

HARVEST HOTELS GAMING LOYALTY TERMS AND CONDITIONS

1. GLOSSARY OF TERMS

“Card” means the card issued to you that incorporates the **Harvest Hotels Rewards Loyalty System**

and carries the Harvest Hotels Group logos.

“Conditions” and **“Terms & Conditions”** means the terms and conditions contained in this document.

“Harvest Hotels Group” is a registered business name of Harvest Hotels Group ABN: 22105129591 and includes a number of participating hotels. A list of the hotels is included on the application form and varied from time to time. This Group is the operator of the Harvest Hotels Reward Loyalty System.

“Harvest Hotels Rewards Loyalty System” means a mag stripe-based loyalty program operated by Harvest Hotels GROUP and supplied by BHGLS Pty Ltd and used in each participating venue. The system allows you to be rewarded by points or other promotional activities by purchasing goods and services from participating venues using your Card and you are awarded points or additional rewards in accordance with these terms and conditions.

“Harvest Hotels Harvest Gold Rewards account” means an account in which all points issued and redeemed are recorded. This account is linked to your card and enables the Harvest Hotels Group to reconcile your points and provide information to you on each transaction when points were earned or redeemed. The account is also used to facilitate an activity statement (see clause 3.15).

“Gambling activity” means playing a gaming machine

“Member” means “You” the person who has completed and signed the application

“Player Activity Statement” is a statement that details a member’s gaming activity for the specified time period in which gaming activity has taken place.

“Point” means a loyalty point issued or redeemed by any participating venue as part of the **Harvest Hotels Harvest Gold Rewards Loyalty System**. (see also Status Points below).

“Participating venues” or **“venue”** means a venue that is part of the Harvest Hotels Group and is displaying a logo or other signage indicating that the venue is part of the Harvest Hotels Harvest Gold **Rewards Loyalty System**.

“Promotional Activities” means additional opportunities for you earn points or benefits by using your card rewards in respect of gambling activity. These activities may relate directly to gambling activity but may include participating; Trade Promotions, redemption of point promotion, use of your card by attending a venue or other benefits or rewards offered by a venue.

“Redeem”, means to exchange **points** for a cash or other prizes or benefits.

‘Qualifying Points’ are additional points or benefits offered proportionate to gambling activity on Electronic Gaming Machines, Point of Sale for Food & Beverage (excluding bottle shop), and at times other areas of Harvest Hotels when specified. These benefits are not transferable, and cannot be redeemed for cash. Qualifying Points can not be earned on the following sales – Keno, TAB, Lotto, or Scratchies.

“You” means the member who completed the Harvest Hotels Group membership application form and any person who uses the card

“We, Us, Our and Ours” means Harvest Hotels Harvest Gold Loyalty System operators and each Participating venue.

2. GENERAL

2.1. These terms and conditions may be changed at any time by Harvest Hotels Group without notice and / or without assigning any reason. Harvest Hotels Group may also change at any time without notice any other matter connected to the Program, including, but not limited to changes of

- accrual rates for earning points
- the means by which Points may be accrued
- points required to qualify for a particular Reward
- rewards offered in connection with the Program
- points required to be eligible for a particular category of membership
- eligibility ages
- participants

Note: Any changes or variations to the terms and conditions will not be retrospective. And, these can only take effect from the date of introduction.

2.2. The card may be used only by the you the person who completed an application form in accordance with Harvest Hotels Harvest Gold Rewards Terms & Conditions of use

2.3. Any changes will be published on Harvest Hotels Harvest Gold Rewards website. Terms & conditions will also be available on premise at all Participating Venues

2.4. Harvest Hotels Group reserves the right to terminate the Program at any time. Upon such termination, Members will have three months (or such longer period as Harvest Hotels Group may specify) from the date of notice of termination within which to accrue and redeem Points. At the end of the relevant period, all Points not redeemed will expire.

