

HARVEST GOLD LOYALTY PROGRAM TERMS & CONDITIONS

Effective Date: 14th of July 2025

1. DEFINITIONS AND INTERPRETATION

In these Terms and Conditions unless the context otherwise requires:

- 1.1 "Harvest Hospitality" means Harvest Hospitality Pty Ltd ABN 675 445 744.
- 1.2 "Harvest Gold" means the loyalty program offered by Harvest Hospitality pursuant to which Participants accrue Rewards Points and redeem Rewards.
- 1.3 "Community Partners" means organisations with whom Harvest Hospitality has an arrangement concerning the provision of goods, services, benefits, or entitlements to Participants as part of Harvest Gold.
- 1.4 "CardPay" refers to a Participant's optional Electronic Gaming Account that facilitates transfers to and from Electronic Gaming Machines via Centralised Cash Control Equipment (CCCE).
- 1.5 "Membership" means a person's membership with Harvest Hospitality.
- 1.6 "Membership Card" means a card issued by Harvest Hospitality to a person in respect of their participation in Harvest Gold.
- 1.7 "Participant" means an individual referred to in clause 3.1.
- 1.8 "Participant's Account" means the account opened by the Venue in the name of each Participant, in which Harvest Hospitality records all Rewards Points earned and redeemed by the Participant.
- 1.9 "Redemption" means the use of Rewards Points to obtain a Reward from the Harvest Gold program.
- 1.10 "Reward" means a good, service, benefit, or entitlement available through Harvest Gold.
- 1.11 "Rewards Points" means Points accrued when a Participant purchases food or beverages (Bonus Points), participates in gaming activities (Points2Play and/or Bonus Points), or uses other facilities as determined by Harvest Hospitality. These Points can be redeemed for Rewards, food and beverage items, or credits into Gaming Machines at the discretion of Harvest Hospitality.
- 1.12 "Qualifying Points" means Points (Tier Points) accrued through eligible purchases or gaming activity, used to determine Tier status.
- 1.13 "S7000" means the Aristocrat Technologies Australia Gaming System.
- 1.14 "Terms and Conditions" means these Terms and Conditions, including any material referenced in clause 2.3.
- 1.15 "Tiers" means levels within the Harvest Gold Loyalty Program.
- 1.16 "Venue" means a property owned and operated by Harvest Hospitality.
- 1.17 "180-Day Rolling Period" means the preceding 180 calendar days.
- 1.18 References to "we", "our", and "us" refer to Harvest Hospitality.

2. GENERAL

- 2.1 These Terms and Conditions apply to all Participants in Harvest Gold.
- 2.2 These Terms and Conditions are separately enforceable by each Venue and by Harvest Hospitality.

- 2.3 Any published material relating to accrual or redemption of Rewards Points or Tier requirements forms part of these Terms and Conditions.
- 2.4 Harvest Hospitality may amend these Terms and Conditions at any time without notice. Continued participation constitutes acceptance of such amendments.
- 2.5 A copy of these Terms and Conditions is provided upon registration and is available at the Venue upon request.
- 2.6 All decisions made by Harvest Hospitality regarding the Program are final and binding.
- 2.7 Participation is at the Participant's own risk. To the fullest extent permitted by law, Harvest Hospitality excludes all liability for any loss, damage, or injury arising from participation in the Program. If liability is imposed, our liability is limited to the allocation of appropriate Rewards Points.
- 2.8 Participants are responsible for all taxes or charges incurred in connection with their participation, unless otherwise stated.
- 2.9 If any part of these Terms is deemed invalid, it will be read down or severed, and the remaining Terms will remain in effect.

3. PARTICIPANTS

- 3.1 All guests aged 18 years or older are eligible to participate in Harvest Gold, subject to clause 8.
- 3.2 Membership requires:
- (a) submission of an application at the Venue; and
 - (b) verification of identification.
- 3.3 CardPay is offered at sign-up and allows Participants to transfer funds using their Membership Card. See section 10.

