

Membership Program Terms & Conditions

Thank you for your interest in joining the Sands Lifestyle Digital Membership Program (the “**Program**”), a loyalty program of Venetian Cotai Limited (the “**Company**”). As a Member (as defined below) you’ll enjoy a variety of rewards and have the opportunity to upgrade your Membership Tier and unlock exclusive rewards and offers.

These Terms and Conditions (the “**T&C**”) set out the rules governing the Program. Our Privacy Policy sets out the terms and conditions under which your Personal Data will be collected and processed for the purposes of the Program. Please read these T&Cs and our Privacy Policy carefully before applying to join the Program.

1. Membership eligibility and enrolment

- 1.1 Applications for Sands Lifestyle Membership should be submitted through Sands Lifestyle Mobile App (the “**Mobile App**”).
- 1.2 Membership is free and available to individuals aged 18 years or older. Legal entities, groups and associations are not eligible for Membership.
- 1.3 Employees of the Company and its affiliates (the “**Employees**”) are eligible to become Members, however they are not eligible to enter lucky draws or similar activities or other campaigns as stated in respective campaign T&C.
- 1.4 Employees and their immediate families of retail and F&B outlets at shopping malls and resorts owned by the Company and its affiliates, and of the contractors of the Company and its affiliates are not eligible to participate in this Program.
- 1.5 Approval of application for membership and grant of the said membership shall be at the sole and absolute discretion of the Company.

2. Membership Agreement and Privacy Policy. By submitting an application for Membership with the Program, you agree to be bound by these T&C and with our Privacy Policy.

3. Membership Approval: Successful applicants will be granted Membership to the Program (the “**Member(s)**” and the “**Membership**”) and receive a Sands Lifestyle Digital Membership Card in the Mobile App (the “**Membership Card**”).

4. Personal Data

- 4.1. The Company will collect and process your Personal Data in compliance with Macau Personal Data Protection Laws and as stated in the Privacy Policy. You are required to read it and accept it to participate in this Program. If you have any doubts or queries you should reach out to privacy@sands.com.mo.
- 4.2. The Privacy Policy and any updates to it are available in the Mobile App, in our website and in all Sands Lifestyle counters at our properties in Macao and Cotai (the “**Counters**”). You are encouraged to visit these links frequently.
- 4.3. Members will receive push notifications from the Mobile App, with promotional information as well as offers related to the Program. You may disable these push notifications.

5. Personal Identification Numbers (PINs): Members will be required to select a 6-digit PIN to be used in benefits redemptions.

- 5.1. **PIN Confidentiality:** Members must keep their PINs confidential and should not share PINs with anyone. Members must take all reasonable precautions to prevent others from discovering their PINs
- 5.2. **Lost or Forgotten PINs:** If you forget your PIN or suspect that someone else has discovered it, you may go to the Counters or access the Mobile App to have it reset with OTP when your registered mobile number has been validated. You will need to verify your identity before the PIN can be reset at the Counters.
- 5.3. **Unauthorised Transactions:** The Company is not responsible for any loss that results from the unauthorized use of a Member’s PIN to conduct transactions. If Members suspect that unauthorized transactions have been made on their account, they should immediately notify us by visiting the Counters or by calling (+853) 8111 1882.
- 5.4. **Security Measures:** You are encouraged to change your PIN frequently. We may also periodically request you to change your PIN.

6. Qualifying Transactions

- 6.1. Qualifying transactions are accrued on purchases made by Members at selected retail and F&B outlets or establishments at shopping malls and resorts owned by the Company and its affiliates, as determined by the Company from time to time at its sole and absolute discretion (“**Qualifying Transactions**”).