2.5. First use of a Card by a Member and or by you signing of a membership application means that you have read and understood these terms and conditions and accept them as well as any rules, policies and procedures that may be adopted by Harvest Hotels Harvest Gold Rewards

You also confirm your eligibility for membership, as amended from time to time.

You further agree to as soon as reasonably practical advise Harvest Hotels Group of any change of address and other personal details provided by the Member on the application for membership to the Program. Failure to advise may result in members not receiving the opportunity of participating in new promotional activities.

2.6. Harvest Hotels Group will not be liable for any loss or damage whatsoever which is suffered (including but not limited to direct, indirect or consequential loss) or for personal injury which is suffered or sustained by a Member as a result of their membership to this Program, except for any liability that cannot be excluded by law.

2.7. Harvest Hotels Group's decision on all matters pertaining to the Program, including but not limited to the distribution of rewards, is final and binding with no correspondence being entered into.

3. MEMBERSHIP

3.1. Membership of the Program provides Members with the opportunity to participate in promotions and to accumulate Points for the purchase or use of Eligible Goods and Services.

3.2. The number of Status Points earned by Members will determine their eligibility for tiered Rewards during the period of the membership of the Program if such a scheme is employed.

3.3. Membership to Harvest Hotels Harvest Gold Rewards LOYALTY is free.

3.4. You may not hold more than one Harvest Hotels Harvest Gold Rewards loyalty membership.

3.6. You must be over the age of 18 years and you must complete a membership application form at any participating venue

3.7. On completion of a membership application, you will be issued with a Card. Harvest Hotels Group will determine the manner of delivery for a Card to a Member at its absolute discretion.

Harvest Hotels Group will not be responsible for any loss suffered by a Member due to non-delivery of a Card, provided that Harvest Hotels Group correctly addressed the delivery to the address provided by the Member to Harvest Hotels Group.

3.8. You may use your card at any participating Harvest Hotels Group venue as soon as you receive the card

3.9. Harvest Hotels Group reserves the right to refuse any application for membership or terminate membership at any time for any reason, at its sole discretion, including without limitation

- if you have breached any of the terms and conditions
- or has been barred under the Liquor Licensing Act

If are barred from gaming areas or from purchasing a gaming product, you will be removed from all mailing lists, but you may continue, at the discretion of the Harvest Hotels Group to continue using your card in other areas of a participating venue.

In the event that membership is terminated, all accumulated Points or benefits above the minimum value will be available for redemption for a period of 7 days from any participating venue.

3.10. The Card remains the property of Harvest Hotels Group and must be returned upon request

3.11. Members must notify Harvest Hotels Group immediately if the Card is lost or stolen

3.12. Harvest Hotels Group reserve the right to cancel your membership if you have no activity recorded on your card within any 24 months. Any points or other rewards recorded at the time of cancellation pursuant to this clause will be forfeited.

3.13. *Harvest Hotel Group loyalty program will provide Player Activity Statements to members at least every quarter or on request. Members will receive a Player Activity Statement when they have had any turnover in the nominated period. Player Activity statements include the total amount spent, the total amount won, and the overall net win or loss result as a minimum.*

3.14 As specified in 3.13 Player Activity Statements are available on request, suitable government issued ID must be provided before a Player Activity Statement can be issued.

3.15 Player Activity Statements will only be issued to the person named on the membership account unless suitable government documents are provided overriding this condition.

3.16 Player Activity Statements will be automatically generated and issued to the member quarterly by the Bluize Program. This statement will be electronically sent via email within the first 7 days of each new quarter.

3.17 The Player Activity Statements (PAS) will be sent via email to the member's email address first. If a member does not have an email address, they will be set to "Collect in Venue" which will require visiting the cashier to get the PAS printed. If the PAS has not been emailed or collected (printed) between the 1st and the 7th of the new quarter, their membership will be "Paused". The membership will remain paused until the member collects their printed statement from the cashier. Once the statement has been printed, the membership will be reactivated, and all outstanding statements will be printed.

