

MEMBERSHIP TERMS & CONDITIONS

Thank you for your interest in joining the Sands Rewards program (“**Sands Rewards**”), the exclusive loyalty program of Venetian Macau Limited (“**VML**”). As a member of Sands Rewards, you’ll enjoy a variety of benefits and have the opportunity to earn points (“**Points**”) on qualifying transactions that can be redeemed for an array of products and services at our resorts, and earn resorts credit (“**Resorts Credit**”). This document sets out the terms and conditions (“**T&C**”) governing your participation in Sands Rewards and your use of the Sands Rewards Card and Sands Resorts Mobile App. Please read these T&Cs and our Privacy Policy carefully before applying to join the program.

- 1. Membership Agreement:** By submitting an application for membership with Sands Rewards, the applicant (or “**you**”) hereby consents to be bound by these T&C and our privacy policy, which is accessible at all Sands Rewards or Sands Lifestyle counters, and online at www.sandsrewards.com (“Privacy Policy”). Our Privacy Policy applies to all personal data collected by VML and its affiliates and it describes how we collect, use and share your personal data, as well as your rights. Any queries regarding the Privacy Policy should be directed to privacy@sands.com.mo.
- 2. Membership Application:** Applications for membership can be submitted in person at any Sands Rewards counters in casinos operated by VML (“**Casinos**”) and in Sands Lifestyle counters at shopping malls and resorts owned by VML and its subsidiaries (the “**Sands Resorts**”) along with a valid form of identification.
- 3. Eligibility Criteria:** Membership is free and available only to individuals aged 21 years of age or older. Legal entities, groups, and associations are not eligible for membership. VML reserves the right to deny access to Sands Rewards at its sole discretion.
- 4. Data collection and use:** VML will collect and process your personal data in accordance with Sands Rewards Privacy Policy published on our websites, which you are encouraged to review.

5. **Membership Approval:** Successful applicants will be granted membership to Sands Rewards and receive a Sands Rewards Card (a “**member**”).
6. **Personal Identification Numbers (PINs):** New members will be required to select a 4-digit PIN for all Sands Rewards transactions. A separate 6-digit PIN may also be required for use with the Sands Resorts Macao App.
- **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.
 - **Lost or Forgotten PINs:** If you forget your PIN or suspect that someone else has discovered it, you should immediately contact Sands Rewards to have it reset. You will need to verify your identity before the PIN can be reset. Your 6-digit Sands Resorts Macao App PIN can also be reset via the Sands Resorts Macao App after the initial setup.
 - **Unauthorised Transactions:** VML is not responsible for any loss that results from the unauthorized use of a member’s PIN. If a member suspects that unauthorized transactions have been made on their account, they should immediately notify Sands Rewards by visiting a Sands Rewards or Sands Lifestyle counter or by calling (+853) 8118 1182.
 - **Security Measures:** You are encouraged to change your PIN frequently. We may also periodically request you to change your PIN.
7. **Points:** Points are earned by and awarded to members either from qualifying purchases at select retail outlets at the Sands Resorts (“Retail Points”) or from casino game activity at the Casinos (“Sands Rewards Points”), as set out in the table below, or as otherwise determined by VML from time to time at its sole discretion. POINT REDEMPTION RULES DIFFER DEPENDING ON WHERE POINTS ARE EARNED:

	Retail Points	Sands Rewards Points
How to Earn	Retail Points are earned by and awarded to members based on qualifying purchases. A qualifying purchase is a purchase made and	Sands Rewards Points are earned by and awarded to members based on their game play in the Casinos.