- 6.2. Members must approach our Counters during operating hours on the same day of the spending and present the following: (1) the original receipt and respective credit/debit card or digital payment slips of their Qualifying Transactions, (2) the Membership Card, (3) a valid Identification Document (ID or Passport), and (4) the purchased products to which the receipts refer to process accumulation of spending. Retrospective submission of receipts of Qualifying Transactions will not be accepted and the receipts shall become null and void.
- 6.3. Reprinted, photocopied, damaged or handwritten receipts will not be accepted and the respective spending will not be accrued for the purposes of this Program.
- 6.4. Qualified Transactions shall only be attributed to one Member account. No joint, combined or shared accounts nor transactions are permitted for accruing purpose of this Program.
- 6.5. Members shall only present receipts of their own Qualified Transactions, Membership Card and purchased products at the Counters; Products purchased by persons other than Members and the respective receipts are not accepted as Qualified Transactions.
- 6.6. **Data Collection and Usage:** When you provide us the receipts with respect to your Qualified Transactions for accrual spending purposes, we will retrieve all data needed to verify and confirm the transaction, including your name, Membership number, establishments where the Qualifying Transaction was conducted, your credit/debit card or digital payment slips, records and information, transaction date, time, amount and consumption records. By agreeing with our Privacy Policy and presenting your receipts and slips to us, you are consenting on the collection and processing of your data as described. Without your consent we may not be able to provide you any spending accruals, and you may not be able to enjoy the benefits of the Program or to have an upgrade. For more detailed information you should refer to the Privacy Policy of the Program.
- 6.7. **Review and Approval of Transactions**
- 6.7.1. All Qualifying Transactions will be reviewed by the Company to ensure adherence to the T&C of the Program and abiding laws and regulations.
- 6.7.2. Approved Qualifying Transactions will be credited to a Member's account within 24 hours from the date of presenting the required documents and products at the Counters in accordance with Clause 6.2, except if there is a

pending investigation with respect to a certain Qualifying Transaction which may delay the crediting process.

6.8. Exclusions

6.8.1. The Company has its sole discretion to exclude certain transactions from this Program and any related spending will not be accrued for the purpose of this Program, including but not limited to:

- Purchase of top-up cards, gift cards, gift certificates and/or shopping vouchers
- Deposit and/or partial payments
- Repeated transactions
- In-room dining transactions or other transactions charged to hotel rooms
- Non-cash payment associated with benefits awarded under loyalty programs or marketing campaigns of the Company and its affiliates.

6.8.2. Transactions that have subsequently been refunded, withdrawn, cancelled or falsified, as well as any transactions that the Company deems to be fraudulent or invalid will not be qualified for the purpose of this Program. The Company reserves the right to deduct the corresponding spending from the Member's account in respect of the transactions referred herein. If such deduction leads to reassignment of the Membership Tier and/or leads to removal of benefits which have been offered, the Company reserves the right to reassign the Membership Tier and/or forfeit or cancel the offered benefits and charge the Member for the benefits used at its sole and absolute discretion.

6.9. Verification of transactions

6.9.1. All transactions accrued to a Member's account are subject to verification. The Company may at its sole and absolute discretion initiate an investigation to verify the transaction in detail if it has any doubt or concern. Otherwise, the Qualifying Transaction is confirmed.

6.9.2. If a Membership Tier is reassigned following an investigation of the receipts, the Company has the right to determine at its sole and absolute discretion the tier granted to the member in accordance with the investigation result.

6.9.3. The amount of the spending must be accrued, accumulated and recorded in rounded number for each single transaction and any cents will not be counted.

6.9.4. For verification purpose, the Company reserves the right at any time to request Members to present further documents or evidence of the Qualified Transactions.

7. No Cash Value: The accrued spending amounts in the Member's account have no cash value and are not equivalent to money or money's worth. The accrued spending amounts are not exchangeable for cash, credit, other products or services or other benefits; it also cannot be sold, purchased, assigned or transferred by a Member.

8. Membership Tiered Program

8.1. The Program is a tiered loyalty program.

8.2. The tier levels are Lifestyle, Prestige, Elite and Paiza. Upon grant of membership, each Member will be assigned to a specific membership tier in the Program ("**Membership Tier**") by the Company. The Company may at any time without prior notice review the Membership Tiers of the Program, and the criteria for eligibility to the Membership Tiers, as well as reassign or maintain a Member's Membership Tier in accordance with Member's Spend Amount in the Membership Year (as defined below) or at any time as deemed appropriate, as the Company may, in its sole discretion, decide.

