



HARRY'S REWARDS (SINGAPORE)

Effective 2 February 2026

The application and the use of Harry's Rewards are subject to the following terms and conditions:

- a. Harry's Rewards is an e-loyalty programme by Harry's International Pte Ltd and is only available in Singapore.
- b. "You", "your", "member" and "applicant" refer to the person who applied for Harry's Rewards Programme or to whom the membership belongs to.
- c. The Harry's Rewards membership is completely free and valid for a lifetime.
- d. Harry's Singapore Mobile Application or "Harry's SG Mobile App" refers to a mobile application available on both the Apple App Store and Google Play Store.
- e. Harry's Rewards refers to Harry's loyalty programme and rewarding of points to members on valid transactions made at Harry's Singapore outlets except Changi Airport.
- f. "Transaction" refers to a transaction/spend made by the diner at any participating Harry's Singapore outlets.
- g. A 'Spending Visit' refers to a completed dine-in or takeaway transaction with a valid payment made and recorded under a member's account.
- h. "Participating Outlets" are Harry's outlets in Singapore, that acknowledge and accept Harry's Rewards privileges. Harry's Singapore reserves the right to make changes to the list of participating outlets without prior notice.

MEMBERSHIP APPLICATION

- a. New applicants are required to register as a Harry's Rewards member by downloading Harry's SG mobile app on Google Playstore or Apple App store, or logging in through Harry's Website > <https://members.harrys.com.sg/p/download-app>.
- b. New applicants must be at least eighteen (18) years of age in the calendar year of application.
- c. If you are seventeen (17) years old or below the age of eighteen (18), you should review these terms and conditions with your parent(s) and/or guardian(s) to ensure that you understand and agree to them. If your parent(s) and/or guardian(s) disagree with the stated terms and conditions, Harry's International reserves the right to terminate/cancel your membership, Harry's Rewards, and privileges on your behalf.
- d. New applicants are required to register their membership with a valid mobile number and a valid email address. (Each mobile phone number and/or email address can only be used once during registration.)
- e. The applicant is responsible for keeping Harry's International informed and updated on their true and accurate mobile number and email address. Harry's International is not responsible for any loss of members' data, points, and/or rewards because of the member's failure to notify Harry's International of any changes to their mobile number and email address.
- f. Each applicant may apply for only one (1) Harry's Rewards account.

MEMBERSHIP VALIDITY

- a. Harry's Rewards is a lifetime membership from the date of registration.
- b. The membership privileges can only be enjoyed by the member and are non-transferable.

MEMBERSHIP TIERS

Silver Tier

- **Free (Lifetime)**
- **Benefits:**
 - Members' Pricing: 5% discount on all food items
 - Earn points on every purchase (\$1 spent = 1 point earned)
 - Redemption of points: 40 points = \$1
 - Voucher - Sign-up/Welcome: 1x \$10 (with any purchase)



- Voucher - Referral: 1x \$10 (no minimum spend, issued after Referee's first spend)
- Voucher - Birthday Month: 1x \$50 (minimum spend of \$100)
- Voucher - After 1st Visit: \$30 (minimum spend of \$60)
- Gift Vouchers (earn points on purchase)
- Monthly Members' Exclusive promotions

Gold Tier:

- To be eligible, the Silver Member must accumulate ten (10) spending visits within a year (12 months).
- Benefits:
 - Members' Pricing: 10% discount on all food items
 - Earn points on every purchase (\$1 spent = 2 points earned)
 - Redemption of points: 40 points = \$1
 - Voucher - Sign-up/Welcome: N/A
 - Voucher - Referral: 1x \$20 (no minimum spend, issued after Referee's first spend)
 - Voucher - Birthday Month: 1x \$100 (minimum spend of \$200)
 - Voucher - After 1st Visit: \$30 (minimum spend of \$60)
 - Voucher - 1x Complimentary Oyster Bay Red/White Wine Bottle
 - Gift Vouchers (earn points on purchase)
 - Monthly Members' Exclusive promotions

Corporate & Partner Tiers:

- Awarded to eligible corporate and partner members.
- Registration:
 - Corporate users are required to verify with work email. Physical staff passes, name cards, or IDs will no longer be accepted (unless otherwise stated).
 - Partner (includes Sports Club & Associations) users are required to verify using unique codes communicated from their organisation.
- Gold Tier benefits granted automatically upon verification.
- Benefits (on top of Gold Tier benefits):
 - \$10 Heineken Pints
 - \$10 Oyster Bay Merlot / Oyster Bay Sauvignon Blanc Wine glasses
 - 10% off Spirit Bottles

Members' Pricing

- a. Food items on the menu are at a special discounted selling price if the guest is a Harry's Rewards Member.
- b. This will automatically show when the Member makes an order using the Table QR (TQR) code.