	paid for at selected retail and food and beverage outlets at the Sands Resorts (“ Selected Retailers ”).	
Value of Award	Retail Points are awarded based on the value of qualifying purchases. The conversion rate of spending to Points is determined by VML at its sole discretion and VML reserves the right to modify the conversion rate at any time. This rate may vary depending on factors such as the type of purchase, the location of the purchase, or during promotional periods.	Sands Rewards Points awarded based on the value of game play in our casinos. The conversion rate of spending to Points is determined by VML at its sole discretion and VML reserves the right to modify the conversion rate at any time.
Exclusions	ALL OTHER PURCHASES OR TRANSACTIONS OF ANY KIND DO NOT QUALIFY FOR POINTS. Transactions made using Points or other awards obtained through Sands Rewards are not qualifying purchases. Purchases that benefit from discounts offered to Sands Rewards members are not qualifying purchases. VML reserves the right to determine and change at its sole discretion which purchases or transactions qualify for Sands Rewards Points or benefits and which do not.	
Time until Credited or Debited	Points earned will be credited to a member's account within 24 hours. Points redeemed will be immediately debited from a member’s account at the time of redemption.	
Point Redemption	Retail Points can be redeemed by members to pay for goods and services purchased from Sands Lifestyle counters, select food and beverage outlets, Selected Retailers, Cotai Water Jet ferry ticket counters, and other locations within the Sands Resorts, or for other promotional items or benefits as determined by VML from time to time at its sole discretion.	Sands Rewards Points may be redeemed to pay for the same goods and services and in the same manner as Sands Retail Points (see left column) and may also be redeemed for Resorts Credit or other casino related products or promotions as determined by VML from time to time at its sole discretion.

Redemption Value	1 Point = MOP1.00 or HK\$1.00. VML reserves the right to determine and change at its sole discretion the redemption value of all Points.
Exchange Rate	The exchange rate between MOP and HKD applicable to all Sands Rewards transactions is fixed at 1:1, or MOP1.00 = HK1.00.
Redemption Process and Prohibitions	You may redeem Points through the Sands Resorts Mobile App, or at a Sands Rewards or Sands Lifestyle counter or at Selected Retailers upon production of a valid Sands Rewards card. You may be requested to produce a valid form of identification. POINTS CAN ONLY BE REDEEMED BY MEMBERS. POINTS CANNOT BE REDEEMED FOR CASH. EXPIRED CARDS WILL NOT BE ACCEPTED, AND RETROSPECTIVE CLAIMS FOR POINTS ARE NOT PERMITTED. ITEMS PURCHASED WITH POINTS ARE NON-REFUNDABLE AND NON-EXCHANGEABLE, AND A HANDLING FEE MAY BE LEVIED IN CERTAIN CIRCUMSTANCES.
Exclusion from Other Promotions	The benefits, Points, or discounts obtained through the Sands Rewards program cannot be used in conjunction with any other promotions, offers, or discounts provided by VML or its partners, unless otherwise determined by VML from time to time. Members attempting to combine Sands Rewards benefits with other promotions may have their transaction declined or the benefits invalidated.
Mixed Payments	Points may be mixed with cash or credit/debit card when being redeemed EXCEPT WHEN PURCHASING COTAI WATER JET FERRY TICKETS (which must be purchased in full using either Points or cash or by credit/debit card).
Point Expiry	Points are valid for a period of 12 months from the date of accrual. They will expire on the first day of the thirteenth month.
Account Balance Review	Members can review their point balances through the Sands Resorts Mobile App, or by visiting a Sands Rewards Counter.
Technical Issues and Point Adjustment	If for any reason Points are awarded in error to a member's account due to a technical issue, glitch, malfunction, human error, or misrepresentation, VML reserves the right to correct the error and adjust the member's Points balance accordingly. This may involve removing Points that were incorrectly awarded.
Disputes	Members have 15 days from the date of the transaction to challenge or dispute Points awarded, used or removed. If you believe that there has been an error in point allocation, you should contact Sands Rewards by visiting a Sands Rewards or Sands Lifestyle counter or by calling (+853) 8118 1182 within this time frame and provide all necessary details of the transaction for review.

- 8. Resorts Credit:** In addition to Points, Sands Rewards members are eligible to earn Resorts Credit based on their gaming rating at the Casinos or through promotions. WHERE APPLICABLE AND EXCEPT AS SET OUT BELOW, THE TERMS AND CONDITIONS APPLICABLE TO POINTS ABOVE ARE ALSO APPLICABLE TO RESORTS CREDIT.

