

Terms and Conditions

ARTICLE 1 [PURPOSE]

The purpose of this Shinhwa Plus Annual voucher product (hereinafter the “Product” or “Annual Product”) Terms and Conditions (hereinafter the “Terms and Conditions”) is to provide for the range of services that are offered by Jeju Shinhwa World (hereinafter the “Resort”) owned and operated by Jeju Shinhwa World Co., Ltd. (hereinafter the “Company”), to anyone having purchased the Product and to set rights and obligations.

ARTICLE 2 [DEFINITIONS OF TERMS]

- The definitions of key terms used in this agreement are as follows:
 - Shinhwa Plus member ("Member"): Any customer who has agreed to the terms and conditions of this agreement and for the collection and use of his/her personal information; paid the Annual fee in full and received approval from the Company for his/her Product.
 - Shinhwa Plus E-Card (“Card” or “E- Card”, according to context): A card issued to the Member by the Company, allowing normal use of the Product, and available in Shinhwa Rewards mobile App.
 - Shinhwa Plus Voucher (“Voucher”): A digital Voucher (E-Voucher) for F&B, accommodation and attraction-related products, issued to J, S and W types via the Shinhwa Rewards mobile App.
 - Shinhwa Plus Common Benefit (“Common Benefit”) and Shinhwa Plus partner benefit (“Partner Benefit”): Additional discounts and special privileges available to Members through the year, and provided to Members presenting their Card or the Shinhwa Rewards mobile App, plus an additional form of personal identification.
 - Company Website (“Website”):
 - Jeju Shinhwa World’s official Website (<http://www.shinhwaworld.com>)
 - Shinhwa World Regular Membership ("Regular Membership "): A free membership service provided by the Company to all customers via the Shinhwa Rewards mobile App.
- The definition of all terms other than those described in Clause 1 of Article 2 will be derived according to relevant statutes or descriptions of individual services.

Article 3 [Effectiveness and amendment of the terms and conditions]

- The contents of this agreement will be made available to Members via the Website or other channels. These contents come into force once a Member has agreed to them, completed enrollment procedures.
- These Terms and Conditions shall take effect on all Members who want to use the Product.
- The contents of this agreement may be amended by the Company, if required. If contents are amended, the Company will inform Members of the proposed amendment and details thereof 7 days before the amended content comes into effect, via one of the following means: (A grace period of at least 30 days will be provided by advance announcement of amendments that are of a disadvantageous nature to members.)
 - E-mail notification
 - Text message notification
 - Notice on Website (www.shinhwaworld.com)
 - Written notification or leaflet
 - Notices posted at Jeju Shinhwa World venues
 - By telephone, based on personal information provided by Members at time of enrollment
- If the Company notifies by email or in writing about amendment(s) to this agreement, notification will be sent to the email address or most recent postal address provided by the member. This will be regarded as a sufficient notification measure on the part of the Company.
- Unilateral changes in the terms of the partnership of the affiliated companies, bankruptcy, natural disasters, sudden changes in the business environment, and equivalent reasons may be notified afterwards.
- Members objecting to changes to this user agreement may cancel their Product. If Members have not canceled their Product or communicated objections to the Company by the date upon which the amended content comes into force, Members will be regarded as having consented to the amendments.

ARTICLE 4 [ENROLLMENT]

- This Annual Product is available to all individual customers of the Company. Corporations, groups and individual minors are not eligible for the Product.
- Customers wanting to become Members may apply by entering the prescribed information on an application form by on the Website, and agreeing to the Company’s personal information handling policy (including consent to the collection, provision and use of personal information).
- The enrollment is complete only after the Annual fee have been paid.
- The Annual service is provided using the same Member number as that used for Regular Membership. Customers who have not signed up for Regular Membership must acquire Regular Membership before purchasing the Product.
- Members must observe the rules and regulations described in this agreement. Members entering false information as part of an application may no longer be afforded legal protections or the services.
- The Company may refuse to approve the purchase for the following reasons:
 - If false information is provided on an application form
 - If important Member information is omitted or provided erroneously
 - If a Member’s eligibility is suspended or removed in accordance with Clause 7 of Article 6
- The Company will not approve the purchase for applications made by any other method than those specified in this agreement.
- A person who has lost his Product at the discretion of the company by using his/her right for fraudulent purposes or obstructing the normal operation and operation of the Company shall not be eligible for five years from the time of withdrawal.
- If approval of an Annual Product application is deferred or refused, the Company will notify the applicant using contact details provided by the applicant on the application form. However, the Company shall not be held responsible for any failure to notify the applicant due to circumstances beyond the Company’s control.

