GENERAL TERMS AND CONDITIONS OF ADMIRAL PLAYERS CLUB

MEMBERSHIP AND OPERATIONS

1. General

Admiral Players Club is a loyalty program in which users of the services of Casino & Hotel Admiral Ptuj - Admiral Ptuj d.o.o. (hereinafter: the members), in accordance with the rules of these General Terms and Conditions, obtain points which they may exchange for various benefits.

In accordance with the rules of the Joint Management Agreement, all Admiral Slovenija gaming salons together with the parent company Novo investicije d.o.o. act as Joint Manager of personal data (Casino & Hotel ADMIRAL Kozina - Admiral Kozina d.o.o., Casino & Hotel ADMIRAL Škofije – Admiral Škofije d.o.o., Casino ADMIRAL Lesce – Admiral Lesce d.o.o., Casino ADMIRAL Maribor – Admiral Maribor d.o.o., Casino & Hotel ADMIRAL Ptuj – Admiral Ptuj d.o.o., Casino ADMIRAL Grosuplje – Admiral Grosuplje d.o.o., Casino ADMIRAL Ljubljana Center and Casino ADMIRAL Ljubljana – Admiral Ljubljana d.o.o., Casino ADMIRAL Nova Gorica – Admiral Nova Gorica d.o.o. and Casino ADMIRAL Portorož – Admiral Portorož d.o.o.). The contract shall specify the personal data processed by the joint operators, the purposes and types of processing, the legal basis, the retention periods and information on the company's other operators.

2. Membership

The admission to the Admiral Players Club is applied by being registered in the Admiral Players Club loyalty program.

Any person who cumulatively meets the following conditions can join the Admiral Players Club:

- 18 years of age or older;

- is not employed by the joint manager and/or contractual partner of the joint manager who participates in the Admiral Players Club loyalty program or does not work for him/her on any other legal basis (employment contract, student contract, …);

- does not have a self-prohibition of participation in games of chance and gambling issued on the basis of the UL Games of Chance Act. RS. no. 27/1995 with amendments (hereinafter: the Gambling Act) and/or there is no current ban on entering the gaming salons of the joint manager or the gaming salons in the Admiral Group;

- completed and signed the Admission Request fully and correctly.

The membership Admission Request is available at the reception of the gaming salon.

Upon joining the Admiral Players Club, a member receives an Admiral Players Club card (hereinafter: the club card), which can be used in accordance with the general terms and conditions of membership of the Admiral Players Club (hereinafter: general terms and conditions).

The club card becomes active upon receipt and activation at the reception.

The member can use the club card to earn points in all Admiral gaming salons (joint operators).

Membership in the Admiral Players Club is voluntary and free. By joining the Admiral Players Club, a member joins the Admiral Loyalty Club. The loyalty card allows the member to use the benefits of the acquired club level in all Admiral gaming salons in Slovenia (Casino & Hotel ADMIRAL Kozina - Admiral Kozina d.o.o., Casino & Hotel ADMIRAL Škofije – Admiral Škofije d.o.o., Casino ADMIRAL Lesce – Admiral Lesce d.o.o., Casino ADMIRAL Maribor – Admiral Maribor d.o.o., Casino & Hotel ADMIRAL Ptuj – Admiral Ptuj d.o.o., Casino ADMIRAL Grosuplje – Admiral Grosuplje d.o.o., Casino ADMIRAL Ljubljana Center and Casino ADMIRAL Ljubljana – Admiral Ljubljana d.o.o., Casino ADMIRAL Nova Gorica – Admiral Nova Gorica d.o.o. and Casino ADMIRAL Portorož – Admiral Portorož d.o.o.). A member of the Admiral Players Club collects points in each gaming salon separately, where he can also use them. Each member has the right to withdraw from the loyalty club at any time in accordance with these general terms and conditions. The member submits a request to leave the Admiral Players Club by filling out a special form available at the reception, with the joint manager reserving the right to identify the member. By leaving the Admiral Players Club, a member withdraws from membership in all Admiral gaming salons.

3. Club levels

The Admiral Players Club consists of four levels: Member, Silver, Gold and Platinum.

