



O REWARDS TERMS AND CONDITIONS

Effective May 2026

1. O REWARDS TERMS & CONDITIONS

- 1.1 These Terms and Conditions govern the loyalty and rewards program known as O Rewards operated by OSCARS Group Pty Ltd ABN 13 100 497 765 (“OSCARS Group”, “we”, “our”, “us”).
- 1.2 These Terms and Conditions apply to Members participating in O Rewards at participating OSCARS Group venues located in New South Wales (NSW), Victoria (VIC) and Queensland (QLD).
- 1.3 It is each Member’s responsibility to read and understand these Terms and Conditions.
- 1.4 These Terms and Conditions may be amended by OSCARS Group from time to time. The latest version will be available via the O Rewards website and/or mobile application and will take effect immediately upon publication.
- 1.5 By participating in O Rewards, using a Membership Card, digital membership or associated services, each Member acknowledges that they have read, understood and agree to be bound by these Terms and Conditions.

2. DEFINITIONS

In these Terms and Conditions unless the context otherwise requires:

“Benefits” means discounts, offers, bonuses, prize draws, promotional offers or other arrangements made available to Members;

“Gaming Machine” means a gaming machine regulated under applicable gaming legislation in NSW, VIC or QLD;

“Member” means a person approved for Membership in O Rewards;

“Membership” means membership of O Rewards;

“Membership Card” means a physical or digital membership card issued in connection with Membership;

“O Rewards” means the loyalty and rewards program operated by OSCARS Group;

“Participating Venue” means a venue, digital platform or participating business nominated by OSCARS Group from time to time;

“Personal Information” has the meaning given under the Privacy Act 1988 (Cth);

“Points” means points earned by Members pursuant to these Terms and Conditions;

“Promotional Offer” means targeted or ad hoc offers made available to individual Members or groups of Members;

“Rewards” means goods, services, vouchers, discounts, benefits, entries or other rewards offered by OSCARS Group from time to time;

“Staff Member” means an employee, officer, contractor or representative of a Participating Venue or OSCARS Group;

“Terms and Conditions” means these Terms and Conditions as amended from time to time;

“Third Party Offer” means an offer supplied by a third party and promoted through O Rewards.

3. MEMBERSHIP

- 3.1 Membership is only available to persons aged 18 years or over.
- 3.2 Membership is free unless otherwise specified.
- 3.3 Only one Membership per person is permitted.
- 3.4 A person may apply for Membership by completing an application form via app, digital or paper means and providing identification acceptable to OSCARS Group.
- 3.5 Membership becomes effective once the applicant's details have been entered into the O Rewards database and a Membership Card or digital membership has been issued.
- 3.6 OSCARS Group may refuse any Membership application, or suspend or terminate Membership, where reasonably necessary to protect the integrity, operation or administration of O Rewards.
- 3.7 Members must notify OSCARS Group of any change to their personal details as soon as practicable.
- 3.8 Members who are excluded, self-excluded or barred from a Participating Venue may have their Membership suspended or terminated.
- 3.9 Membership does not confer any ownership, voting or financial interest in OSCARS Group or any Participating Venue.
- 3.10 OSCARS Group may deactivate inactive Memberships after a prolonged period of inactivity determined at its discretion.

4. CHANGES TO O REWARDS

- 4.1 OSCARS Group may modify, suspend or terminate O Rewards, in whole or in part, from time to time.

- 4.2 OSCARS Group may vary:
- (a) Points earn rates;
 - (b) redemption rates;
 - (c) Rewards;
 - (d) Benefits;
 - (e) Membership tiers; or
 - (f) Promotional Offers,
- at its absolute discretion.
- 4.3 Benefits, Points and Rewards may vary between Participating Venues, Membership tiers and Members.
- 4.4 The Program applicable to a Member may vary between Participating Venues. Members are subject to the Terms and Conditions applicable at the venue at the time of transaction.
- 4.5 OSCARS Group may transition Participating Venues between legacy and updated versions of O Rewards.
- 4.6 Upon cancellation of O Rewards, all unredeemed Benefits, Points and Rewards may expire or be cancelled following termination of O Rewards.
- 4.7 Participating Venues may be added to or removed from O Rewards from time to time.

