TERMS OF MEMBERSHIP

Effective: Jan 1, 2026

1.0 MEMBERSHIP 1.1. Membership is free. A person can apply for the Pinsent Hotel membership by completing mandatory details online at www.pinsenthotel.com.au, via the application form, via the app or by joining in venue. 1.2. Members will be bound by these Terms and Conditions which may vary. The Pinsent Hotel will attempt to notify members of changes but shall not be liable in anyway for failure to do so. 1.3. A member must notify The Pinsent Hotel of personal detail changes or of a lost or stolen membership card. The Pinsent Hotel is not liable for delays in replacing a membership card or for any unauthorised use. 1.4. Points will not be credited until an individual becomes a member. Disputes regarding member's points must be notified to The Pinsent Hotel at pinsentgeneral@southfork.com.au. A written statement by The Pinsent Hotel deciding any such dispute is final and binding. 1.5. The Pinsent Hotel may terminate a membership without notice for any reason including, without limitation, if the member: 1.5.1. Fails to comply with these membership Terms and Conditions; 1.5.2. Abuses any privilege accorded to the member, or 1.5.3. Supplies any misleading information or makes any misrepresentations to The Pinsent Hotel's staff or management; 1.5.4. If the member does not use his or her membership card for a period of 12 months. 1.6. A member may terminate his or her membership at any time by giving written notice to The Pinsent Hotel at pinsentgeneral@southfork.com.au. 1.7. Membership cards are not credit cards, not transferable, cannot be redeemed as cash and remain the property of The Pinsent Hotel. 1.8. Any tax, liability, or duty arising from a member's participation in The Pinsent Hotel's membership program, is the responsibility of the member.

2.0 EARNING POINTS 2.1. Points will be credited to member's account for purchases on qualifying goods and services. 2.2. The Pinsent Hotel will determine which goods or services are qualifying and the number of points credited. 2.3. A member must present their membership card to The Pinsent Hotel's staff before purchase is concluded. Failure to present the card results in no points being credited. 2.4 Special events where payment is pre-collected are not automatically eligible to earn points. Points may be added manually for ticketed or pre-paid events (including Christmas Day) where the member advises their Loyalty Rewards membership at the time of booking. Manual points allocation may take up to 14 days to be processed.

3.0 OTHER DEDUCTIONS OF POINTS 3.1. The Pinsent Hotel can deduct points from a member if points credited were in error, refund is given or purchase cancelled. 3.2. Points are not redeemable in exchange for goods or services provided by the venue. 3.3. Daily points totals will expire 12 months after being earnt.

4.0 GENERAL 4.1. The Pinsent Hotel, without prior notice to members, can change the goods and services which qualify for points and the number of points awarded. 4.2. The Pinsent Hotel reserves the right to suspend or terminate the membership program at any time without notice. The Pinsent Hotel will not be liable for the suspension or termination of the program on any account whatsoever including (without limitation) for any points balance in a member's account at the time of suspension or termination. 4.3. The Pinsent Hotel assumes no liability to a member whether for negligence, breach of contract or otherwise except; 4.3.1. Any claim relating to points to crediting that number of points to the member's account. 4.4. A notice shall be deemed to be given by The Pinsent Hotel to a member if it is sent to the postal or e-mail address of the member appearing in the database. 4.5. These terms and conditions will be construed according to and be governed by the laws of Australia. The parties submit to the exclusive jurisdiction of the counts in and of Australia in relation to any dispute arising under these terms and conditions.

5.0 PRIVACY STATEMENT 5.1. The Pinsent Hotel may collect information about members. The membership database contains the following member information: 5.1.1. Name, address and telephone number(s). 4.1.2. Transaction details associated with the collection of membership program points. 5.1.3. Points collected and awards provided. 5.1.4. E-mail address. 5.2. Member database information will be made available to The Pinsent Hotel's agents involved in administering the membership program. Information from the membership database will be made available to and used by The Pinsent Hotel and its agents for marketing, planning, product development, research and other commercial purposes. 5.3. Each member consents and agrees to: 5.3.1. The Pinsent Hotel and its agents accessing the information contained in the member database; 5.3.2. The disclosure of any information contained in the member database to The Pinsent Hotel and its agents for the purposes set out above; and 5.3.3. The disclosure of any information contained in the member database by The Pinsent Hotel or its agents for the purposes referred to above.

LOYALTY REWARDS

The Pinsent
— HOTEL | WANGARATTA —
PINSENT.HOTEL
PINSENTHOTEL
P: 5721 2183
E: PINSENTGENERAL@SOUTHFORK.COM.AU