

GENERAL TERMS AND CONDITIONS FOR THE “LIFESTYLERS” COMMUNITY

1. PARTICIPATION

Participation in the LIFEstylers Community, a Customer Loyalty Programme sponsored by Neinver S.A., for users of The Style Outlets and Factory Centres.

Through this personal, non-transferrable loyalty membership, participants will earn points for purchases made in The Style Outlets and Factory centres, which they can redeem for money that will accumulate on a virtual wallet card.

Users may also have access to various kinds of promotions (rewards), including product discounts, exclusive services, birthday gifts, and gifts for reaching certain point levels. Each of these rewards will be unlocked by earning points based on the user's purchases or interactions in the Centre. A specific breakdown of interactions and the points associated with each of them can be found in the “Points” section at <https://amsterdam.thestyleoutlets.nl/en/faqs>.

To join the loyalty programme, the user must register in the database through the usual channels and choose a LIFEstyler Centre within the user's private area. To be able to select a LIFEstyler Centre, the user must first have chosen a favourite Centre.

LIFEstyler Centre – Centre where the user will enjoy the use of the LIFEstylers CLUB and obtain discounts on purchases, accumulate points by scanning their QR code in shops, and enjoy member benefits.

Favourite Centre – The selected centre or centres of interest from which they will get updates about news and discounts. A user can select one, several or all of them and may change this in the preference settings at any time. Users who have not chosen a favourite centre will receive no centre-specific communications and will not be able to select or change their LIFEstyler Centre.

Every user/member will have an account showing their points and a virtual wallet card.

2. CANCELLING MEMBERSHIP

Any participant may cancel their membership as follows:

- By emailing notification to baja@neinver.com
- Or in their private area at <https://nl-myaccount.thestyleoutlets.com/security>

At that time, the user will have the right to redeem all accumulated points, as long as they have accumulated at least 150 points available for redemption; once the user submits a membership cancellation notice, if points are not redeemed within 7 calendar days, the user will be understood to have expressly forfeited them.

Neinver S.A.U. reserves the right to justifiably remove any participant who defrauds, alters, or disables the good functioning and the normal and properly established operation of this promotion, and reserves the right to bring legal action against anyone committing any type of acts that could be considered tampering or cheating.

3. POINTS

Points can be earned based on the price of purchases made in businesses affiliated with the LIFEstylers Community, rounding to whole numbers. So if the fractional part is 0.5 or more, the sum will be rounded up. For instance, 1.5 points = €2. On the other hand, if the fractional part is below 0.5, the sum will be rounded down. For instance, 1.2 points = €1, since the standard conversion is 1 euro = 1 point. Points can also be gained through consumer interactions, which may differ from one centre to another. The user/member may accumulate and redeem points at any The Style Outlets centre (except Halle Leipzig The Style Outlets).

A breakdown of interactions and the points associated with each of them can be found in the “Points” section at <https://amsterdam.thestyleoutlets.nl/en/faqs>.

The user can earn points only at businesses affiliated with the LIFEstylers CLUB loyalty programme and may do so in the following ways:

- * By scanning the user’s unique QR code, which is accessible from the emails, from the user’s private area and from The Style Outlets app, before or after each purchase. If it is scanned after the purchase, that business’s current promotions cannot be applied.
- * By identifying themselves on the tablets in the stores, with their email, before or after each purchase.
- * Manually through the app. To do this, the user must still have the purchase receipt and must go to the LIFEstylers > My Tickets section of the app, click “ADD NEW TICKET” and fill in the required information. The user may add receipts only within 15 days after the purchase date indicated on the receipt. After those 15 days, it will no longer be possible to earn those points and a “receipt not found” error will appear. The option to add receipts is available only through The Style Outlets app, not on the website.

In any case, the user must go to the information point at the center to add receipts or request it through the WhatsApp channel. In other words, this action cannot be done through the app in the following cases:

- When the receipt amount exceeds EIGHT HUNDRED EUROS (€800.00).
- When it is a third receipt from the same store on the same day. The user cannot add more than two receipts for the same store and day through the app.

Participants must keep their purchase ticket(s), which may be requested by the Center at any time. They are required to submit it within fifteen (15) calendar days from the date of request.

Failure to do so may result in the Center reserving the right to remove the participant from the program and even block the virtual card.

Users who have problems crediting points either in person or on the app should visit the Centre’s information point.

If a business uses only e-receipts, the user should visit the information point to have the points added manually within 30 days after the date on the purchase receipt.

Points expire 12 months after they are received, and it is the customer’s responsibility to stay informed and use them before then. Transferring or moving points between different accounts

or to third parties, regardless of whether they are related to the member, is not allowed under any circumstances, and therefore points can be redeemed only by the Member.

Members whose account has been inactive for 18 months may be removed from the programme without prior notice.