EARNING OF HARRY'S REWARDS POINTS

- a. Points are earned on qualifying dine-in and takeaway transactions (excludes third-party deliveries).
- b. Present your membership QR code via app or web portal during payment to earn points.
- c. Points accrual rate:
 - Subject to your membership tier
- d. Points are not awarded for:
 - Online/third-party delivery purchases
 - Tobacco, merchandise, or events
- e. Points are valid for 12 months from the date of issue.



REDEMPTION OF HARRY'S REWARDS POINTS

- a. Every 40 points = SGD1 in value.
- b. Redemption available in 40-point increments (minimum 40 points).
- c. Points can be used to offset your bill at participating outlets (excluding Changi Airport).
- d. Points cannot be exchanged for cash.
- e. Unused points will expire automatically after 12 months from date of issue.

GIFT VOUCHERS

- a. Members can purchase digital gift vouchers via Harry's Rewards app.
- b. Members can send gift vouchers to family and friends who might not be members.

USAGE OF HARRY'S REWARDS

- a. The Harry's Rewards account is personal to the member and is solely for the member's benefit, and it is not transferable or assignable, and it cannot be aggregated, combined, or merged with any other membership account.
- b. Splitting or combining transactions across multiple Harry's Rewards accounts is strictly prohibited.
- c. If a member fails to identify themselves to the satisfaction of Harry's International after completing a sales transaction, the transaction will not be recorded into the member's account.
- d. Transactions recorded on Harry's Rewards members' accounts will be updated within the following business day and can be viewed within the Harry's SG Mobile App.
- e. Transactions recorded by Harry's International are final and conclusive.
- f. Earning of Harry's Rewards Points are applicable on the "subtotal" amount (also known as the 'nett amount') of the customer's bill (before GST & Service Charge).
- g. Earning of Harry's Rewards Points is not applicable to online orders and/or purchases made through Harry's website and/or other third-party delivery platforms (e.g. GrabFood, FoodPanda, Deliveroo, etc.)
- h. Earning of Harry's Rewards points is not applicable to the purchase of merchandise, tobacco, and event bookings.
- i. There will be no accumulation of Harry's Rewards points if the customer fails to identify themselves after the sales transaction is completed.
- j. To earn Harry's Rewards points, the member must be present, and no Harry's Rewards points will be credited if the member is not present at the time of payment. For verification purposes, proof of the member's date of birth and/or a mobile phone number may be requested.
- k. Harry's International data (including, but not limited to, the record of each Harry's member's rewards points balance) are conclusive and final, and members are bound by them
- l. Members are able to view the validity of their Harry's Rewards Points through the Harry's SG Mobile App.

CONFIDENTIALITY OF MEMBERSHIP INFORMATION

- a. All members are solely responsible for the security of their Harry's Rewards account information and password and agree not to disclose or divulge such information to any third party.
- b. Harry's International is not responsible for any loss or damage suffered by a member as a result of the loss, theft, or use of his/her Harry's Membership Programme mobile no. or password.
- c. If there is any suspicious or unusual activity or transaction involving your Harry's Rewards account, please write in to marketing@harrys.com.sg.



TERMINATION AND CANCELLATION

- a. Members may cancel their membership by providing their account details to Harry's International. Requests are fulfilled within a reasonable time frame given written notice to marketing@harrys.com.sg.
- b. All unused Harry's Rewards Points will be rendered null and void, and his/her membership will be terminated.
- c. If your Harry's Rewards account is terminated/cancelled early, the expiry date of your membership will be the date of the termination/cancellation request.
- d. Harry's International reserves the right, without notice and without prejudice, and at its sole discretion to terminate usage of your Harrys Rewards account, as well as to block or prevent your future access to the programme.

