

## CHEF EXPRESS "BUS DRIVER & TOURIST GUIDE" LOYALTY PROGRAMME EXTENSION

### The loyalty programme is extended until 30 June 2025.

The promoter Chef Express S.p.A. with registered office in Castelvetro di Modena, Via Modena, 53 VAT No. 00876120213, in order to allow greater participation in the promotion, hereby **extends the expiry date of the promotion to 30 June 2025.**

This communication is to be understood as an amendment of the Chef Express "BUS DRIVER & TOURIST GUIDE" loyalty programme regulations.

The amendment consists in particular of:

#### 1. LOYALTY PROGRAMME DURATION

The Loyalty Programme shall be extended until 30/06/2025.

2. Modification of the time period for claiming discounts and vouchers, which may take place until 30/06/2025;

3. Deletion of the user account if inactive and of the associated benefits not used after 24 months of inactivity;

4. Cancellation of unused vouchers after 24 months of inactivity, as of 1 July 2025.

Notwithstanding the foregoing, the new text of the Regulations, supplemented with the above amendments, is set out below.

## CHEF EXPRESS "BUS DRIVER & TOURIST GUIDE" LOYALTY PROGRAMME

Joining the Chef Express "Bus Driver & Tourist Guide" Loyalty Programme (hereinafter also referred to as the "Loyalty Programme" for short) is governed by the following terms and conditions (hereinafter referred to as "The Regulations").

Registering for the Loyalty Programme is quick and easy and offers Bus Drivers and Tourist Guides access to discounts and benefits on all products sold in stores and served in bars/restaurants. Products covered by special agreements, discounts, special offers and menu packages are not included. Fuels and lubricants, pay TV subscriptions and top-ups, telephone top-ups, SIM cards, railway, bus and coach tickets, scratch cards, lottery tickets, newspapers and magazines, products covered by state monopolies, tobacco, Viacard motorway toll payment cards, and Swiss and Austrian motorway toll vignettes are also excluded from the programme. The Loyalty Programme applies in all participant Chef Express brand restaurants, bars, refreshment points and convenience stores, except for businesses and departments run under present and future franchising agreements. The full list of participant points of sale is available in Annex A and will be regularly updated on the [www.chefexpress.it](http://www.chefexpress.it) website.

Participation in the Chef Express "Bus Driver and Tourist Guide" Loyalty Programme implies acceptance of all parts of these Regulations, with no reservations. These Regulations are available for consultation in all Chef Express restaurants, bars or refreshment points, on the [www.chefexpress.it](http://www.chefexpress.it) website or in the specific section of the "Chef Express" mobile app (hereinafter also simply the "mobile app").

The loyalty programme is not subject to the legislation governing Prize Schemes under article 6 point C bis of Italian Presidential Decree 430/2001.

#### 1. LOYALTY PROGRAMME DURATION

**The Loyalty Programme runs from 15/05/2023 to 30/06/2025.**

#### 2. REGISTERING FOR THE LOYALTY PROGRAMME

The Programme is restricted to professional Bus Drivers and Tourist Guides who are Italian nationals or permanently resident in Italy, are over 18 years of age and use the mobile app.

**Employees of Chef Express and its related companies and/or subsidiaries and all their relatives down to the second degree are not eligible for the Loyalty Programme.**

**Registration is free of charge** and is done directly via the mobile app. Download the official Chef Express app to your Android or Apple device and agree to the Terms and Conditions of use. Bus Drivers and Tourist Guides must register by filling in the compulsory fields and if they wish the optional fields which give a clearer idea of their preferences and enable them to receive information about the special offers available, as well as additional information proving their

membership of the profession to which the programme is restricted, such as their badge/tachograph card. The Privacy Policy Statement is available in the mobile app and on the website. Use of the mobile app is strictly personal and cannot be transferred to third parties; each subscriber may only activate one registration throughout the duration of the Loyalty Programme. The account will therefore be blocked in case of misuse. Bus Drivers or Tourist Guides who mislay their smartphone may reinstall the mobile app on a different smartphone and log on with the credentials used on the previous phone; the benefits accumulated in their digital identification code will automatically be available on the new app installed. Use of the mobile app can be blocked at the request of the Bus driver or Tourist Guide in the event of theft of the smartphone by sending an email to [info@chefexpress.it](mailto:info@chefexpress.it), Chef Express cannot in any way be held responsible for use of the mobile app by people other than the Bus Driver or Tourist Guide holder before the blocking request is received.