3.18. Harvest Hotels Group accepts no responsibility for fraudulent use of lost or stolen Cards. Any fraud or misuse of the Card or improper conduct (as determined by Harvest Hotels Group in its absolute discretion) or breach of these terms and conditions will result in Harvest Hotels Group taking appropriate action (as determined by Harvest Hotels Group in its absolute discretion) which may include the cancellation of membership and the forfeiture of the Card and any Points.

4. TIERING

4.1 There are currently 4 tiers of Rewards being DIAMOND, SAPPHIRE, RUBY and GOLD.

4.2 All Participants are entitled to start at the GOLD Tier.

4.3 To be eligible for RUBY Tier a Participant must earn and maintain the required number of Qualifying Points required under Harvest Gold within the last 180 day rolling period. The number of Qualifying Points required to be earned and maintained for RUBY Tier will be published by Harvest Hotels from time to time.

4.4 To be eligible for SAPPHIRE Tier a Participant must earn and maintain the number of Qualifying Points required under Harvest Gold within the last 180 day rolling period. The number of Qualifying Points required to be earned and maintained for SAPPHIRE Tier will be published by Harvest Hotels from time to time.

4.5 To be eligible for DIAMOND Tier a Participant must earn and maintain the number of Qualifying Points required under Harvest Gold within the last 180 day rolling period. The number of Qualifying Points required to be earned and maintained for DIAMOND Tier will be published by Harvest Hotels from time to time.

4.6 Members will be reviewed for promotion from a lower tier to a higher tier automatically by Bluize upon card usage at POS or insert into an Electronic Gaming Device, only once the Participant has accrued the set amount of Qualifying Points.

4.7 Subject to clause 4.8 Members will be reviewed for demotion from a higher tier to a lower tier every 6 months, within 2 weeks of the bi-annual date. The 1st evaluation date will occur on the 10th of October 2023, and then every 6 months from the 10th of October 2023.

4.8 (a) Harvest Hotels reserves the right to not demote any Participant at its sole discretion.
(b) Harvest Hotels reserves the right to demote any participant at its sole discretion.
(c) Harvest Hotels reserves the right to amend, change, or discontinue the evaluation date at any time at its sole discretion.

4.9 Harvest Hotels may from time to time:

(a) create, amend or remove Tiers and the method and rates of Qualifying Points and Rewards Points accrual and Rewards offered as part of Harvest Gold;
(b) set and change the number of Qualifying Points required to be earned and maintained under Harvest Gold within any period for eligibility to any Tier;
(c) move a Participant into another Tier of Harvest Gold at any time without notice, regardless of the amount of Qualifying Points accrued by a Participant,

4.10 Participants are precluded from making any claim against Harvest Hotels for any compensation in respect of any change referred to clause 4.9.

4.11 Harvest Hotels Tiering program and its current benefits are available at www.harvesthotels.com.au/harvest-gold/

5. POINTS

5.1. Points are not transferable. Points may only be redeemed by you the Member who has earned them. Proof of identification may be required.

5.2. All Points are redeemed on a first earned / first redeemed basis

5.3. In addition to deductions for redemptions, Harvest Hotels Group will deduct from the points balance, any points credited in error and any points relating to a transaction which is cancelled or reversed or where a refund is given.

5.4. In the event there being insufficient points on your account, you may be required to pay for those points issued at the time of the transaction for which the refund is being sought.

5.5. You may check the number of points in your account at any participating Harvest Hotels Group venue either via the member kiosk or from the cashier

5.6. Points are available for redemption for a period of 24 months from the date earned. Harvest Hotels Group reserve the right to cancel points older than 24 months if not used prior.

6. EARNING POINTS

6.1. Your Card must be presented at each transaction to earn points. In order to obtain points, you must notify the participating venue prior to the purchase transaction that it is an Harvest Hotels Group Loyalty purchase by presenting your Card at the point of sale.