8.3. Without prejudice to Clause 8.2, Members' eligibility for an upgrade shall be determined by the total amount of Qualified Transactions made by Members at the Outlets (the "**Spend Amount**") during each 12-month consecutive period commencing on the date of commencement of the Membership or of each upgrade (each referred to as "**Membership Year**").

8.4. Upgrade will only be made when Members complete a one-time verification of identity at the Counters, which includes verification of Member's name, date of birth, ID/Passport number. Members must be photographed by the Company for identity verification purpose as well. If Members are not able to complete the verification of identity at the Counters, the Company may not be able to provide an upgrade, its associated benefits and redemption of rewards. Members can refer to the Privacy Policy of the Program for more detailed information.

- 8.5. Information provided upon sign-up should be identical to information on Member's ID/passport. Unidentical information might affect verification process and might lead to unsuccessful upgrade and redeeming of rewards.
- 8.6. Without prejudice to Clause 8.2, accrued Spend Amount of Member will also be reviewed a year after on the last date of the month in which a Member is granted the Membership. If the Spend Amount accrued after the upgrade to the current tier meets the Spend Amount threshold of such upgraded member tier (the Spend Amount used for such upgrade is not counted) on the date of the review, the tier level could be maintained and is valid throughout the subsequent year; Or otherwise, it will be downgraded to a lower tier level.

9. Benefits

- 9.1. Members shall be eligible for such benefits and privileges allocated to each particular Membership Tier, as determined by the Company from time to time at its sole and absolute discretion.
- 9.2. Members must present their Membership Card in order to redeem any benefits and privileges.
- 9.3. Membership benefits and privileges cannot be used in conjunction with other discounts or promotions unless otherwise indicated.
- 9.4. The Company reserves the right to adjust, add, or remove any privileges and benefits associated with the Membership at any time, without prior notice.

10. Participation in Promotions

- 10.1. Participating in any promotional offer or event associated with the Program implies that the Member has read, understood, and agreed to abide by the T&C and the specific terms and conditions of that specific promotion. These terms may include, but are not limited to, the duration of the promotion, the mechanism for earning and redemption or rewards, and any exclusions or special conditions. If a promotion's terms conflict with these T&C, the specific promotion's terms will prevail for the duration of that promotion. You are encouraged to review the terms of each promotion carefully before participation.
- 10.2. When participating in any Sands Lifestyle promotions or events, for identity verification and personal information updates purposes, we may ask Members to present their Membership Card and valid identification document.

11. Sands Lifestyle vouchers

- 11.1. Sands Lifestyle vouchers are issued or distributed physically or electronically (“e-vouchers”) through the Mobile App, as determined by the Company at its sole discretion.
- 11.2. Sands Lifestyle e-vouchers will only be accessible by successfully logging into the Mobile App with a valid Membership.
- 11.3. Sands Lifestyle vouchers are only applicable to designated establishments or participating retailers at shopping malls and resorts owned by the Company or its affiliates, as determined by the Company from time to time at their sole and absolute discretion. Unless otherwise stated, the Sands Lifestyle vouchers cannot be used in conjunction with any other promotion, discount offers, gift vouchers, cash coupons and other associate benefits.
- 11.4. To use a Sands Lifestyle voucher, Members are required to present the physical voucher or the e-Voucher QR code. Once a e-Voucher QR code is scanned, the e-Voucher is successfully used and cannot be void.
- 11.5. If value of transaction exceeds the face value of the vouchers, Members will be required to settle any additional cost. If value of transaction is less than the face value of the vouchers, no change will be returned, and any unused amount will be forfeited.
- 11.6. The Sands Lifestyle vouchers are non-transferable, non-refundable and non-redeemable for cash, spending accruals or other benefits or offers.
- 11.7. The Company’s decision on all matters relating to, or in connection with, the use of Sands Lifestyle vouchers shall be final and binding on all parties concerned.

12. Account balance review: Members can review their spending progress through the Mobile App.

13. Technical Issues and adjustments

- 13.1. If for any reason spending are awarded in error to a Member's account due to a technical issue, glitch, malfunction, human error, or misrepresentation, the Company reserves the right to correct the error and adjust the Member's spending balance and/or Membership tier accordingly. This may involve

removing spending and/or cancellation of offers or benefits that were incorrectly awarded.