ARTICLE 5 [ANNUAL FEE]

- Applicants for the Annual service are issued with an E-Card and E-Vouchers once the procedures described in Clauses 2 and 3 of Article 4 have been completed. Year-round Privileges provided, once a Card and Vouchers have been issued. Annual service is valid for a period of 1 year, commencing on the date of issue of the Card.
- . Annual fee according to product type are as follows:
 - Type J: KRW 390,000 (including VAT)
 - Type S: KRW 880,000 (including VAT)
 - Type W: KRW 1,490,000 (including VAT)
- In addition to clause 2 of article 5, new Voucher/Card may be launched or changed. The contents and annual fee will be noticed via the website.
- Regular Membership points cannot be earned on Annual fee paid.

ARTICLE 6 [CANCELLATION AND ANNUAL FEE REFUNDS]

- Members wanting to cancel their product may submit a cancellation request to the by email (shinhwaplus@shinhwaworld.com) where upon the Company will process the request as soon as reasonably possible.
- In cases where Members requesting cancellation have already used Vouchers or year-round benefits, Members aren’t entitled to Annual fee refunds.
- Members cancelling the Product will be entitled to the following refunds of Annual fee paid:
 - Cancellation requested within 15 days of date of enrollment: full refund
 - Cancellation requested within 3 month after date of enrollment: full refund after the member pays the cancellation fee of KRW 30,000 to the company.
- In Clause 3 of Article 6, cancellation effect is as follow.
 - In Clause 3 of Article 6, Members will lose their rights as soon as the company processes the withdrawal request, Members will not be able to use the Annual Benefits or Voucher, and the refunded Annual fee will take 15 to 20 days from the date the company processes the withdrawal request.
- The withdrawal under these terms and conditions does not affect the Regular Membership, and if Members want to withdraw from the Regular Membership, Members must withdraw according to the Regular Membership terms and conditions.
- The Company may suspend or forfeit the Members’ right in the following circumstances:
 - If a Member is found to have provided false information as part of an application, or fraudulently used another individual’s information
 - If the Annual services are used in dishonest ways or with dishonest aims, such as corrupt use of privileges and Vouchers
 - * Dishonest use: The arbitrary use of a Member’s Privileges or Vouchers without the consent of the Member in question
- If a Member has died
- If a Member unfairly obstructs other Members’ use of hotel F&B or retail venues or the hotel Website, or violates applicable laws and threatens digital trading systems in ways such as stealing the personal information of others
- If a Member does not fulfill the obligations described in this agreement
- If a Member causes harm by obstructing the normal operation and management of the hotel
- If a Member engages in actions that deliberately obstruct the management of Annual services
- If the Company deems it necessary to refuse Annual services

- Members whose right have been annulled in accordance with Clause 7 of Article 6 must lodge any appeals or objections within 30 days of being notified of said annulment. If an appeal is received and the Company deems the Member’s claims to be valid, measures will be taken to restore the Member’s annual status to normal.

ARTICLE 7 [USE OF SERVICES]

- All Annual Benefits can be used only after the Member has installed the Shinhwa Rewards mobile App on a mobile device and signed up for Regular Membership.
- When using Vouchers or Common Benefit and partner Benefit, Members must present personal identification and E-Card or a mobile device logged into the Shinhwa Rewards mobile App.
- The Annual service may only be used by the named Member himself/herself. The Company shall not be held responsible for any adverse consequences of violation of this rule. Such violation may result in any consequences deemed necessary by the Company, such as suspended service.
- The Company may request that a Member’s E-card of personal identification in order to prove ownership. Individuals without valid grounds for not cooperating or presenting personal identification may be denied the use of services.

ARTICLE 8 [COMMENCEMENT OF USE]

- The Company provides the Annual services from the moment the procedures described in Clauses 2 and 3 of Article 4 of this agreement have been completed and the Member’s E-Card has been issued.
- The company may limit or suspend all or part of the service in any of the following cases, and the expiration date thereof cannot be extended:
 - Unavoidable circumstances such as maintenance, inspection or replacement of relevant equipment, or interruption of necessary communication channels
 - Power cuts, impairment of equipment, or disruption of regular service due to surges in user traffic
 - Other uncontrollable factors such as natural disasters, national emergencies and serious traffic obstruction
- The Company will notify Members if the service becomes limited/suspended due to circumstances such as those described in Clause 2 of Article 8. However, notification will not be provided if communication is rendered impossible as a result of factors beyond the control of the Company.

