

RULES OF USE

General

"Xperience" (the "App") is a mobile application which assists you to make the most of multiple destinations around the world by enabling you to plan itineraries, enjoy special offers and buy tickets to attractions and activities all within the App. A reference to "ENTERTAINER", "we," "us," or "our" is a reference to The Entertainer FZ LLC and its Group of companies.

QUICK OVERVIEW

Xperience with the ENTERTAINER Offers:

- Can be used seven days a week, at any time during the issuing merchant's trading hours (except specific exclusion dates as set out below or specified on an Offer)
- Can be used offline, has links to third party guidebooks, and enables you to book tickets to attractions and activities at selected destinations at exclusive prices
- Can be redeemed by a minimum of 2 people (excluding some Beauty & Fitness and Retail & Services Offers and some Offers on percentage discount).
- Up to 3 Offers can be redeemed at one time for a group of 6 people or more
- Are not valid in conjunction with any other discount offers, promotions, special menu items or loyalty/rewards programs.
- Where any element of the App is hosted on a third-party website, and there are separate terms and conditions, you agree to comply with such terms and conditions fully

RULES OF USE – IN FULL

The use of all offers found on the App ("Offers") whether they are 2-for-1 Offers, Visa Offers or Xperience Offers, identified as such on the App, by Visa Platinum, Signature and Infinite Credit/Debit cardholders who have access to the App ("Member(s)") is subject to these Rules of Use ("Rules"). Members should read these Rules carefully before using any Offer and the App.

A. 2-for-1 Offers

- All 2-for-1 Offers accessed on the App are available till 30 December of each calendar year
- We reserve the right to remove or amend an 2-for-1 Offer at any time and cannot be held responsible or liable if an Offer is withdrawn or amended from the App.
- 2-for-1 Offers are only redeemable with the issuing merchant or venue.
- 2-for-1 Offers apply only to the items/services and location(s) specified on the 2-for-1 Offer.
- 2-for-1 Offers are exclusive and not valid in conjunction with any other discount offers, promotions, special offers or dining/loyalty/employee/rewards programs.
- 2-for-1 Offers do not apply to any additional service charges or taxes.
- 2-for-1 Offers are valid seven days a week unless specified on the 2-for-1 Offer and minimal exclusion days apply as set out in these Rules (see below)
- If a merchant or venue refuses to honor any 2-for-1 Offer, please contact Customer Service.
- 2-for-1 Offers are not redeemable for cash unless required by law.
- The unauthorized reproduction, resale or modification of any 2-for-1 Offer is prohibited. 2-for-1 Offers are void if resold or bartered.

Redeeming a 2-for-1 Offer is very simple:

1. Select your chosen 2-for-1 Offer for use
2. Present your mobile device with the chosen 2-for-1 Offer to the server before ordering, to check how the 2-for-1 Offer work and which items on the menu can be redeemed using the selected 2-for-1 Offer.
3. Present your mobile device with the chosen 2-for-1 Offer to the server before the bill being presented
4. The merchant is prompted to enter their PIN. COVID distancing measures also allow you to ask the merchant to provide you with the PIN to enter on your device yourself.
5. Once the merchant has entered their PIN, the Offer will be redeemed, and the item or service will be removed from your bill.
6. To redeem more Offers, simply repeat the same process

Each 2-for-1 Offer is non-depletable and must be used by a minimum of 2 people (excluding some Beauty & Fitness and Retail & Services 2-for-1 Offers).

A maximum of three (3) 2-for-1 Offers may be used per visit/booking/table for a group of 6+. Refer to the below table:

Table 1

Number of people	1	2	3	4	5	6 or more
Number of offers	0	1	1	2	2	3 Max

In the case of a dispute, the bill will be settled as per local law.

