and guests, entry and exit times to/from the center and facilities, vehicle plates, the purpose of the visit and the names of the people they visited and the video records on the security cameras are processed to protect the legitimate interests of our Corporation, to ensure the safety of our guests and visitors as well as our Corporation and to provide services to guests and visitors with confidence based on the legal reasons. The data is also processed in order to ensure the safety of the facilities and employees and are kept in written, partly electronic and digital platform for the required period in accordance with the legislation. The personal data collected within this scope are not used for purposes other than those listed, and they are processed based on the legal reason of the legitimate interest of the person responsible for the data regulated by the Law on Protection of Personal Data.

Pursuant to legal grounds for the fulfillment of legal obligations, establishment and maintenance of service contract and protection of legitimate interests, our Corporation collects the information such as name, telephone number, e-mail address, date of birth, other identity information, business information, contact person and credit card information shared and disclosed by the guests and visitors on the website as well as other information that can be collected automatically by the website such as traffic information which can be considered as personal data and some of these are maintained only in physical environment, some in social media channels and some in both physical and digital environments.

All sorts of administrative and technical measures are taken by our Corporation in order to ensure the security of the data listed above and shared by the Corporation via the website. All personal data taken through the Corporation's website are collected and processed only for the following purposes:

- Enabling the purchase of service on our website, make reservations and to establish contracts and perform and execute customer service activities related to our purchased or requested services.
- Responding to questions about our services and our website.
- Sending information about advertisements, sweepstakes, promotions, announcements and campaigns that we think may be of interest to our guests upon their approval who visits the website and by analyzing these activities determining the product preferences of the guests within this scope and ensure the receipt of information content that may be of interest to our guest.
- Activities for improving the functionality of our website such as data analysis, security, testing, improving our services, upgrading or changing them, determining usage trends.
- Perform accounting, billing, reconciliation and collection activities.

In addition, your collected personal data, legal and commercial security (such as the administrative operations carried out by our Corporation for communication, ensuring the physical security and control of the losses of the Corporation, business partner/customer /supplier (authorized person or employee) evaluation processes, legal compliance process, financial affairs etc.) will be processed in accordance with the personal data processing conditions and purposes specified in Articles 5 and 6 of the Law on Protection of Personal Data for the purpose of determining and implementing the commercial and business strategies of our Corporation and ensuring the execution of the Corporation's human resources policies.

To Whom and for What Purpose the Processed Personal Data can be Transferred

All personal data stored by the Corporation can only be accessed by the personnel and managers who have access permission within the scope of the Authorization Matrix set within the Corporation. Personal data within the Corporation cannot be copied unless absolutely necessary even by those who have access. In order to ensure the security of the personal data it retains; the Corporation uses servers that are subject to periodic leakage tests and continuously monitors the physical security and accessibility of server rooms and other places where personal data is located.

All kinds of administrative and technical measures are taken by the Corporation to prevent unauthorized personal data and all personnel holding key positions are trained to increase the sensitivity related to personal data within the Corporation. The Corporation does not transfer its personal data to third parties except as provided in Articles 8 and 9 of Law on Protection of Personal Data. The Corporation's data transfers in this scope are limited to business partners including the ones abroad; suppliers, Diana Hotel Yatırımları ve İşletmeciliği A.Ş., Group companies, shareholders, legally authorized public institutions and private individuals, audit firms, insurance agencies, lawyers and accountants, banks and public institutions and organizations.

Method and Legal Grounds of Personal Data Collection

Your personal data is obtained from all verbal, written or electronic platforms in order to provide the products and services offered by the Corporation within the legal framework determined in accordance with the above-mentioned purposes and to ensure that our Corporation fulfills its contractual and legal responsibilities entirely and accurately). The personal data collected for these legal reasons may be processed and transmitted for the purposes specified in Articles: (1) and (2) of this text within the scope of the personal data processing conditions and purposes specified in Articles 5 and 6 of the Law on Protection of Personal Data.

The Rights of the Personal Data Holder as enumerated in Article 11 of the Law on Protection of Personal Data

As personal data owners, if you submit your claims regarding your rights to our Corporation with the following methods below hereby with this Illumination Text, our Corporation will conclude the request free of charge within thirty days at the latest according to the nature of the request. However, if a fee is foreseen by the Personal Data Protection Board, the fee in the tariff determined by our Corporation shall be charged. In this context, personal data owners shall have the following rights:

- To acknowledge whether personal data is processed.
- To request information if personal data is processed.
- To acknowledge why the personal data is processed and whether they are used properly.
- To acknowledge the third-parties within the country or abroad that the personal data is transferred.

To request correction of personal data in case of incomplete or incorrect processing and to inform the third parties to whom the personal data has been transferred about the correction.

To request deletion or destruction of personal data in case of the reasons requiring its processing are eliminated, and to request the notification to the third parties to whom the personal data has been transferred.

To file objection against the occurrence of a result against the person himself by analyzing the processed data exclusively through automated systems

In the event of suffering a loss due to unlawful processing of the personal data, to exercise the right to claim for damage. Pursuant to Article 13, paragraph 1 of the Law on Protection of Personal Data, you may submit your request for the exercise of your rights in writing or other methods determined by the Personal Data Protection Board.

In this context, the channels and procedures for submitting your application in writing to the Corporation within the scope of Article 11 of the Law on Protection of Personal Data are explained below.

In order to exercise your above-mentioned rights, you may send your request including your explanation related to the rights you claim to exercise among the ones set forth in Article 11 of the Law on Protection of Personal Data your identification particulars to kikk@palomahotels.com with secured electronic signature.

Diana Otel Yatırımları ve İşletmeciliği A.Ş.

PALOMA
HOTELS

FINESSE

Club Marvy
RESORTS & HOTELS

INFO

You may access the User Guide for the Earn & Burn program from here.

ed Points ▾

Messages

Reports ▾

About ▾



Dear Partner,

Welcome to Earn & Burn, our exclusive loyalty program for travel professionals.

We believe in the power of bringing people together to share, engage and connect. That is why you:

EARN POINTS for all your bookings made at Club Marvy, Paloma Finesse Side veya Paloma Hotels

Redeem your points for FREE STAYS

Get exclusive DISCOUNTS

Our Happy Representatives are eager to assist via mail earnandburn@palomahotels.com or earnandburn@clubmarvy.com

Best Regards,



COVID-19
UPDATE



ENVIRONMENTAL
POLICIES



ONLINE
CATALOGUE



Earn & Burn Manual

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PALOMA
HOTELS

PALOMA
FINESSE

Club Marvy
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