GENERAL TERMS AND CONDITIONS

- a. All Harry's Rewards members use and participation indicates acceptance of any changes to the membership terms and conditions, as well as the substitution and/or removal of rights and/or privileges. In the event of a dispute, the decision of Harry's management is final.
- b. Harry's International reserves the right, at its sole discretion and with reasonable notice, to terminate the membership programme and/or its operation at any time. All Harry's Rewards members' rights and/or privileges will discontinue upon termination, and Harry's International will not be liable for any loss or damages resulting from and/or in connection with such termination.
- c. All personal information collected through Harry's Rewards will be managed in accordance with Harry's International Privacy Policy Statement. Any request to change personal information must be submitted in writing to Harry's International at marketing@harrys.com.sg.
- d. Harry's International shall be the sole and final arbiter of any dispute arising from Harry's Rewards and/or Harry's Rewards Points, and its decision shall be final and binding on the members.
- e. A Harry's Rewards member's use is deemed to be an acceptance of the terms and conditions of the membership programme (as may be supplemented, amended or varied from time to time).
- f. We may also amend the terms and conditions at any time for security, legal, regulatory or valid business reasons. We will post the modified terms and conditions on our website at <https://www.harrys.com.sg>.
- g. Subject to the remainder of this clause, any change, addition or deletion will become effective at the time we post the revised terms and conditions to our website.
- h. Unless otherwise stated, any amendments, addition or deletion of Harry's Rewards points by Harry's International will apply to your account and become effective from the time the revised terms and conditions are posted on www.harrys.com.sg.
- i. If you do not accept the changes, additions or deletions, you can request for the cancellation of your membership by notifying us at marketing@harrys.com.sg.
- j. Your Harry's Rewards account will be cancelled and any unused points remaining on your account will be forfeited as per the termination/cancellation terms above.
- k. This current Harry's Rewards terms and conditions supersede all prior Harry's Rewards terms and conditions.



HARRY'S REWARDS – FREQUENTLY ASKED QUESTIONS (FAQ)

(Effective 2 February 2026)

1. What is the Harry's Rewards Programme?

Harry's Rewards is our free lifetime membership programme that lets you earn points, enjoy exclusive discounts, and unlock special rewards when you dine at any participating Harry's outlet in Singapore (except Changi Airport).

2. How do I join the programme?

Simply sign-up for Harry's Rewards by downloading Harry's SG app from the Apple App Store or Google Play Store, or through our Website portal > <https://members.harrys.com.sg/p/download-app>. Register using a valid mobile number and email address, along with the mandatory fields for creation of your profile.

3. What are the new benefits launched on 2 February 2026?

- Members now enjoy Members' Pricing on all food items
 - Silver Tier: 5% discount
 - Gold/Corporate/Partner: 10% discount
- Upgraded birthday and referral vouchers
- Additional voucher awarded after first visit in each membership tier
- Members can now purchase digital gift vouchers via Harry's Rewards app and send gift vouchers to family and friends who might not be members

4. How do I earn points?

Present your QR code from the app or web portal **during payment** at participating outlets. You'll earn points based on your tier:

- Gold Tier:** \$1 spent = 2 points earned
- Silver Tier:** \$1 spent = 1 point earned

Points are not awarded on tobacco, gift cards, merchandise, event bookings, or third-party delivery platforms.

5. How can I redeem points?

Points can be used to offset your bill in **increments of 40 points** (equivalent to SGD \$1). Minimum redemption: 40 points. Redemption is only available at participating outlets (excluding Changi Airport).

6. Do my points expire?

Yes. All earned points are valid for **12 months from the date of issue**. Unused points will be automatically forfeited and considered expired.

7. What's the difference between Gold and Silver Tiers?

Feature	Gold Tier	Silver Tier
Earning of Points per \$1 Spent	2 points	1 point
Discount on all food items	✓ (10%)	✓ (5%)
Birthday Vouchers	1 x \$100	1 x \$50
Referral Reward	1x x \$20	1 x \$10
1x Complimentary Oyster Bay Red/White Wine Bottle	✓	✗



8. What if I forget to scan my QR code during payment?

Unfortunately, points **cannot be credited retroactively**. Please ensure you present your Membership QR code **before** making payment.

9. What happens to my points and vouchers if the app isn't working?

For any system/technical faults/issues, our staff will present an alternative option. For any other concerns, contact us at marketing@harrys.com.sg.

10. Can I refer friends to join Harry's Rewards?

Yes! Use the referral feature in the app. You will receive a **\$10 referral voucher**, and your referred friend will receive a **\$10 welcome voucher** once their membership is successfully activated.

11. Can I cancel my membership?

Yes, by writing to marketing@harrys.com.sg. Once cancelled, all unused points will be forfeited, and all profile information will be considered removed from our systems.