Food & Drink 2-for-1 Offers

- A **Main Course/Main Menu Item** is defined as the main element of a customer's lunch or dinner – i.e. not a starter or a dessert. Visa is not responsible for the specific layout/design of a merchant's menu. If in doubt, clarify with the server before ordering.
- One 2-for-1 Offer can be used by two people, up to a maximum of 3 2-for-1 Offers per table, for a group of 6 people (see **Table 1 above**). This Rule applies regardless of the product the 2-for-1 Offer is from. E.g. a group of 4 people can redeem two main course 2-for-1 Offers at a restaurant. Alternatively, they can redeem 1 2-for-1 drinks Offer and one main course 2-for-1 Offer - redeeming a maximum two 2-for-1 Offers in total.
- The least expensive item (as listed on the 2-for-1 Offer) will be deducted. The two items must be from the same category as marked on the Offer e.g. buy one "Main Course" and get one "Main Course" free; or buy one "Sushi Set Lunch" and get one "Sushi Set Lunch" free; or buy one "House Beverage" and get one "House Beverage" free.
- One bill will be presented per table. No splitting of bills will be allowed.

- Offers are valid solely for the item listed and are not valid for special events (e.g. Iftar, Suhoor, buffets, set price brunch menu, theme nights, special menus or in conjunction with B.Y.O) – unless otherwise indicated on the Offer
- 2-for-1 Offers are not redeemable for breakfast, starters, side dishes, desserts or shared platters – unless otherwise indicated on the 2-for-1 Offer.
- 2-for-1 Offers are not valid for delivery or takeaway - unless otherwise indicated on the 2-for-1 Offer.
- Discounts do not apply to service charges.
- 2-for-1 Offers contained in Informal Dining & Take-away can be used by two people unless otherwise specified.
- 2-for-1 Offers contained in "Delivery" can be used by one person unless otherwise specified.

Beauty & Fitness 2-for-1 Offers

- Beauty & Fitness 2-for-1 Offers **can be redeemed in two ways:**
- One 2-for-1 Offer can be used by **two people within the same visit**, with the second treatment or service being complimentary.
- One 2-for-1 Offer can be used by **an individual**, whereby you must **pay full price** for the first treatment/service and your second treatment/service will be complimentary on your next visit. The merchant provides a voucher for the second treatment/service to be used on another visit. The complimentary treatment/service must be redeemed within the Offer validity period. *Please note: gift vouchers cannot be issued for your complimentary treatment/service. The complimentary treatment/service is non-transferable.*
- Please present the 2-for-1 Offer after the treatment/service before requesting the bill. If the 2-for-1 Offer is in the Health & Fitness section, please present it before the commencement of any class or activity.
- Prior booking is required

B. Visa Offers

Redeeming a Visa Offer is very simple:

1. Click on Visa Offers within the App
2. The App will open a webpage showing all Visa Offers. From the drop-down menu, filter your search according to your Visa card type, preferred merchant category and country.
3. Select the Offer you wish to use and follow the offer steps to redeem

C. Xperience with the ENTERTAINER Offers

- Can be used offline, has links to third party guidebooks, and enables you to book tickets to attractions and activities at selected destinations at exclusive prices
- Can be used seven days a week, at any time during the merchant's trading hours (except for specific exclusion dates as set out below)
- Must be used only in compliance with applicable laws

- Non-transferable for any purpose
- To the extent that any element of the App is hosted on a third-party website and there are separate terms and conditions of use set by such third-party website, you agree to fully comply with such terms and conditions
- Can be used by a maximum of 4 people

Guides

- A guidebook is available to download per destination by simply selecting the “Download” button next to the guidebook for the selected destination
- The access to or use of certain areas and features of the “Guides” feature (“**Guides**”) on the App may be subject to separate policies, standards or guidelines, or may require that the Member should accept additional terms and conditions. If there is a conflict between these Rules and terms and conditions applicable to a specific area or feature of the Guides feature on the App, the latter terms and conditions will take precedence with respect to the Member’s access to or use of that area or feature, unless specified otherwise.

