

1 | GENERAL PROVISIONS

- a. The purpose of the Solverde Privilege Club is to offer its members a range of products or services by means of a point system.
- b. Membership is free. On joining the member will receive a personalized card along with an information booklet on how it can be used.
- c. Solverde reserve the right, at any moment and unilaterally, to proceed with any alterations they may deem necessary: consider the card no longer valid, suspend, modify or revoke any benefits thereof, as well as extinguish this club.
- d. If any of the situations described in paragraph c) are verified, the use of the earned points shall always be guaranteed, within a period previously established for this purpose.
- e. If changes arising from disciplinary action or abuse of the card does not apply to paragraph d).

2 | THE CARD

- a. The Solverde Privilege Club card is more practical and offers more benefits.
- b. Each card can be used to accumulate points at all Solverde Casinos (Espinho, Vilamoura, Monte Gordo, Praia da Rocha, Chaves, and Online Casino*) and/or all Solverde Hotels (Hotel Apartamento Solverde, Hotel Solverde Spa & Wellness Center, Hotel Algarve Casino, and Hotel Casino Chaves).
- c. At the hotels, the card is valid at all locations. If the member wishes, they may also use the card at one of the casinos by requesting activation at the Solverde Privilege Club desk of the relevant casino.

*Note: In Solverde.pt (Online Casino), electronic table games (Roulette, French Bank, Blackjack) do not contribute to point accumulation.

3 | MEMBERSHIP

- a. Only individuals over the age of 18 may join.
- b. Upon joining, each member will be assigned a number and issued a card. The card is personal and non-transferable.
- c. Membership is completed by filling out a registration form at the Solverde Privilege Club counter in any of the Solverde Casinos or at the reception desk of any Solverde Hotel.
- d. Membership can also be completed online at www.gruposolverde.pt, where the customer must indicate the location where they wish to collect the card.
- e. Solverde reserves the right not to accept any registration form that is not fully completed and signed by the member.
- f. Solverde guarantees the strict confidentiality of the member's data, not disclosing it to third parties. However, the data may be used for promotional actions by Grupo Solverde. If the member does not wish to receive information about Grupo Solverde's events and promotions, they must indicate this by checking the appropriate box on the membership form.

4 | TERMS OF USE OF THE CARD IN CASINOS

- a. The magnetic stripe and NFC card issued to each Solverde Privilege Club member allows the holder to accumulate points whenever they are playing and the card is correctly validated at an automated machine in the Solverde Casinos, as indicated on the display, at the time of purchasing gaming chips at the Cash Desk or at the Gaming Tables (Casinos Espinho, Vilamoura, Monte Gordo, and Praia da Rocha), or made available at the Gaming Tables when placing bets (Casino Chaves). Points can also be accumulated through purchases made at the bars and restaurants within the Casinos.
- b. In the event of an anomaly or failure in card validation, the member must immediately report the issue to any Casino staff member.
- c. Solverde is not responsible for any points not accumulated if the procedures mentioned in items a) or b) are not followed, or in the event of technical malfunctions of the equipment. The allocation of points is not instantaneous and may take up to 48 hours.
- d. In case of damage, loss, or theft, the member must inform the Casino so that a new card can be issued, without loss of the points accumulated up to that moment. The issuance of a new card may incur a fee.
- e. Any card not used for a period of one year may be canceled by the Solverde Privilege Club, resulting in the loss of all associated benefits.

5 | TERMS OF USE OF THE CARD IN HOTELS

- a. When making a direct reservation at one of the Solverde Hotels, Solverde Privilege Club members must explicitly mention their membership number.
- b. Members are required to present a valid identification card at the point of sale in Solverde Hotels otherwise the benefits of the programme will not be considered.
- c. The granted benefits also apply to the cardholder's companion and to dependents/companions under the age of 18. These benefits may not be combined with other offers, promotions, or special programs.
- d. Solverde reserves the right, at any moment and for justified reasons, not to accept the use of the balance for payment of stays in Solverde hotels.
- e. In case of damage, loss, or theft, the member must inform the Hotel so that a new card can be issued, without loss of the points accumulated to date. Issuance of a new card may have an associated cost.
- f. A card not used for a period of one year may be cancelled by Solverde Privilege Club with the consequent loss of all its associated benefits.

6 | POINTS

- a. The allocation of points is directly related to spending at bars and restaurants, gaming activity in the Casinos, and hotel stays — exclusively for reservations made via www.gruposolverde.pt, directly at the front desk, or by phone — as well as all types of expenses incurred at the Hotels. The allocation of points may take up to 48 hours.
- b. Accumulated points are automatically converted into Solverde Euros. The accumulated value can be used exclusively for the purchase of goods and services within the Grupo Solverde: Casinos and Hotels — including consumption at Bars and Restaurants, hotel stays (according to the current rate table; restrictions may apply during Easter and New Year periods; Spa, Wellness Center, and Health Club services and fees are excluded), shows and raffles at the Casinos, parking in our facilities, and others that may be defined.
- c. The products and services available may be altered at any moment. In case of a momentarily rupture of stock, we cannot guarantee the said product and we propose it is substituted by another product of equivalent value.
- d. Cardholders can check their accumulated points at the machines themselves by validating their card in the reader, at any Solverde Privilege Club desk, or online in the client area at www.gruposolverde.pt.
- e. Whenever a member wishes to redeem their Solverde Euros for goods or services, they must present their Solverde Privilege Club card and a valid identification document.
- f. Solverde Privilege Club may adjust the number of points due to system failures or technical issues, following an analysis of the customer's card, if deemed justified.
- g. Whenever a card is canceled by the Casino/Hotel or at the request of the cardholder, the balance on that card will also be canceled.
- h. The transfer of balances between cards is subject to prior approval by the Solverde Privilege Club.
- i. The regulations establish that each point accumulated on the card is valid for 14 months.

7 | FINAL PROVISIONS

- a. Any omission or doubt in the interpretation of this regulation will be resolved by the Solverde Privilege Club Management, and their decision shall be final and not subject to appeal.
- b. Upon joining, members must indicate, in the appropriate section of the registration form, that they have read and understood the present regulation.