5. MEMBERSHIP CARDS

- 5.1 All Membership Cards remain the property of OSCARS Group.
- 5.2 Membership Cards are not transferable and may only be used by the Member to whom they were issued.
- 5.3 Members must not permit another person to use their Membership Card or account.
- 5.4 It is the Member's responsibility to protect their Membership Card, account credentials and PIN (if applicable) from unauthorised use.
- 5.5 OSCARS Group may require proof of identification before allowing use of a Membership Card or redemption of Benefits, Points or Rewards.
- 5.6 Failure to provide acceptable identification may result in suspension, confiscation or termination of Membership.
- 5.7 Members must notify OSCARS Group if their Membership Card is lost, stolen or damaged.
- 5.8 OSCARS Group is not responsible for any loss arising from lost, stolen or misused Membership Cards or accounts.
- 5.9 Members joining through the O Rewards App may not automatically receive a physical Membership Card.

- 5.10 Digital membership functionality, including app access and digital Membership Cards, may be unavailable from time to time due to maintenance, technical issues or third-party service interruptions.

6. BENEFITS, POINTS & REWARDS

- 6.1 Members may earn Points and access Benefits and Rewards on eligible transactions at Participating Venues.
- 6.2 Standard earn rates for the O Rewards Program are:
(a) 1 Point per \$1 spent on eligible food and beverage purchases;
(b) 1 Point per \$10 turnover on Gaming Machines;
(c) 1 Point per \$1 spent on eligible accommodation and events.
- 6.3 Eligible transactions, outlets and earn rates may vary between Participating Venues.
- 6.4 Benefits, Points and Rewards:
(a) are not transferable;
(b) cannot be combined between Members;
(c) have no cash value unless required by law;
(d) cannot be refunded or exchanged.
- 6.5 To earn Benefits, Points or Rewards, Members must present or use their physical or digital Membership Card at the time of transaction.
- 6.6 It is the Member's responsibility to ensure their Membership Card is properly inserted and recognised while using Gaming Machines.
- 6.7 Benefits, Points and Rewards may be subject to expiry dates determined by OSCARS Group.
- 6.8 Unless otherwise specified, Points expire on 30 June each year.
- 6.9 OSCARS Group may:
(a) adjust Points balances;
(b) reverse Points;
(c) cancel Rewards; or
(d) vary redemption values,
where Benefits, Points or Rewards have been incorrectly allocated due to:
(i) system or operator error;
(ii) technical malfunction;
(iii) misuse or fraud;
(iv) misrepresentation; or
(v) activity inconsistent with these Terms and Conditions.
- 6.10 Benefits, Points and Rewards are subject to availability and may be amended, withdrawn, substituted or cancelled from time to time.

- 6.11 OSCARS Group is not responsible for lost, stolen, expired or deleted Benefits, Points or Rewards once issued or made available to a Member.
- 6.12 OSCARS Group may place limits or caps on earning or redeeming Benefits, Points or Rewards.
- 6.13 Members are responsible for checking that Benefits, Points and Rewards have been correctly allocated at the time of transaction.
- 6.14 Members must immediately notify a Participating Venue of any discrepancies relating to Benefits, Points or Rewards.
- 6.15 Benefits, Points and Rewards cannot be used in conjunction with another offer unless otherwise specified.
- 6.16 OSCARS Group is not responsible for technical failures, system malfunctions or operator errors affecting the accrual or redemption of Benefits, Points or Rewards.
- 6.17 OSCARS Group may suspend, reverse or cancel any Benefits, Points or Rewards where it reasonably suspects:
- (a) fraudulent activity;
 - (b) misuse of O Rewards;
 - (c) manipulation of transactions or gaming activity;
 - (d) duplicate or multiple account creation;
 - (e) conduct inconsistent with the intended operation of O Rewards.
- 6.18 Benefits, Points and Rewards remain the property of OSCARS Group and do not constitute personal property or a financial entitlement of the Member.
- 6.19 Unless otherwise specified, only one offer, discount or reward may apply to a transaction.