Tours & Attractions

- Subject to meeting any requirements (such as completing any verification processes) set by the third party websites for bookings of attractions and activities (“**Host**”), the Member can book an event, attraction or a place to visit available on the App (“**Attraction**”) by following the respective booking process.
- All applicable fees and taxes (collectively, “**Total Fees**”) will be presented to the Member prior to any payment being deducted for an Attraction from a Member’s credit card. We will collect the Total Fees at the time of the booking request being made or upon the Host’s confirmation.
- Once an Attraction has been booked, all details related to that booking including any voucher/e-ticket to be presented to a merchant providing the service will be available on the “My Tickets” section of the App;
- The booking confirmation/e-ticket confirms the legally binding agreement formed between the Member and the Host, subject to any additional terms and conditions of the Host that apply in respect of the Attraction purchased as set out in the App and/or the booking confirmation received by the Member following the purchase of an Attraction, including in particular the applicable cancellation policy and any rules and restrictions applicable for the Attraction.
- If the Member books an Attraction on behalf of additional guests, the Member is required to ensure that every additional guest meets any requirements set by the Host, and is made aware of and agrees to these Rules and any terms and conditions, rules and restrictions set by the Host. If the Member is booking for an additional guest who is a minor, the Member represents and warrant that the Member is legally authorized to act on behalf of the minor. Minors may only participate in the Attraction if accompanied by an adult who is responsible for them.
- The Member should carefully review the description of an Attraction prior to booking an Attraction to ensure the Member (and any additional guests the Member is booking for) meet any minimum age, proficiency, fitness or other requirements which the Host has specified in their listing. The Member is required to inform the Host of any medical or physical conditions, or other circumstances that may impact the user and any additional guest’s ability to safely participate in any attraction/activity. In addition, certain laws, like the minimum legal drinking

age in a location may also apply. The Member is responsible for identifying, understanding, and complying with all laws, rules and regulations that apply to the Member and its guests' participation in an Attraction.

- The Member may not bring any additional individuals to a purchased Attraction unless such an individual was added by the Member as an additional guest during the booking process on the App.

Exclusion Days

Offers can be used seven days a week, except for 2-for-1 Offers which cannot be used for the following days in the following markets and any other public holidays as announced by the applicable Government (subject to merchant discretion):

UAE/ OMAN / QATAR / BAHRAIN / KUWAIT

- 24 December
- 25 December
- 31 December
- 1 January
- Eid Al Fitr
- Eid Al Adha
- 14 February
- National Day
- Ashoora (Bahrain)
- National Sports Day (Qatar)
- Renaissance Day (Oman)
- Please note, a limited number of outlets may be closed over the summer, Ramadan and other selected religious holidays. We cannot be held responsible if an outlet is temporarily or permanently closed during the Offer validity period.
- Any other public holiday as announced by the Government

KINGDOM OF SAUDI ARABIA

- Eid Al Adha
- Ramadan (Iftars)
- National Day
- 31 December
- 1 January
- Please note, a limited number of outlets may be closed over the summer, Ramadan and other selected religious. We cannot be held responsible if an outlet is temporarily or permanently closed during the Offer validity period.
- Any other public holiday as announced by the Government

JORDAN

- 1 January

- Al Isra' wal Miraj
- Labour Day
- Independence Day
- 14 February
- Easter
- Eid Al Fitr
- Arafat Day
- Eid Al Adha
- Islamic New Year
- Prophet's Birthday
- 25 December
- Mother's Day
- Father's Day
- Any other public holiday as announced by the Government

LEBANON

- 1 January
- 6 January (Armenian Orthodox Christmas Day)
- 9 February (St Maroun Day)
- 14 February
- 25 March (Feast of the Annunciation)
- Good Friday before Easter
- Easter Sunday
- Orthodox Eastern Sunday
- Labour Day
- 25 May (Resistance and Liberation Day)
- Eid Al Fitr
- 15 August (Assumption of Mary)
- Eid Al Adha
- Islamic New Year
- Ashura
- All Saints Day
- 22 November
- Prophet's Birthday
- 25 December
- Mother's Day
- Father's Day
- Any other public holiday as announced by the Government

General

The barter, trade, sale, purchase or transfer for compensation of the App or any of its Offers or contents by any person or entity, including but not limited to travel services, travel providers, and distributors of the product or any of its Offers, is strictly prohibited, unless expressly authorized by The Entertainer FZ L.L.C. The product and its Offers and other content are intended for the non- profit use of the individual

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