How to Earn	Resorts Credit is awarded to members on a complimentary basis based on casino game activity such as the amount wagered, duration of play, type of game, location of the game played, the amount wagered, or during promotional periods, as determined by VML from time to time.
Types of Resorts Credit	Resorts Credit may include Dining credit, Shopping credit, Rewards credit, e-Bonus, or other credits or benefits as determined by VML from time to time at its sole discretion.
Resorts Credit Validity Period and Expiry	Dining credits - 3 days inclusive of the date of award Shopping credits – 7 days inclusive of the date of award Rewards – 3 days inclusive of the date of award e-Bonus - 7 days inclusive of the date of award All Resorts Credit expires the day following the validity period.
Redemption Process	Without prejudice to the Redemption Process and Prohibitions applicable to Points, Resorts Credit may also be redeemed at designated service providers, as determined by VML from time to time at its sole discretion.

- 9. Other Membership Benefits:** Other complimentary benefits may be extended to members based on game play at Casinos at VML’s sole discretion, redeemable at Sands Rewards or Sands Lifestyle counters and through the Mobile App. All membership benefits are for members only and cannot be sold, loaned or by any means transferred.

10. Membership Card

- **Card:** Members will be issued a Membership Card (“**Card**”). For identity verification purposes, VML will take a photo of the Member which will be printed onto the Card as a mandatory requirement. Members who present a Card without photo or if a photo on the Card is unrecognizable, will be asked to present valid photo identification document. VML reserves the right to deny the use or issuance benefits and offers if a valid photo identification document cannot be produced.

- **Card Usage:** The Sands Rewards Card is intended strictly for member use only. Points and Resorts Credit or any other associated benefits earned by any person other than the member will be forfeited.
- **Lost, Stolen or Damaged Cards:** Lost, stolen or damaged cards should be reported immediately to a Sands Rewards or Sands Lifestyle counter or by phone at (+853) 8118 1182. Replacement cards will be issued upon presentation of a valid form of identification. Members can replace their cards up to three (3) times without any charge, thereafter a fee of MOP30.00 or 20 Points will be charged. VML is not liable for any transactions conducted between the time the card was lost and the time the loss is reported to us. Any and all disputes arising under this section shall be decided by VML in its sole discretion and member agrees that any such decision is final and non-contestable.
- **Card Ownership:** The Sands Rewards Card remains the property of VML and must be returned upon request.

11. **Participation in Promotions:** Participating in any promotional offer or event associated with the Sands Rewards program implies that the member has read, understood, and agreed to abide by the 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 redeeming Points 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.

12. **Membership Tier Upgrade or Downgrade:** VML may, at its sole discretion, upgrade or downgrade the membership tier of Sands Rewards members to Ruby, Diamond, or Paiza.

13. **Membership Termination:**

- **By the member:** You may terminate your membership by visiting a Sands Rewards or Sands Lifestyle counter or by calling (+853) 8118 1182, with valid identification required. You acknowledge that if you exercise your right to cancel your Membership or request the deletion of certain personal data, VML may not be able to comply fully with such request if the same data is required to be retained in

accordance with VML's legal and data retention obligations and internal policies. In any case, upon cancellation, your Membership account will be deleted, the Card will be deactivated, and any Points, Resorts Credits or other benefits in your account at such time will be immediately forfeited and irretrievably lost, without compensation.

- **By VML:** VML may suspend or terminate a members' membership or cancel or void any complimentary goods, services or benefits offered to a member at any time, for any reason with or without notice. This includes but is not limited to, a members' violation of these T&Cs or any applicable laws and regulations, including all instructions from the gaming regulator in Macao, fraudulent or illegal activity, misuse of the Sands Rewards program 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, or is engaging in disruptive or inappropriate behavior at a Sands property. Any indication of fraudulent accumulation of Points, Resorts Credit 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 termination, the member will forfeit any Points or rewards accumulated in their account and will not be entitled to any compensation.

14. **Personal Information Changes:** Members are responsible for informing VML of any changes to their personal information. Sands Rewards is not liable for any loss arising from outdated information.

15. **Amendment and Cancellation Rights:** VML reserves the right to modify any aspect of these T&Cs at any time without prior notice. VML also reserves the right to terminate the Sands Rewards program, providing members with a reasonable time period to redeem any existing Points, Resorts Credit and any other benefits.

16. **Dispute Resolution:** Any dispute, claim or controversy arising out of or relating to the Sands Rewards 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.

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