Points can be redeemed only through The Style Outlets app and in blocks of 150 points up to a maximum of €250. The ratio of euros to points is as follows:

150 points = €5

300 points = €10

450 points = €15

600 points = €20

750 points = €25 and so on.

4. REWARDS

There are three user levels—FAN, FRIEND and AMBASSADOR—based on the number of points earned, and for each of these levels a set of benefits has been defined that the user can unlock. Upon reaching a new level, the user will be notified automatically of a list of benefits.

A specific breakdown of the benefits for each level can be found at <https://nl-myaccount.thestyleoutlets.com/loyalty>

The user cannot claim benefits from a LIFEStyler centre other than the one they are associated with upon receiving notification that they have reached another level.

5. VIRTUAL WALLET CARD

The user can redeem the points available in their account for money on their virtual wallet card when they reach a minimum of 150 points, up to a maximum of €250 (7.500 points), always in blocks of 150 points, but must first download this virtual card onto their mobile phone through the native Wallet or Google Pay application.

The card can be used only at Community-affiliated businesses at the user's LIFEStyler centre, and will expire 4 years after it is issued; Neinver S.A.U. bears no liability for any kind of incidents related to its use.

To be able to download the card into the Wallet, you must not have any other card active in your LIFEStyler centre and must have accumulated points for purchases in the amount of at least €40.

The user can check the available money through The Style Outlets app, and it will remain there for up to 12 months.

If a product is returned, only the amount paid through this payment method will be transferred, as it is not possible to receive other sums on this card.

Neinver S.A.U. reserves the right to change the terms and conditions of use at any time without prior notice to the user.

Any tax consequences arising from use of the Card shall be assumed by whoever is liable under applicable law.

6. CHANGES TO THE GENERAL TERMS AND CONDITIONS

Any possible modification, in whole or in part, of the point-awarding mechanism or of any other promotion, or of the requirements and benefits for using the Virtual Card, may be made by Neinver S.A. by announcing it through the website or through whatever written or electronic means or social media it deems appropriate. These changes, which may be made without prior notice to the member, shall generate no liability whatsoever on the part of Neinver S.A. Continued use of the card and the exchanging of points implies acceptance of the modifications made.

Businesses affiliated with the loyalty programme may cease their affiliation, which can be communicated through whatever individual or group means are deemed suitable and without that decision giving rise to any liability whatsoever on the part of Neinver S.A.

7. LIABILITY

Neinver S.A.U. accepts no liability under any circumstances for damages of any nature that may arise from causes including but not limited to errors or omissions in content, or unavailability of the portal or app despite having adopted all necessary technological measures to prevent it.

Neinver S.A.U. accepts no liability for the information and content stored in locations including but not limited to forums, chats, blog generators, comments, social media, or any other media that allow third parties to post content online independently. Neinver S.A.U. does, however, make itself available to all users and to public authorities and law enforcement, and cooperates actively in the removal, and where appropriate, the blocking of any content that could affect or violate national or international law, the rights of third parties, or public order and morals. If the user believes that the website includes content that might fit into that category, they are urged to report it immediately to the website's administrator.

The website and app have been checked and tested to ensure their proper functioning. In theory, their proper functioning can be guaranteed 24 hours a day, 7 days a week, all year. Nonetheless, Neinver S.A.U. does not rule out the possibility of programming errors or that access to the website or app might become impossible due to force majeure, natural disasters, strikes, or similar circumstances.

Neinver S.A.U. accepts no liability for any possible problems in the affiliated businesses' application of discounts or for the availability of those businesses' services, and therefore Neinver, S.A.U. and/or the Ownership of the Centre are exonerated from any claim the participant might file.

Regarding the availability of services or discounts, or any other promotion involving third parties, Neinver, S.A.U. shall not be liable to the participant for damages arising from any breach in connection with these third parties' services or actions.

8. ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS

Mere participation implies acceptance of these Terms and Conditions and of the judgement of Neinver S.A.U. in resolving any issue or incident arising from the promotions or benefits, and it is therefore the case that expressing non-acceptance of all or part of the Terms and Conditions will lead to the participant's exclusion and as a consequence, Neinver, S.A. or the Owner of any affiliated The Style Outlets centre, shall be released from complying with the obligation undertaken towards that participant.

If the LIFEstylers CLUB loyalty programme ceases operation, the user will be notified by email a month in advance. During that period, the user may redeem all their points, and so if the points are lost, the user shall bear sole liability for it. Once that period ends, the user will no longer be able to claim them.

9. COMMUNICATION

For reporting any incidents, they can reach out through the channels listed on the Favorite Center's website.

10. DATA PROTECTION

Participants' personal data will be handled in compliance with Neinver's Privacy Policy, available at <https://amsterdam.thestyleoutlets.nl/en/privacy-policy>. Amsterdam The Style Outlets will not handle Participants' personal data and shall bear no liability for such information.