Switching between club card levels is based on earned points:

1. Member: annual points required: 0

2. Silver: annual points required: 4,000

3. Gold: required annual points: 15,000

4. Platinum: required annual points: 40,000.

The promotion of a member to a higher level is carried out automatically upon fulfillment of the condition or on the basis of a decision by the joint manager.

The relegation of a member or the revision of the level of the club card is performed once a year and takes effect from the first day of the calendar year, taking into account the previous calendar year or on the basis of the decision of the joint manager.

The period for earning points, which is taken into account for transitions between different levels of club cards, is a calendar year (01.01. - 31.12.). On the 1st January points collected by a member in the previous calendar year for the purpose of switching between club card levels are no longer taken into account. The member starts re-acquiring points on the 1st January., whereby the validity of the obtained higher level is limited to the year of issue of the higher level of the club card for the entire following calendar year.

4. Obtaining and using points, slot machine benefits and other benefits

Using the club card enables automatic participation in the club levels of the Admiral Players Club, as determined by the joint manager.

The member benefits from playing on slot machines and electronic roulettes in the Casino & Hotel Admiral Ptuj by inserting the club card into the slot during the game, thus recording the member's game.

Getting points:

a. On the slot machine, a member gets 1 point for every 5.00 EUR played.

b. On the electronic roulette, a member gets 1 point for every 10.00 EUR played.

Acquired points and benefits cannot be exchanged for cash. Acquired points and benefits can be used or redeemed only for the benefits that the joint manager offers to the member at the moment he wants to redeem them.

The Joint Manegment shall not bear any costs that may incurr due to non-use of points or benefits.

A member can validly earn points and benefits by playing:

a. on slot machines: with the club card inserted correctly in the card slot provided on the slot machine;

b. on electronic roulette: with the club card correctly inserted in the card slot provided on the electronic roulette.

The joint manager is not responsible for cases where a member is prevented from obtaining points and benefits due to improper use of the club card.

In the event of technical defects, the acquisition or use of points and benefits may be suspended. The Joint Manager reserves the right to unilaterally correct or change the status of the points and benefits obtained in the event of a system malfunction, system error or attempted fraud by guests.

The member can use the points earned at Casino & Hotel Admiral Ptuj exclusively at Casino & Hotel Admiral Ptuj.

The use of the obtained points and benefits reduces their number. The member decides for what purpose or for whose benefit he spends the collected points and benefits, in accordance with the current valid offers and price list for the use of benefits available at Casino Admiral Ptuj. The member must be physically present at the location at the time the points or benefits are redeemed.

Points accumulated are valid or redeemable for 365 days after the player's last activity in the gaming lounge from the date the points were earned. After the expiry of the 1-year period from the date of earning the points, accumulated and unused points will be deleted.A member who has a self-prohibition to participate in games of chance and gambling issued under the Games of Chance Act or a temporary ban on entering the joint manager's gaming salon may neither obtain nor use points and benefits during the period of self-prohibition or temporary prohibition. During the validity of the self-prohibition or temporary prohibition, the member's status of acquired and unused points and benefits obtained up to the moment of the issued self- prohibition shall be frozen, but for a maximum period of one year. After the expiration of this period, the member has the option to use the previously frozen points and benefits within one year.

The member can check his current status of the obtained points and benefits at the Admiral Players Club stall inside the gaming salon or individually on the slot machine, if it enables the display of the points status.

Upon joining the Admiral Players Club, a member who obtain 10 points on the day of joining is entitled to a promo ticket in the amount of 10 €.