ARTICLE 9 [ANNUAL BENEFITS]

- The Annual Benefits and Voucher benefits provided to Members are valid for 1 year from the date on which E-cards are issued after completing the registration process in Clauses 2 and 3 of Article 4
- Valid only before the expiry date stated. Voucher will be forfeited after expiry date and cannot be extended or replaced with other benefits
- After receiving a discount as Annual Benefits, SHD awarding is available on actual spending amount.
- The Annual Benefits of more than two persons cannot be duplicated or split for one payment.
- Use of Voucher benefits
 - Valid only before the expiry date stated. Voucher will be forfeited after expiry date and cannot be extended or replaced with other benefits.
 - Use of Voucher benefits is subject to individual Voucher terms and conditions.
 - The Voucher provided cannot be exchanged for cash or other Vouchers and merchandise or refunded in balance.
- Voucher benefits cannot be combined with any other offers.
- Voucher benefits cannot be sold, and any remaining Voucher benefits will be invalidated if the intention to sell is confirmed. Members cannot dispute this.
- The benefits of Voucher may be limited to use depending on the circumstances of the store without prior notice.
- Common Benefits and partner benefits cannot be combined with any other promotions and discounts offered by the company.
- Voucher benefits, Common Benefits, and partner benefits are subject to change depending on Resort’s circumstances or policies.

ARTICLE 10 [TRANSFER]

- With the exception of Clause 2 of this article, members may not lend, transfer or give the use of Annual services to others, or provide said services as collateral. The Company shall be exempt of responsibility for any disputes arising in connection with such actions; any and all responsibility lies with the Member.
- Each Voucher may be transferred only once. The Voucher transferee must have signed up for Regular Membership.
- In order to transfer the Voucher to another person pursuant to Clause 2 of Article 10, the member himself/herself must apply in advance through an e-mail (shinhwaplus@shinhwaworld.com), and it takes five business days from receipt of the application to transfer.
- In cases where the member’s rights are arbitrarily transferred to a third party without the approval of the Company, the Company will not acknowledge the rights of either the transferor or the transferee.
- When a Voucher is transferred, if there is a voluntary resale other than the transfer according to the procedure prescribed by the company, the Voucher whose resale has been confirmed as soon as it is found will be extinguished.
- Violation of the regulations described in Article 10 may result in disadvantage or inconvenience to the Member with regard to future renewal of the Product.

ARTICLE 11 [OUTSOURCING OF PERSONAL INFORMATION HANDLING]

- The Company endeavors to internally handle and manage all personal information collected. However, some personal information handling and management tasks may be partially or entirely outsourced to another entity chosen by the Company if necessary.
- In cases such as those described in Clause 1 of Article 11, the Company will publish details of the outsourcing of personal information in its Privacy Policy.

ARTICLE 12 [COMPENSATION]

- If the Company sustains losses or damage as a result of violation of the terms of this user agreement or other regulations by the Member, the Member must provide compensation for such losses.
- If the Company receives demands for compensation or becomes the object of legal action initiated by a third party as a result of illegal actions or user agreement violations on the part of a Member using the services, the Member in question must indemnify the Company from liability; if the Company is not indemnified, the Member in question must compensate the Company for any resulting losses or damages.

ARTICLE 13 [EXEMPTIONS]

- In cases where the Company is unable to provide services due to controllable circumstances such as natural disasters, the Company shall be exempt from any and all responsibility for providing said services.
- The Company shall be exempt of responsibility from any limitations placed on, or suspension of, the service for reasons that are the fault of the Member.
- The Company has no obligation to intervene in disputes arising with regard to services, either between the Member and the Company or between the Member and a third party, and bears no responsibility in connection to any such disputes.

ARTICLE 14 [AMENDMENT]

The Company may amend the terms and conditions of use if deemed inevitable for the operation of the Product, and the effect shall extend to all members under this contract.

ARTICLE 15 [ANNUAL FEE ADJUSTMENT]

The Annual fee for the Product can be adjusted annually after the company’s price review in consideration of economic conditions such as increased utility bills and inflation.

ARTICLE 16 [OTHER ITEMS]

- When a Member uses any hotel/resort in Jeju Shinhwa World (Landing Jeju Shinhwa World Hotels & Resorts, Shinhwa Jeju Shinhwa World Hotels & Resorts, Marriott Jeju Shinhwa World Hotels & Resorts or Somerset Jeju Shinhwa World), the reservation policies and user agreement of the individual hotel/resort in question apply.
- When a Member uses Attractions in Jeju Shinhwa World, the individual user agreements of Shinhwa Theme Park and Shinhwa Water Park apply, respectively.
- Regular Membership user agreement applies to issues not described in this user agreement.
- The Korean language version of this user agreement takes precedence over all other language versions. This version of user agreement are provided only for reference purposes.

Effective date for the updates: May 1, 2023.
 Effective date for the updates: August 1, 2023.
 Effective date for the updates: September 20, 2023.
 Effective date for the updates: Mar 21, 2025.

The above Terms and Conditions of Shinhwa Plus at Jeju Shinhwa World will be applied from Mar 21, 2025.