

MEMBERSHIP TERMS & CONDITIONS

1. These terms and conditions (“T&C”) govern the Sands Rewards membership.
2. Sands Rewards is a membership program operated and managed by Venetian Macau Limited (“VML”), and which may be varied by VML from time to time at its sole discretion.
3. By submitting this Sands Rewards application form to VML (“Membership Application”), you are requesting to become a Sands Rewards Member and agreeing to accept and abide by these T&C and by Sands Rewards Data Privacy Policy. Sands Rewards Data Privacy Policy can be found at each Sands Rewards Counter in VML properties as well at www.sandsrewards.com. For questions regarding the Privacy Policy, please email to privacy@sands.com.mo.
4. Your Sands Rewards application form shall be submitted in person at any of the Sands Rewards Counters. You must provide a valid identification card or passport and a photo must be taken for the purposes of identity verification and to avoid misuse of loyalty program membership benefits.
5. For the avoidance of any doubts, you expressly acknowledge and agree that VML has a facial recognition system in place and may collect and use your image, other biometric data and likeness for security and money laundering prevention purposes; you further acknowledge and agree that any data you voluntarily provide when you apply to become a Sands Rewards Member may be used for compliance and other relevant background checks purposes and for any other legitimate purposes as may be required, authorized or permitted by the applicable laws. Your data will be used by VML to assess your suitability to join and maintain your membership in Sands Rewards program and will be retained as long as you are a Member of Sands Rewards or longer if required by Law or Regulation.
6. Membership is at the sole discretion of VML and VML reserves the right to accept or decline the Membership Application.
7. If your Membership Application is accepted by VML, VML shall issue a Sands Rewards Card (“Card”) and you shall be considered a Member of the Sands Rewards (“Member”). As a Member you are deemed to have accepted these T&C and Sands Rewards Privacy Policy. Members participating in any promotion agree to abide by all rules and conditions as published and amended by VML from time to time and shall accept as final and binding the decisions of VML.
8. Membership is free and open to individuals aged 21 years or above. Membership is not open to legal entities or other groups or associations.
9. VML reserves the right to deny access to Gaming Areas to any Members.

10. Personal Identification Numbers (PINs):

- a) VML will request a Member to select a 4-digit PIN in a format specified by VML for all Sands Rewards membership related transactions including but not limited to points and promotional redemptions, instant rewards redemptions and any other Sands Rewards related VML activities.
- b) VML may also request a Member to select a second set of 6-digit PIN in a format specified by VML for points and promotional redemptions via the Sands Resorts Macao App. The Member can reset or change the 6-digit PIN via the Sands Resorts Macao App upon the initial setup.
- c) Any PIN selected by a Member may only be used by that Member. The Member must not disclose his/her PINs to another person or Member under any circumstances. Valid identification card or passport will be required for PINs issuance at any Sands Rewards counter.
- d) VML may from time to time require the Member to produce or update any of the PINs for security reasons.

11. Awarding of points: Points are awarded to Members upon presentation of the Card in any transactions involving play in casinos and gaming areas operated by VML ("Gaming Areas"), as determined by VML from time to time at its sole discretion.

12. Points shall only be awarded to and may only be redeemed by Members on production of a valid Card. Expired Cards will not be accepted.

13. Retrospective claim of Points will not be accepted.

14. Refund or exchange of items purchased with Points is not permitted.

15. The Member may be charged a handling fee on any refund or change of purchases on the transaction.

16. Redemption of points:

- a) Members may redeem Points for "Collection Gifts", "Promotional Chips", "Rewards Dollar" and "Slot Bonus" at any Sands Rewards Counter. The Points can also be redeemed by the Members through the Sands Resorts Macao APP. 1 Point is redeemable for MOP1 in Non-Gaming Areas and HKD1 in the Gaming Areas. For the purposes of this T&C, MOP1 is equivalent to HKD1 and no exchange rate should be applied in any payments. VML retains the right to amend this ratio at its sole discretion.

- b) The Points can be redeemed by the Members to pay, in total or part, any and all transactions made in Gaming Areas and in Non-Gaming Areas with Participating Retailers and F&B outlets except for Cotai Water Jet ferry tickets where the full price of the ticket must be paid if being purchased using Points.
- c) Items, products and/or services purchased using Points cannot be exchanged or refunded.
- d) Points and benefits are not redeemable for cash.

17. Challenges to points awarded or redeemed must be made within 15 days from the time when points were credited to or deducted from Member's account.

18. Non-assignment: The Card, Points and any other benefits granted by the membership as defined by VML from time to time are non-assignable and non-transferrable and may only be used by the Member.

19. Use of the card:

- a) The Card and its associated benefits & Points cannot be used in conjunction with other promotions unless otherwise indicated.
- b) Points accumulated by a person other than the member will be forfeited.
- c) Credit and deduction of Points: Points will be credited and deducted to the Member's account as follows:
 - i. All Points awarded will be credited to the Member's account after play.
 - ii. The redemption of Points in gaming and non-gaming areas will be immediately deducted from the Member's account.

20. Membership Upgrade: members who reach the required number of Points are eligible to be upgraded to Ruby and Diamond tiers, as determined by VML from time to time. VML retains the right to amend the point-awarding criteria, though sufficient notice will be provided to Members.

21. Membership Downgrade: Members who fail to maintain the required number of Points, as determined by VML from time to time, within a six-month period will be automatically downgraded.

22. Members may terminate their Sands Rewards membership by approaching any Sands Rewards counter in person or calling (+853 8118 1182). Valid identification card or passport is required in both cases.
23. Points are valid for 12 months from the date of earning and will expire on the 1st of the 13th month.
24. Complimentary services, if any, are extended to Members at the discretion of VML Management.
25. VML shall not be liable for Points which were awarded inaccurately as a result of technical malfunction, operator fault, and misrepresentation or as a result of any reason beyond the control of VML.
26. It is the Member's responsibility to inform VML of any change in their personal details (identification or passport details, postal / email address, contact telephone numbers, etc). VML is not responsible for any loss due to the outdated information.
27. A valid identification card or passport will be required for transactions including but not limited to: point redemptions and promotional redemptions conducted at but not limited to all Sands Rewards Counters. Redemptions via the Sands Resorts Macao App are exempted from this requirement. VML may from time to time require the member to produce or update the photo identification.
28. VML reserves the right, with or without notice, to terminate and or suspend an individual's membership of the Apex Card, namely (but not exclusively) if a Member breaches these T&C; attempts to obtain Points or benefits by providing false information or in any other improper or abusive way; behaves unruly while on any VML properties. Upon termination of membership, any rewards, benefits or promotions shall be considered expired.
29. VML will replace lost or stolen cards up to a maximum of 3 times with valid government photo identification. A fee of MOP30 or 20 Points may be applied for further card replacement.
30. If the Membership card(s) is lost or stolen, members must report this loss immediately in person or by phone to any Sands Rewards Counter (+853 8118 1182) in order to temporarily deactivate the account. A replacement card will be reissued to the member upon presentation of valid identification card or passport. VML is not responsible and will not be held liable for any transactions made between the time of loss and account deactivation. The decision of VML Management shall be final in the event of any dispute.
31. The membership card is the property of VML, and must be returned unconditionally and immediately upon VML's request.
32. VML reserves the right to cancel Sands Rewards, in which case VML shall provide the Member a reasonable period of time to redeem existing Points and any other benefits.

33. VML reserves the right to amend or change these T&C at any time without notice to the Members.

34. The English version of these Terms and Conditions shall prevail wherever there is a discrepancy between the English and Chinese versions.

Updates as of Jan 2020