



REFINED CLUB CARD

2022/23 TERMS AND CONDITIONS

Upon approval, receipt of payment, and signature of agreement, guest will be enrolled in the Refined Club Card program. Card will be mailed to Cardholder by May 1, 2022 before the start of the program or within one week of payment.

Privileges are available starting May 1, 2022 through April 30, 2023 and do not roll over.

Cardholder will be provided two cards and will be charged \$25 for each replacement card issued in the event Refined Club Card is lost or stolen.

Cardholder must provide the name of Secondary Cardholder as an authorized user at the time of agreement, in order for them to exercise privileges. Secondary Cardholder must reside at the same address, be a spouse or significant other to Primary Cardholder. Cardholder & Secondary Cardholder must be 21 years of age or older.

Cardholder or Secondary Cardholder are the only authorized users and must be present at the time of service. Cardholder must have physical card with identification code to receive privileges at the time of service. If card is not present, services cannot be rendered. Card privileges are non-transferable to friends or family of cardholder.

House Account privileges can be arranged for all Cardholders. Cardholders can charge their house accounts for all services rendered at an Refined Hospitality restaurant. Cardholders must have a valid Credit Card on file to use house account privileges. The credit card on file will be charged for any house account charges accumulated at the close of each billing month. A statement of charges will be emailed to the Cardholder for their records. If there are billing issues, house account privileges can be suspended without notice.

Cardholders who select house account privileges will be entered into the Refined Rewards program. For every \$2,500 charged to the Cardholder's house account in food and beverage related expenditures (excluding tax, gratuity, or other miscellaneous charges) at The Reeds or River House, the Cardholder will be issued a \$200 gift card to the associated property to be used towards their next dining experience, once their house account is fully reconciled. Refined Rewards will not be issued to cardholders with pending balances. Reward opportunities do not roll over with annual renewals.

Special room rate of \$200 for same day reservations made after 6 pm is subject to availability of standard guestrooms. Upgraded room types such as suites may be offered, based on availability, at the sole discretion of the property for an upcharge rate. The hospitality suites are not available as part of this offer.

Complimentary parking services are available when Cardholder is patronizing the properties, any time of the year, based on the availability of services and parking capacities. Cardholder will be offered (1) parking spot when they are physically present at the property.

Cardholder will have access to reserving (2) 2-night midweek stays in a standard guestroom at a complimentary rate from October 11, 2022 – April 30, 2023 (1 stay at The Reeds /1 stay at The River House). Reservations will be based on availability of standard guestrooms. Blackout dates will apply. Upgraded room types such as suites may be offered, based on availability, at the sole discretion of the property for an upcharge rate. The hospitality suites are not available as part of this offer. This benefit cannot be rolled over and is nontransferable.

One complimentary celebratory dinner reservation can be made for up to 4 guests including primary cardholder, based on availability (Some black out dates may apply) at any, one, dining location of your choice (REEDS: Buckets Margarita Bar, Sax Restaurant, Stone Harbor Pizza Pub, Water Star Grille; RIVER HOUSE: Odette's Restaurant, ROOF). Dinner is complimentary up to \$400. Gratuity is not included.

Cardholder understands and agrees that each property may have private functions, special events, or other occupancy that limits or eliminates property availability. All privileges are subject to availability and black-out dates.

THE REEDS SPECIFIC:

Reservation access at the Water Star Grille, The Reeds will be available during standard operating hours. Cardholders are the only guests that can secure reservations at the Water Star Grille after 6pm. Reservations must be made directly by the Cardholder and will be honored based on availability at the time of request, blackout dates will apply. Card must be presented at the hostess stand to be seated.

All Buckets Margarita Bar and Stone Harbor Pizza Pub reservations must be placed 24 hours in advance of the requested date and time. Reservations will be approved based on availability (Some black out dates may apply). A maximum of one reservation per primary cardholder will be allowed per day for parties up to 6 guests. Seating location is not guaranteed, and reservations can not be confirmed for the bar or railing areas.

Yoga with Amy Sue Smith and her team from Sol Luna Yoga is available at The Reeds daily from 8am-9am on The Roof Garden from June 18, 2022 through September 5, 2022. Cardholder will have access to daily complimentary classes when presenting Refined Club Card. Access may be subject to availability.

Cardholder will be extended access to The Reeds Beach Service program when available, including the GEM Car Shuttle, chairs, umbrellas, towels, tags, and Beach Butler access. Some blackout dates may apply.

GEM car transportation will be offered from The Reeds premise to any location in Stone Harbor between 80th Street and 122nd Street from 9am and 9pm, daily, June 1st through Labor Day, based on availability (some black out dates may apply). This is available for groups up to 5 guests, primary cardholder included. A return trip to the Reeds will be offered during the hours above, however, this GEM car service will not be available to go between two alternate locations. All arrangements must be made 24 hours in advance through the concierge.

Cardholder will have complimentary access to The Reeds Bay Activity equipment including kayaks, paddle boards, etc. based on availability during operating hours.

Cardholder will have access to The Reeds fitness center and locker room during the regularly operating hours.

Roof Garden VIP Lounge is open daily from July 1st – August 31st, from 10am – 3pm in the second floor, Roof Garden. Availability may vary based on private event bookings. Lounge setting, food and cocktail service, complimentary snacks and refreshments are available. Reservation not required. Seating based on availability.

Cardholder will be offered a \$1800 spa credit to use towards scheduled spa services and treatments at Salt Spa. Value does not apply to retail purchases or gratuities, is not transferable, has no cash value, and cannot roll over. Appointments must be scheduled in advance based on availability; some blackout dates may apply. Cardholder will receive a 10% discount off of all spa services (excluding retail and gratuities) after credit has been fully utilized until the end of the Cardholder Agreement on April 30, 2023, not to be combined with any other offer or special pricing.

Complimentary Spa service add-ons are available one per treatment. This excludes CBD full body add-ons. Offer can not be applied to treatments booked with a package or special promotion. Please ask about available complimentary add-ons at the time of spa reservation.

Cardholder will have exclusive access to The Reeds Brine Light Therapy Lounge during the regularly scheduled hours of operation by appointment, based on availability. Some blackout dates may apply.

RIVER HOUSE SPECIFIC:

Cardholder will have access to the River House Priority bike program, based on availability.

All Odette's reservations must be placed 24 hours in advance of the requested date and time. Reservations will be approved based on availability (Some black out dates may apply). A maximum of one reservation per primary cardholder will be allowed per day for parties up to 6 guests. Seating location is not guaranteed, and reservations can not be confirmed for the bar or lounge areas.

Yoga with Dig Yoga is available at The River House daily from 8am-9am from May 16, 2022 through September 30, 2022. Cardholder will have access to daily complimentary classes when presenting membership card. Access may be subject to availability.

ROOF MEMBERSHIP

Cardholder will have daily access to ROOF at The River House based on hours of operation and availability.

Cardholder may bring up to 2 guests to ROOF at a time (total of four people) unless previously arranged with management, based on availability.

Reservations at ROOF are suggested but not required. Cardholders without reservations will be provided with access/ seating based on availability. Seating is limited and not always guaranteed.

Cardholder should understand that ROOF may not be available on select dates as identified by River House management.

Cardholder will be notified in advance of any closures.

Cardholder must always abide to all MEMBERSHIP terms on the ROOF portal (<https://www.riverhousenewhope.com/roof-members>) using access code: ROOFVIP

Privileges may be revoked at the discretion of Refined Hospitality management. Cardholder is not entitled to refund/credit in the case of privilege revocation.

This agreement and privileges will expire on April 30, 2023.