

Loyalty Membership Terms & Conditions

These terms and conditions apply to your access to, and participation in the Ramen Danbo Australia membership program (Program) which is operated by Ramen Danbo Australia Pty Ltd (Ramen Danbo Australia). For the avoidance of doubt, these terms and conditions apply to both the Ramen Danbo membership (Ramen Danbo membership) and the Ramen Danbo mobile application (Ramen Danbo mobile app). By providing your details and verifying your phone number and/or using the Ramen Danbo membership and/or by downloading and/or using the Ramen Danbo mobile app, you agree to these terms and conditions and to any changes or modifications made to them from time to time.

1. Ramen Danbo Australia Membership Program Overview

1.1 Individuals can become Ramen Danbo members (Members) by either registering their details on the Ramen Danbo membership website <https://ramendanbo.redcatcloud.com.au/> or by downloading the Ramen Danbo App and following the prompts to register and activate the app. Only a verified Member can redeem Ramen Danbo Membership Points (Points). To become a verified Member, you must verify your email address by clicking the link in the email sent to you. Once the Member has been verified, a Ramen Danbo account (Account) will be created for the Member.

1.2 There is a strict limit of one Account per person. Each Account requires an independent email address and mobile phone number that needs to be verified. A Member's Account may only be used by the verified Member. Multiple individuals cannot share one Member's Points.

1.3 Please read the Privacy Policy carefully to understand how Ramen Danbo collects, uses and discloses information about its customers and Members.

2. Collection of Points and Redemption

2.1 Points can only be earned at the time of purchase either in a Ramen Danbo store, the Ramen Danbo Online Ordering site or Ramen Danbo App, provided that the Ramen Danbo mobile App barcode associated with a verified Account is scanned at the time of purchase in-store or a registered mobile number is provided, or the Member is logged into their Account for pick-up and delivery orders.

2.2 Members can claim Points if a receipt is obtained on the day of purchase. Points must be claimed within 28 days from a purchase date.

2.3 Points are earned as follows:

- For every \$1 you spend at a Ramen Danbo store, the Ramen Danbo Online Ordering site or Ramen Danbo App Members will earn 100 Points. For split bills a Member must advise a mobile number or provide a Membership barcode upon payment or points will not be issued.
- Members are not eligible to earn points for purchases with a coupon redemption.

2.4 Points are redeemed as follows:

- For every 15,000 Points a Member accrues, a \$10 voucher will be generated and accessible for use by a Member in their Account

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2.4.1 Ramen Danbo Australia in its absolute discretion may change the points value for earning and redeeming and will provide notice of this via the Ramen Danbo Australia official site, Ramen Danbo membership site, social media announcement, by email or Ramen Danbo stores.

2.4.2 \$10 Vouchers that are redeemed through accumulated points are valid for 90 days; valid for single use only and is not redeemable for cash; not available for use in conjunction with any other offer; limited to 1 voucher per transaction and a minimum spend of \$25 for use in-store and via the Ramen Danbo Online Ordering site or Ramen Danbo App.

2.5 Points and rewards under the Program cannot be exchanged for cash and are not transferable or refundable. Points accrued in multiple Accounts cannot be combined.

2.5.1 Points on an Account will expire after 12 months if the Ramen Danbo membership becomes inactive and the Member has not been earning or redeeming Points in that period.

2.5.2 There is no limit on how many points a Member can earn and Ramen Danbo Australia has the right to remove points if they identify anything suspicious or fraudulent.

2.6 Points cannot be used to discount the price of a menu item.

2.7 Points can only be earned on the remaining balance of a purchase (i.e. points will not be earned on the portion of a bill that has been discounted).

2.8 Members can check their Points balance at any time through the Ramen Danbo membership site <https://ramendanbo.redcatcloud.com.au/>, through the Ramen Danbo mobile App, or by asking a member of staff in a Ramen Danbo store.

3. Ramen Danbo Membership Details

3.1 The Member is responsible for ensuring that their details on the Account are correct at all times. It is each Member's responsibility to ensure that the correct number of Points has been added or deducted for each eligible transaction.

3.2 Ramen Danbo Australia reserves the right to communicate with its Members, who have opted in to receive marketing material, to inform them of any upcoming marketing activities/promotions and/or offers.

3.3 Information collected from Members at the time of joining the Program is subject to Ramen Danbo Australia's Privacy Policy. Ramen Danbo Australia collects personal information from its Members in order to conduct the Program and may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors and service providers. Ramen Danbo Australia may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity and research purposes including telephoning the Member or sending messages. Please see the Privacy Policy for further details.

4. General Information

4.1 Ramen Danbo Australia reserves the right to terminate your Account and/or your participation in the Program if Ramen Danbo Australia determines in its sole discretion that you have violated these terms and conditions or that the use of your Account is unauthorised, fraudulent or otherwise unlawful.

4.2 Ramen Danbo Australia reserves the right to change or modify these terms and conditions at any time without prior notice. The Program, including any offer or promotion conducted under the Program, will continue until such time as it is terminated by Ramen Danbo Australia. Should the Program be suspended or cancelled at any time Ramen Danbo Australia will notify Members by the Ramen Danbo Australia official site, Ramen Danbo membership site, via social media announcement, email or Ramen Danbo stores.

4.3 These terms and conditions are to be read in conjunction with, and subject to, any additional terms and conditions governing any benefit, promotion, discount or offer operated by Ramen Danbo Australia.

4.4 To the extent permitted by law, Ramen Danbo Australia will not be liable for any damages, loss or claim that you may suffer or incur (including but not limited to consequential loss) because of your use of the Program. The Program including all benefits and rewards is provided as supplied without any warranties of any kind either expressed or implied. Ramen Danbo Australia disclaims all warranties of merchantability, non-infringement and fitness for a purpose or that the Program will be error-free or free from harmful code.

4.5 To the extent permitted by law, Ramen Danbo Australia will not be liable for any compensatory or exemplary damages arising out of or in any way connected with the use of the Program including the Ramen Danbo mobile app or inability to use the Program even if we have been advised of the possibility of damages. You release Ramen Danbo Australia, its officers, contractors, employees and agents against all loss, claims, costs, demands, damages and liabilities related to use or inability to use the Program.

Disclaimer:

Ramen Danbo Australia has used its reasonable efforts to provide current, complete and error-free information, but makes no representations nor gives any warranty as to the currency, completeness, accuracy or correctness of any of the information contained herein.