13.2. The Mobile App may be temporarily unavailable due to update or maintenance or any other reasons. Under these circumstances, Members need to approach the Counters to submit their eligible receipts with valid Sands Lifestyle digital card and valid identification document in person.

13.3. In no event shall the Company be responsible to Members or any other person for any direct, indirect or consequential loss or damage whatsoever arising out of the Members' use or access to or inability to use the Mobile App (including without limitation any unauthorized access to the Mobile APP using your username, password, social account, mobile and OTP).

14. Disputes with respect to spending accruals: Members have 15 days from the date of the transaction to challenge or dispute spending awarded or deduction. If you believe that there has been an error in spending allocation, you should contact Sands Lifestyle by visiting one of the Counters or by calling (+853) 8111 1882 within this time frame and provide all necessary details of the transaction for review.

15. Misappropriated Membership Card: Misappropriate Membership Cards should be reported immediately to the Counters or by phone at (+853) 8111 1882. The Company is not liable for any transactions conducted between the time of misappropriation of the card and the time the loss is reported to us. Any and all disputes arising under this section shall be decided by the Company at its sole and absolute discretion and member agrees that any such decision is final and non-contestable.

16. Membership Termination:

16.1. **By the Member:** Members may terminate Membership via the Mobile App or by visiting the Counters, with valid identification required. You acknowledge that if you exercise your right to cancel your Membership or request the deletion of certain personal data, the Company may not be able to comply fully with such request if the same data is required to be retained in accordance with the Company's legal and data retention obligations and internal policies. In any case, upon cancellation, your Membership account will be deleted, the Membership Card will be deactivated, and

any spend transactions or other benefits in your account at such time will be immediately forfeited and irretrievably lost, without compensation.

- 16.2. **By the Company:** The Company may suspend, terminate or cancel a Members' Membership or cancel or void any complimentary goods, services, vouchers or benefits offered to a Member at any time, for any reason with or without notice. This includes but is not limited to: a member's violation of these T&Cs or any applicable laws and regulations, fraudulent or illegal activity, misuse of the Company's and its affiliates' loyalty programs (such as attempting to sell or monetize membership benefits), providing false or misleading information during the application process, failure to engage in activity for an extended period of time, for having engaged in disruptive, undesirable or inappropriate behavior at Sands' properties, or if a member is prevented, prohibited or excluded from accessing any of Sands' properties for any reason, including applicable law, internal policy, administrative and/or legal action by the Company or by government authorities. Any indication of fraudulent accumulation of spend transactions or any other benefits, as well as of noncompliance with any applicable laws may result in immediate suspension or termination of membership without notice. In the event of suspension, termination or cancellation of Membership, the Members will forfeit any spend transactions or rewards accumulated in their account and will not be entitled to any compensation.
- 16.3. Suspension, termination or cancellation of Membership shall result in the forfeiture of all of the Member's benefits and privilege entitlements, award and prizes etc.
17. **Personal Information Changes:** Members are responsible for informing us of any changes to their personal information. The Company is not liable for any loss suffered by Members or any related parties arising from outdated information.
18. **Amendment and Cancellation Rights:** The Company reserves the right to modify any aspect of these T&Cs, other rules or policies governing the Program, the Membership or any benefits offered in connection therewith at any time without prior notice or compensation. The Company also reserves the right to terminate the Program, providing Members with a reasonable time period to redeem any existing benefits.
19. **Dispute Resolution:** Any dispute, claim or controversy arising out of or relating to the Program or these T&C, including the determination of the scope or applicability of these

T&C to arbitrate, shall be determined by confidential arbitration in Macao, before a single arbitrator. The arbitration shall be administered by the World Trade Center Macao Arbitration Centre pursuant to its rules. Judgment on the award may be entered in any court in Macao. This clause shall not preclude parties from seeking provisional remedies in aid of arbitration from a court in Macao.

20. Miscellaneous: Membership Cards, Member accounts, Membership, benefits and privileges are not transferrable and cannot be combined or shared.

21. Governing Language: In the event of any discrepancies between the English and Chinese versions of these T&Cs, the English version shall prevail.

Effective date: October 8, 2025