Benefits of each level of the Admiral Players Club:

SERVICE	MEMBER	SILVER	GOLD	PLATINUM
Degree of discount on available services	10%	20%	30%	50%
Cashback – (free play)	500 Points = 5€	500 Points = 6€	500 Points = 7€	500 Points = 8€
SMS and e-mail Admiral bonus	X	X	X	X
Fast entry	X	X	X	X
Participation in prize competitions	X	X	X	X
Birthday bonus	X	X	X	X
Slot machine reservation	X	X	X	X
Birthday gift	Birthday gift in one of the gaming lounges	Birthday gift in one of the gaming lounges	Birthday gift in one of the gaming lounges	Birthday gift in one of the gaming lounges
Member's entry to the gaming lounge on their birthday	5 EUR promo ticket	10 EUR promo ticket	20 EUR promo ticket	50 EUR promo ticket

Beverages in the gaming salon*:

MEMBER	Free coffee, hot beverages, water, and draft non-alcoholic drinks.
SILVER	Free coffee, hot beverages, water, draft non-alcoholic drinks, and up to 5 servings of beer or wine.
GOLD	Free coffee, hot beverages, water, draft non-alcoholic drinks, and up to 5 servings of beer, wine, spirits, or bottled drinks.
PLATINUM	Free coffee, hot beverages, water, draft non-alcoholic drinks, and up to 5 servings of beer, wine, spirits, or bottled drinks.

* There may be variations in the product portfolio in terms of beverage offer.

5. Additional important information for members

Admiral Players Club membership, club card, points earned and benefits are non-transferable.

The joint manager reserves the right to issues a ban on entering the gaming salon or gaming salons to a guest who inserts his/her club card into a slot machine which is already being used by other guests and to members who attempt to misuse a club card e.g. attempts to redeem points or redeem benefits using a club card that is is not his/hers, or otherwise violate these general rules. In the event of a permanent ban, the banned member will be stripped of all accrued points and benefits which he can no longer use from the date of the permanent ban and his membership of the Admiral Players Club will be terminated and his Club Card will be revoked by the Joint Managers.

The joint manager is not responsible for any misuse of the club card. The joint manager is obliged to verify the identity of the club card user only with the direct use of points and benefits. If the club card is alienated to the member, the joint manager does not assume responsibility for the use of benefits issued on the basis of the club card by third parties. Regardless of that, the member is obliged to immediately notify the joint manager of the loss or theft of the club card to the e-mail address info@admiral.si. The joint manager shall prevent the use of a lost or stolen member's club card within 24 hours at the latest.

Members can get all additional information regarding the Admiral Players Club in the gaming salon or via e-mail info@admiral.si.

6. Termination of membership

Admiral Players Club membership ends:

- if a member terminates the membership of the Admiral Players Club, which he may do at any time on the basis of a signed resignation request submitted to the joint manager;

- if a member misuses the club card or violates the General Terms and Conditions of Admiral Players Club;

- if the member violates the house rules at the joint manager;

- if the joint menagement terminates the Admiral Players Club, which it may do at any time in its sole discretion;

- with the death of a member.

In the event of termination of membership of the Admiral Players Club at the request of the member and the termination of the Admiral Players Club by the Joint Operator, the member will no longer be able to use the points earned and the member will no longer be able to benefit from the slot machine and other benefits from the date of receipt of the withdrawal statement or the date of termination of the Admiral Players Club.Acquired and unused points, slot machine benefits and other benefits are also deleted in the event of the death of a member and cannot be used by his legal successors.

7. Protection of personal data

The Admiral Players Club loyalty card can only be obtained provided that the member is an active member of the Admiral Players Club of Casino & Hotel Admiral Ptuj - Admiral Ptuj d.o.o. and has given accurate personal data written on the admission request by which the member registered into the Admiral Players Club cardholding agreement: gender, name, surname, date of birth and address. In the event that a member gives the joint manager an e-mail address or mobile phone number on the admission request, the joint manager will use these communication channels for the purpose of preparing and sending offers and benefits for holders adapted to the age, gender and region of residence.

7.1 Types of personal data and purposes of data processing

By inserting the card into the slot while playing on the slot machine, data on the individual game and the use of benefits are recorded on the member's account. Casino Admiral Ptuj and other joint operators need this information to:

- provide the holders with the usage of benefits from the ownership of Admiral Players Club membership: notifications regarding the benefits that belong to a member in relation to membership status in the Admiral Players Club, notifications about benefits based on the use of the club card or on the basis of current promotions in the gaming salon;

- customized offers (direct marketing): notifying about current and customized offers, novelties in the list of offers, description and news on prize games and services -- on the basis of personal data obtained in the framework of Admiral Players Club membership (grouping of members into individual groups on the basis of personal data, analyzing personal data at the individual level, which is necessary for classifying individuals into groups and preparing offers that are tailored to members, informing through selected channels, etc.);

- verify the compliance of the use of the Admiral Players Club card with the aforementioned General Terms and Conditions;

- analyze and study gaming habits for the purpose of optimizing the offer and costs and increasing customer satisfaction (this data is processed in an anonymised or at least pseudonymized form);

- inform the holders about technical and legal issues of using the Admiral Players Club card;

- Occasionally invite holders to complete Admiral Players Club card satisfaction surveys.