7. PROMOTIONAL OFFERS

- 7.1 OSCARS Group may make Promotional Offers available to selected Members or groups of Members at its discretion.
- 7.2 Promotional Offers may vary between Members and are subject to separate terms and conditions.
- 7.3 OSCARS Group may withdraw or amend Promotional Offers from time to time.
- 7.4 Members acknowledge that Promotional Offers, Benefits and Rewards may differ between Members and that not all Members will receive identical offers or benefits.

8. THIRD PARTY OFFERS

- 8.1 From time to time, Members may receive Third Party Offers.
- 8.2 Third Party Offers are provided by third parties and not by OSCARS Group.

- 8.3 Third Party Offers may be subject to separate terms and conditions imposed by the relevant third party.
- 8.4 OSCARS Group excludes liability in connection with Third Party Offers to the maximum extent permitted by law.
- 8.5 Certain gaming, loyalty, payment or account-based functionality may be provided through third-party technology or system providers engaged by OSCARS Group or Participating Venues.

9. PRIVACY

- 9.1 By becoming a Member, Members consent to OSCARS Group collecting, using and disclosing Personal Information in accordance with the OSCARS Group Privacy Policy.
- 9.2 Personal Information may be used for:
- (a) administering O Rewards;
 - (b) managing Benefits, Points and Rewards;
 - (c) providing products and services;
 - (d) marketing and promotions;
 - (e) analytics and business improvement;
 - (f) complying with legal obligations.
- 9.3 Identification may be required to verify age, identity or eligibility. Identification is sighted but not recorded or stored unless required by law.
- 9.4 Members consent to receiving direct marketing communications from OSCARS Group and Participating Venues unless they opt out.
- 9.5 The OSCARS Group Privacy Policy contains information about:
- (a) access and correction requests;
 - (b) complaints handling;
 - (c) overseas disclosures; and
 - (d) data security practices.
- 9.6 OSCARS Group may analyse and combine information relating to Membership activity, gaming activity, purchases, app usage and digital interactions to administer O Rewards, personalise Benefits and improve products and services.

10. SUSPENSION / TERMINATION OF MEMBERSHIP

- 10.1 Members may surrender Membership at any time by notifying OSCARS Group.
- 10.2 OSCARS Group may suspend or terminate Membership at its absolute discretion.
- 10.3 Membership may immediately terminate upon:
- (a) death of a Member;
 - (b) exclusion or self-exclusion;
 - (c) fraudulent or dishonest conduct;
 - (d) misuse of Membership.

- 10.4 Upon suspension or termination:
- (a) Membership benefits cease immediately;
 - (b) all unredeemed Benefits, Points and Rewards may be cancelled.

11. LIMITATION OF LIABILITY

- 11.1 To the extent permitted by law, OSCARS Group excludes all liability arising from participation in O Rewards.
- 11.2 Nothing in these Terms and Conditions excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded under applicable law, including the Australian Consumer Law.
- 11.3 To the maximum extent permitted by law, OSCARS Group excludes liability for:
- (a) loss of profits;
 - (b) indirect or consequential loss;
 - (c) technical failures;
 - (d) loss arising from misuse of Membership Cards or accounts.
- 11.4 Where liability cannot be excluded, liability is limited to re-crediting Benefits or Points as determined by OSCARS Group.
- 11.5 OSCARS Group is not liable for any delay, interruption or failure in O Rewards arising from events beyond its reasonable control, including system outages, telecommunications failures, cyber incidents, power failures or third-party service interruptions.
- 11.6 OSCARS Group makes no representation or warranty regarding the quality, suitability or availability of any Benefits, Rewards or Third Party Offers.