4. REWARDS TIERS

- 4.1 Tiers: GOLD, RUBY, SAPPHIRE, DIAMOND.
- 4.2 All Participants start at GOLD Tier.
- 4.3 To attain or maintain RUBY, SAPPHIRE, or DIAMOND Tier, Participants must accrue the published number of Qualifying Points within the preceding 180-Day Rolling Period.
- 4.4 Promotions are automated via the S7000 system when a Participant inserts their card at POS or an EGM.
- 4.5 Tier reviews occur bi-annually from 10 October 2023, subject to clause 4.8.
- 4.6 Harvest Hospitality may promote or demote Participants at its sole discretion and amend the evaluation schedule at any time.
- 4.7 Harvest Hospitality may:
- (a) change Tiers, accrual rates, or Rewards;
 - (b) change Tier eligibility criteria; or
 - (c) move Participants between Tiers without notice; or
 - (d) suspend or terminate the tiering component (section 4) of the Harvest Gold Loyalty Program.
- 4.8 Participants may not claim compensation due to any changes under clause 4.7.

5. MEMBERSHIP CARDS

- 5.1 Each Participant may hold only one Membership Card.
- 5.2 Cards remain property of Harvest Hospitality.
- 5.3 Participants must not share their Membership Card.
- 5.4 Harvest Hospitality is not liable for lost, stolen, or malfunctioning cards.
- 5.5 Participants must ensure their card is properly inserted into systems to accrue Points.
- 5.6 Notify the Venue promptly of lost, damaged, or misused cards.
- 5.7 Replacement cards require photo ID.

6. REWARDS & POINTS

- 6.1 Rewards Points accrue to a Participant's Account.
- 6.2 Rewards Points are non-transferable.
- 6.3 Points and redemptions may not be combined with other offers unless stated.
- 6.4 Accrual and redemption methods may change. No compensation is owed for such changes.
- 6.5 Only eligible transactions earn Qualifying Points.
- 6.7 Points may be adjusted for errors, breaches, or system faults.
- 6.8 Only validly accrued Points may be redeemed.
- 6.9 Birthday Rewards are available during the Participant's birth month.
- 6.10 Points expire 180 days after accrual. The oldest Points are redeemed first.
- 6.11 Redeemed Points are deducted from the Account balance.
- 6.12 Lost or stolen cards do not entitle Participants to Point replacement.
- 6.13 Tier-specific Rewards are subject to change and availability.
- 6.14 Rewards may be substituted or cancelled at any time.
- 6.15 Identification may be required to redeem Rewards.
- 6.16 Harvest Hospitality is not liable for lost, stolen, or unavailable Rewards.

7. PRIVACY

- 7.1 Participants consent to collection and use of personal information for:
 - (a) Program administration;
 - (b) third-party service provision;
 - (c) marketing by Harvest Hospitality;
 - (d) third-party marketing (unless opted out); and
 - (e) legal obligations.
- 7.2 Personal information is stored per our Privacy Policy.
- 7.3 Participants may access their personal data per our Privacy Policy.
- 7.4 Privacy Policy is available upon request.

8. OPTING OUT / TERMINATION

8.1 Participants may opt out at any time. All Points and benefits are forfeited upon opt-out.

8.2 Suspension may occur if:

- (a) the Participant breaches conduct standards;
- (b) the Participant becomes an employee or contractor; or
- (c) at Harvest Hospitality's discretion.

8.3 The Program may be suspended or terminated at any time without notice.

9. RESPONSIBLE GAMING & ALCOHOL

9.1 Venues support harm minimisation and comply with relevant laws including Advanced Responsible Conduct of Gaming practices.

9.2 Participants may request a player activity statement in writing.

9.3 Some promotions are restricted to designated areas or opted-in members.

9.4 Alcohol over 49% discount or free alcohol is not provided as part of the Program.

9.5 Service of alcohol is denied to minors or intoxicated persons.

10. CARDPAY ACCOUNTS

10.1 CardPay is optional and available via S7000-enabled Gaming Devices.

10.2 Participants can opt out anytime, provided all funds are withdrawn first.

10.3 Only one player account is permitted per person.

10.4 No cash advances or credit are provided.

10.5 Upon account opening, Participants will receive written notice: "The security of money in player accounts is the responsibility of both Harvest Hospitality and the account holder. The government and its agencies take no responsibility for any losses that might occur from the account. Account holders are solely responsible for ensuring the confidentiality of their PIN and access to their player card. The account holder is liable for any losses resulting from a failure to comply."

10.6 A player information pamphlet will be provided upon account creation.

Help is Available

GambleAware

www.gambleaware.nsw.gov.au

1800 858 858