12. What if I change my mobile number or email address?

Please request for the update your information by writing to marketing@harrys.com.sg. Please ensure all your profile details are updated by logging into your members' portal. Failing to update your profile details may result in **loss of access, points, or rewards**. Harry's will not be responsible or liable to these losses due to failing to update your details.

13. I'm a Partner (Sports Club) or Corporate Member. What happened to my previous benefits (before 1 July 2025)?

As of 1 July 2025, the previous loyalty benefits (15% off total bill, 10% off spirit bottles, etc.) have been retired. However, if you were previously a Corporate or a Sports Club member, your status is transferred and retained as a Corporate or a Partner member tier respectively. As of **2 February 2026**, please keep your profile updated in your Harry's Rewards App to retain your Corporate or Partner Tier status. The NEW benefits will now include:

- Automatic upgrade to **Gold Tier** Membership benefits
- \$10 Heineken Pints
- \$10 Oyster Bay Merlot / Oyster Bay Sauvignon Blanc Wine glasses
- 10% off Spirit Bottles

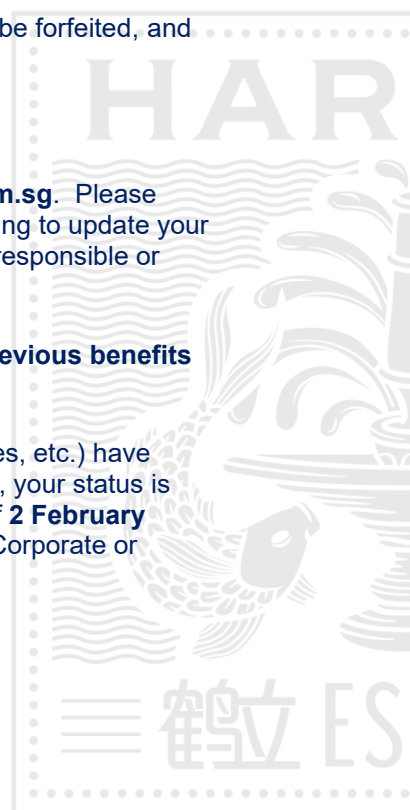
14. How do I track my points and voucher balance?

Log in to the **Harry's SG Mobile App** or **web portal** to view:

- Your current tier
- Points earned and redeemed
- Voucher status and expiry dates

15. Can I share my membership with a friend or family member?

- No. Memberships are **non-transferable** and intended for **individual use only**.
- Sharing accounts or combining transactions across accounts is strictly not allowed.





16. How do I qualify for Gold Tier if I'm not a Corporate or Partner member?

Gold Tier will also be available to members who:

- Complete **10 spending visits within 12 months**
- Complete 10 more Spending Visits within 12 months to maintain Gold tier membership status.

17. Are there blackout dates or restrictions for voucher use?

Some **promotions, vouchers, and point redemptions** may have restrictions during public holidays, eve of public holidays, or special events. Specific terms will be communicated respectively.

18. Is there a physical card for Harry's Rewards?

No physical cards are issued. The programme is still fully **digital via app or web portal**. Simply present your **Membership QR code** to earn or redeem rewards.

19. What if I didn't receive my sign-up or birthday voucher?

First, check your app under "My Rewards". If the voucher is not reflected within **48 hours**, contact marketing@harrys.com.sg with your account details.

20. How do I book a corporate event and enjoy my member discount?

Corporate Tier members may email events@harrys.com.sg.

- 5% off for \$3,000 spend
- 10% off for \$5,000 spend
(Valid for eligible event packages only.)

21. What happens if the Harry's Rewards app is unavailable or under maintenance?

Members' Pricing and eligible benefits will still apply during system disruptions, subject to verification via the web portal or alternative methods provided by staff.

22. What happens if the Point-of-Sale (POS) system is unavailable or experiencing disruptions?

If the POS system is unavailable or experiencing disruptions, Members' Pricing and Harry's Rewards benefits may not be applied to the transaction at that time.

In such situations, any resolution will be handled at the discretion of our on-ground staff, subject to operational feasibility.

23. Can I use my points across multiple bills in the same visit?

No. Points can only be redeemed **per bill** and not split across multiple receipts. Ensure you consolidate your order before payment.

24. Will there be more membership tiers in the future?

Stay connected with Harry's Marketing Communications in your communication preferences to receive the latest news and updates on our marketing promotions and loyalty mechanics.