12. NSW GAMING CONDITIONS

- 12.1 Gaming-related Benefits, Points and Rewards in NSW are subject to the Gaming Machines Act 2001 (NSW) and related regulations.
- 12.2 Gaming Points earned in NSW cannot be redeemed for cash.
- 12.3 Members are responsible for ensuring their Membership Card is correctly inserted into Gaming Machines.
- 12.4 Members may request a player activity statement in accordance with applicable gaming legislation and venue procedures.
- 12.5 Where cashless gaming functionality is enabled, additional terms may apply.
- 12.6 Nothing in O Rewards constitutes the provision of credit, financial services or gaming credit.
- 12.7 Nothing in these Terms and Conditions permits any activity prohibited under applicable gaming legislation, regulations or directions issued by relevant regulators.

- 12.8 OSCARS Group supports responsible gambling and encourages Members to gamble responsibly. Support services are available at www.gambleaware.nsw.gov.au and www.gamblinghelponline.org.au.

13. QLD GAMING CONDITIONS

- 13.1 Gaming-related Benefits, Points and Rewards in QLD are subject to the Gaming Machines Act 1991 (QLD) and related regulations.
- 13.2 Cashless gaming functionality and account services may be provided through authorised third-party providers.
- 13.3 Additional account, inactivity or PIN requirements may apply to gaming-related services in QLD.
- 13.4 Nothing in O Rewards constitutes the provision of credit, financial services or gaming credit.
- 13.5 Nothing in these Terms and Conditions permits any activity prohibited under applicable gaming legislation, regulations or directions issued by relevant regulators.
- 13.6 OSCARS Group supports responsible gambling and encourages Members to gamble responsibly. Support services are available at www.gamblinghelponline.org.au.

14. VIC GAMING CONDITIONS

- 14.1 Gaming-related Benefits, Points and Rewards in Victoria are subject to Victorian gaming laws and regulations.
- 14.2 Gaming-related offers, promotions and Rewards available in Victoria may differ from those available in NSW or QLD.
- 14.3 OSCARS Group may restrict or modify gaming-related Benefits and Rewards in Victoria to comply with applicable laws and regulatory requirements.
- 14.4 Nothing in these Terms and Conditions permits any activity prohibited under applicable gaming legislation, regulations or directions issued by relevant regulators.
- 14.5 OSCARS Group may vary, restrict or withdraw gaming-related Benefits, Rewards or Promotional Offers in Victoria where required to comply with applicable responsible gambling or inducement laws.
- 14.6 OSCARS Group supports responsible gambling and encourages Members to gamble responsibly. Support services are available at www.responsiblegambling.vic.gov.au and www.gamblinghelponline.org.au.

15. GENERAL

- 15.1 OSCARS Group may exercise its rights and discretions under these Terms and Conditions where reasonably necessary to protect the integrity, operation or administration of O Rewards.
- 15.2 If any provision of these Terms and Conditions is held to be unlawful, void or unenforceable, that provision will be severed and the remaining provisions will remain in full force and effect.
- 15.3 OSCARS Group's decisions relating to O Rewards, including the allocation of Benefits, Points or Rewards, are final and binding and no correspondence will be entered into.
- 15.4 Members are responsible for any taxes, duties or charges arising from participation in O Rewards.
- 15.5 These Terms and Conditions are governed by the laws of the Australian state or territory in which the relevant Participating Venue is located and Members submit to the non-exclusive jurisdiction of the courts of that state or territory.
- 15.6 These Terms and Conditions, together with any applicable promotional terms and the Privacy Policy, constitute the entire agreement between OSCARS Group and the Member in relation to O Rewards.
- 15.7 A failure or delay by OSCARS Group to exercise a right under these Terms and Conditions does not constitute a waiver of that right.
- 15.8 OSCARS Group may assign or transfer its rights and obligations under these Terms and Conditions as part of a corporate restructure, venue transfer or business sale.