### 3. HOW THE LOYALTY PROGRAMME WORKS

To obtain the special discounts and benefits, every Bus Driver or Tourist Guide registered with the Loyalty Programme simply shows the mobile app at every purchase in our restaurants, bars, refreshment points or stores.

#### The Loyalty Programme entitles you to:

- **the benefit of a 10% discount on specified products in restaurants, bars, refreshment points and stores;**
- **a discount voucher of 5.00 € including VAT for each stop with at least 20 passengers on the bus, who purchased** valid only at participant Chef Express motorway service station restaurants and bars. A Bus Driver or Guide may only redeem up to two 5 € vouchers on any given day, meaning a maximum daily total of 10 €;
- **a discount of 25.00 € including VAT on bar products or 45.00 € including VAT on restaurant products** (not both: either or).  
Discounts are restricted to just two (25.00 € and 45.00 €) per day for each Bus Driver or Tourist Guide, and there must be an interval of at least 2 hours between discounts;
- **a discount calculated as 5% of the value spent by the bus's Passengers, with a maximum ceiling of 10.00 € including VAT.** To trigger the discount, passengers must spend at least 1.00 € including VAT for the discount to be awarded to the Bus Driver or Guide;
- **passenger benefit consisting of a discount for bus passengers of 5% on products from the store and 10% at the bar and restaurant.** In order to obtain the discount, Passengers must also use the mobile app, registering as Passengers and entering the Loyalty Programme ID code of the Bus Driver /Tourist Guide by scanning or typing the code shown to them by the latter.

The discount does not apply to products and menus specifically indicated as excluded at participant restaurants, bars, refreshment points and stores. Bus Drivers/Tourist Guides whose badge/tachograph card has expired will not be able to claim the discount until they have re-entered a valid document number in the mobile app.

### 4. COMMUNICATIONS

Throughout the duration of the Loyalty Programme, Customers will receive periodic emails/texts to the contacts provided at the time of registration, and mobile app alerts.

### 5. WITHDRAWING FROM THE PROGRAMME

You can unsubscribe from the Loyalty Programme using the mobile app. This will be irreversible and will anonymise all your identification data and the notifications sent, and will block access to the Loyalty Programme section of the app's information services. Customers will be unsubscribed seven days after their request is received, to enable them to change their mind and cancel the effects of their withdrawal by emailing [info@chefexpress.it](mailto:info@chefexpress.it). **Cancellation of personal data will take place automatically if no purchase or consumption is made for at least 24 months.**

**From 01/07/2025 promotional vouchers and discounts received and not used for more than two years will be automatically deleted from the system.**

#### 6. PROCESSING OF PERSONAL DATA

Your personal data shall be processed in compliance with applicable legislation and on the basis of the informed consent issued by the customer when registering for the programme or subsequently amended. In all cases, a copy of the privacy policy statement is available at all times on the Internet at [www.chefexpress.it](http://www.chefexpress.it).

#### 7. ACCESS TO FULL REGULATIONS

These Regulations will be available for consultation throughout the duration of the promotion, at the Chef Express registered office and at all participating points of sale and at [www.chefexpress.it](http://www.chefexpress.it).

#### 8. CHANGES TO THE REGULATIONS

All or part of the rules, rights and benefits set out in these Regulations may be amended or cancelled at any time at the discretion of Chef Express by notifying you on the website, while respecting the rights already acquired by participating Customers up to that time.

#### 9. LEGAL NOTES

The owners of the digital platforms from which the mobile app will be available for download do not charge for downloading and use of the app; the only cost is that of the connection on the basis of the contract between the customer and the mobile phone operator. The owners of the digital platforms are in no way involved in this scheme, but only make it possible to download the mobile app to the customer's device and use it according to the terms and conditions set out in the mobile app user licence agreement. Chef Express is not responsible for failures of the app due to the owners of the digital platforms.

#### 10. APPLICABLE LAW

Any dispute, claim or controversy arising from or relating to these Regulations shall be settled by the relevant Court in Modena.

The Legal Representative