6.2 From time-to-time members may be provided with the opportunity to participate in promotions which enable them to earn more points or other benefits. This may include participation in trade promotions designed to reward existing members. These promotions may be trade promotions where the maximum value of the points or benefits earned do not exceed \$5,000. In addition, membership may provide an opportunity for members to participate in other major trade promotions for which a separate licence is required. These promotions are also restricted to members and are offered to reward you for your loyalty.

6.3. Harvest Hotels Group points may also be credited to your Harvest Hotels Harvest Gold Rewards account for promotional and incentive programs including promotional activities offered by participating venues from time to time. Harvest Hotels Group will determine goods or services qualify for the promotional activities and the number of points that will be credited to your account for such purchases.

6.4. Harvest Hotels Group is not responsible and will not accept any liability for a Card or system failure or the Member not swiping or incorrectly swiping their Card at the point of sale of a Service Provider, nor is it under any obligation to provide the Member with Points under any of these circumstances.

6.5. Any Points accrued for any purchase or money spent that is then reimbursed or refunded will be deducted from the Member's points balance.

6.6. Harvest Hotels Group will have the sole discretion to determine which matters qualify for the earning of points, the number of points issued, the rewards offered and the participating venues or within the various parts of the venues.

6.7. Points cannot be sold, transferred, pooled or otherwise dealt with except in accordance with these Terms & Conditions

Use of card in Gaming area

6.8. A Card can be used in gaming machines at participating Harvest Hotels Group venues to accumulate Harvest Hotels Harvest Gold Rewards points or enter into other promotional activities.

6.9. Points credited to your account as a result of participating in the playing of gaming machines can be redeemed for goods or services, or cash at any Harvest Hotels Group venue. The card holder may also be offered entry into promotional activities by playing of gaming machines.

6.10. Card holders participating in gaming machine operations accumulate in Harvest Hotels Group points a minimum of 0.5% of their respective gaming turnover

6.11. Harvest Hotels Group at their discretion, may offer further promotional Harvest Hotels Harvest Gold Reward points for participation in gaming operations. Such circumstances include but are not limited to; double / triple points and random promotional member draws this requires that your Harvest Hotels Harvest Gold Rewards card is inserted at the time of each promotion. The awarding of points during these promotions is determined by the loyalty system randomly selecting winners. The purpose of these promotions is to reward existing members. The loyalty points are of a value below \$10

6.12. Harvest Hotels Harvest Gold Group may also run promotions from the member kiosk, the card holder can randomly win points based on a successful card swipe, this is open to ALL members including non-gaming members, the amount of the point prize will not exceed ten dollars. The same Kiosk from time to time may also be used to award tickets for a 'members only' draw, the ticket is awarded by default if a random win prize is not awarded. The members only draw prize will not exceed \$250 and will be available for all members to win including non-gaming members and gaming members alike. None of these prizes require spending any money in Harvest Hotels gaming area lounge to qualify.

7. REDEMPTION OF POINTS

7.1. You must present your card to redeem points from your account

7.2. When you have accumulated sufficient points on your Harvest Hotels Harvest Gold Rewards account, you may request to redeem those points.

7.4. The minimum cash redemption value is \$5.00 and for all others, it is \$1.00

7.5. Redemption of Harvest Hotels Harvest Gold Rewards points can occur at Harvest Hotels Group only

7.6. Upon acceptance of any reward / offer, the number of Points attributed to that offer will be deducted from the Member's balance

7.7. Harvest Hotels Group may set a minimum redeemable value and this may vary for different goods or services. Points may be redeemed for goods purchased or as part payment for goods or services if you so request on production of your Card.

7.8. The Value of a single point when redeemed for Cash is \$0.01

7.9. The number of points redeemed at your request will be deducted from the point balance on your Card.

7.10. Harvest Hotels Group may, at any time without notice to participants, alter the number of Points required to obtain a particular reward / offer

7.11. Harvest Hotels Group gives no warranty (whether expressed or implied) whatsoever with respect to offers provided under this scheme, other than warranties provided by the manufacturer of such rewards / offers.