The member concludes a contract on membership in the Admiral Players Club and gives consent for the processing of his/her personal data on the Admiral Players Club Admission Request, with which he is also fully acquainted with the personal data protection policy of the joint menagement. Casino & Hotel Admiral Ptuj - Admiral Ptuj and other joint operators will process a member's personal data for the purposes set out in this Article of law only on the basis of the explicit consent to the information given by the member in the Admission Request.

7.2 Right to object and management of data

A member may at any time permanently or temporarily object to the processing of data.

- In writing to the address Admiral Ptuj d.o.o., Vinarski trg 5, 2250 Ptuj.

- In writing by e-mail to the address: pooblascenec@admiral.si.

Either way, the holder can also change the settings regarding the notification channels. The joint mamangement will take into account the change in the data no later than fifteen days from the date of receipt of the notification of the change.

Information on the right to file a complaint against personal data processing with the supervisory authority:

You can submit a complaint to the Information Commissioner (address: Dunajska 22, 1000 Ljubljana, e-mail: gp.ip@ip-rs.si, phone: 012309730, website: www.ip-rs.si).

7.3 Users of personal data

Casino & Hotel Admiral Ptuj - Admiral Ptuj d.o.o. and other joint operators do not share the personal data of Admiral Players Club members to third parties, except:

- to external contractors who process the data exclusively in the name, on behalf of, under the instructions and under the control of Admiral Ptuj d.o.o. (eg affiliated companies, printers,…),

- public authorities, on the basis of their reasoned written request or legitimate interest in the conduct of a specific procedure.

7.4 Retention period of personal data

Casino & Hotel Admiral Ptuj - Admiral Ptuj d.o.o. and other joint operators will keep the personal data of the loyalty club member and Admiral Players Club cardholder until the holder resigns. In the event of withdrawal from membership, the member's data is blocked and is no longer used for the purposes for which it was collected. In case of cancellation of the card by Casino & Hotel Admiral Ptuj - Admiral Ptuj d.o.o. data is kept for up to one year from the cancellation.

7.5 Information on personal data protection rights

A member of the club and a holder of the Admiral Players Club loyalty card has the right to request access to data relating to Admiral Ptuj d.o.o., Vinarski trg 5, 2250 Ptuj, or by e-mail to the following address: pooblascenec@admiral.si. In the same way, it may exercise the right to restrict the processing, blocking and portability of data.

The privacy statement is available at www.admiral.si.

The authorized person for personal data protection at Admiral Ptuj d.o.o. is available by e-mail: pooblascenec@admiral.si.

8. Dispute Resolution

The joint manager does not recognize any provider of out-of-court settlement of consumer disputes as competent for resolving consumer disputes that could be initiated by a private user in accordance with the Out-of-Court Settlement of Consumer Disputes Act.

9. Final provisions

The current general Terms and Conditions are published in the gaming salon. At the request of the member, the joint manager shall provide these general terms and conditions to the member at any time during their membership period in the Admiral Players Club.

The joint manager reserves the right to change these General Terms and Conditions of Admiral Players Club membership and operations. Members will be informed about all changes to the general conditions on the website www.admiral.si and in the gaming salon. If a member does not withdraw from the contract within 15 days of the publication of the change in the general terms and conditions, it is considered that he accepts the changed general terms and conditions and is bound by them.

With the entry into force of these general terms and conditions, the general terms and conditions of the loyalty club, which have been in force until now, shall cease to apply.

Ptuj, May 14, 2025

Admiral Ptuj d.o.o. – Casino & Hotel Admiral Ptuj