7.12. Rewards / offers are subject to availability and substitution may be necessary

7.13. Harvest Hotels Group will not be liable for the non-receipt of a reward / offer

7.14. Should a reward / offer arrive damaged or faulty, you must notify Harvest Hotels Group within three days of receipt giving full details including the name of the carrier. It is advisable to sign for an unopened package as “unexamined”.

7.15. Any tax, liability or duty arising from your participation in the Harvest Hotels Group System is your responsibility.

8. OTHER BENEFITS OF MEMBERSHIP

8.1. MEMBER ONLY EVENTS

Harvest Hotels Group may schedule events at selected venues. Members will be advised of scheduled events via any of the following mediums – point of sale, direct mail and/or electronic mail. Invitations to member only events will be exclusively for members who have participated in gaming activities. Special offers at scheduled events are available exclusively to Harvest Hotels Group members and may include free finger food, non-alcoholic beverages and refreshments of nominal value

9. PRIVACY STATEMENT

Harvest Hotels Group respects your privacy and complies with the National Privacy Principles and Privacy Act 1988. Unless you give us explicit consent to act otherwise, the following policy will govern how Harvest Hotels Group handles your personal information and safeguards your privacy.

Unless you have told us otherwise, Harvest Hotels Group may send promotional material to your given email address, postal address or mobile phone number.

Our Commitment

Harvest Hotels Group is committed to complying with the Privacy Act 1988 National Principles for the Fair Handling of Personal Information developed by the Australian Federal Privacy Commissioner

What Information Do We Collect and How Will We Use It?

Certain personal information is collected when you contact us, including but not limited to your name, gender, date of birth, email address, mobile phone number, address and your interest (responses and feedback).

We use your personal information to:

- Administer and manage the Harvest Hotels Group system
- Respond to any query raised by you or any participant in the Harvest Hotels Group loyalty system

- Facilitate our internal business operations, including fulfilment of any legal requirements and confidential systems maintenance and testing.

If you have opted to receive promotional materials from us, then you will receive emails, posted mail or mobile SMS messages from us to inform you of up and coming events special offers within our venue of interest to you.

Your information will be held in the strictest confidence. Harvest Hotels Group will not disclose, share or sell any personal information about you to any third party. However, in some circumstances, we may disclose your information to our contractors and service providers, but only to the extent necessary to operate our business or provide you with the products and/or services you have requested. We require these organisations to agree to our Privacy Policy and to strict conditions governing how your personal information may be used.

Security of Personal Information

We will make all reasonable endeavours to protect your personal information securely against unauthorized use and access. Your personal information will be recorded, amended and used only by authorized persons who are required to keep your information confidential.

Checking and Updating Your Information

You are welcome to request details of the personal information that we hold about you. To do so, please contact our Privacy Officer (see below for contact details). We may require personal identification before providing you with details. If you wish to update or change the personal information we hold about you, please contact our Privacy Officer. We may require up to 30 days to update our records.

Unsubscribe

You can opt out of receiving contact from us at any stage (excluding mandatory Player Activity Statements) simply by emailing us at info@harvesthotels.com.au. Specifying your member number, full name and request of opt out.

Privacy Officer

If you have any questions regarding this privacy policy, you may contact our Privacy Officer by calling 02 8372 5200 or writing to: "Loyalty Privacy Information" Harvest Hotels Group 16.02 99 Walker Street, North Sydney, NSW, 2060 or email info@harvesthotels.com.au

Changes to the Privacy Statement

Harvest Hotels Group is committed to comply with any laws introduced to strengthen the protection for your privacy. Our Privacy Statement will be reviewed and may be revised from time to time. We reserve the right to change our privacy policy at any time and notify you by posting an updated version of the Privacy Policy on our website. Any changes to our Privacy Policy shall be deemed to take place on the date the changes are posted to our website.

We encourage you to regularly review these policies. www.harvesthotels.com.au

Further Information on Privacy

For further information about privacy issues and the protection of privacy, visit the Office of Federal Privacy Commissioner's website.