



"TERMS AND CONDICION" CONDITIONS AND RESTRICTIONS FOR USE OF MEMBERSHIP IL PADRINO RESTAURANTS

1. By purchasing the membership, the client authorizes the iL Padrino Restaurant Administration to send promotional information to the email address provided by the client and through the so-called "push messages".
2. The information provided by the client is and will be used confidentially and will be treated by il padrino and its contractors in accordance with current legislation.
3. The client will "always" have the power to UNSUBSCRIBE from the membership, at any time they wish.
4. Annual Membership plans will be as follows:
 - o **Plata**: 10% discount has NO cost, you can enjoy it by simply downloading the application and registering.
 - o **Oro**: 40% discount, annual cost \$150 i.i. (American dollars)
 - o **Membresía Rubi** : 40% discount, annual cost \$75 i.i. (American dollars)

The annual cost considers twelve (12) months of validity from the day of purchase of the membership.

5. Membership is valid from Monday to Sunday, according to the plan purchased by the client.
6. In order to make the benefits effective, it is essential to download the IL PADRINO application in the virtual stores GOOGLE PLAY, APP STORE or APP GALLERY, or from our website <https://ilpadrinocr.com/membresias-ilpadrino/>, when registering at the same, they will be assigned a QR code that from now on they must present MANDATORY on each visit, to the waiters of the il padrino restaurants.

7. The benefits granted by membership will be applied during normal restaurant hours and with the restrictions indicated in this document, as follows:

Membresías Plata :

o From Monday to Sunday the discount will apply exclusively to food

With the exceptions and restrictions indicated in this document.

SILVER membership has NO cost, it can be enjoyed by simply downloading the application and registering.

Membresías Oro :

o From Monday to Sunday the discount will apply exclusively to food

With the exceptions and restrictions indicated in this document.

GOLD membership can be purchased through the application's payment platform with credit or debit cards from ALL FINANCIAL INSTITUTIONS and the restaurant account can be canceled with credit or debit cards from ALL FINANCIAL INSTITUTIONS.

Membresía Rubi :

o From Monday to Sunday the discount will apply exclusively to food

With the exceptions and restrictions indicated in this document.

The Rubi membership can be purchased at the special price of \$75 through the payment platform of the application ONLY AND EXCLUSIVELY with credit or debit cards from the financial institution BAC CREDOMATIC, in addition, the restaurant account can be canceled only and exclusively with credit or debit cards from the financial institution BAC CREDOMATIC.

8. Membership Benefits are for personal use, not corporate, and as such, they may NOT be transferred, loaned or assigned. Only registrations of natural persons will be accepted and registration of legal entities will not be permitted.

9. The iL Padrino Restaurant Administration will be authorized to request the client to present their identity card in good condition and current, as part of the validation required for the application of the benefits to the membership holder.
10. For the application of the benefits, it is essential that the client notify our staff that they will use their membership, and that such notice be communicated "before requesting their account", otherwise, without this prior notice, the discount could NOT be applied.
11. The application of membership benefits applies ONLY AND EXCLUSIVELY to table service; Does NOT apply to executive menu (lunch), brunch menu, desert list, express service, other promotions, takeaway or purchases through digital platforms: (ubereats, didi food, orders now, among others)
12. The account for food and beverage consumption at Il Padrino restaurants can be paid individually or in installments, in addition to being able to be paid by any person present at the table, individually or in installments, as long as there is at least one member. present asset. In the case of separate accounts at the same table, electronic invoices may be issued proportional to the number of members present.
13. Electronic invoices may be issued in the name of natural or legal persons other than those of the il padrino membership members, regardless of the type of plan chosen.

IT IS ESSENTIAL FOR THE APPLICATION OF THE BENEFITS THAT THE NOMINAL MEMBERSHIP MEMBER BE PRESENT IN THE RESTAURANT.

THE QR CODE CANNOT BE DELIVERED, ASSIGNED, OR LOANED TO ANY PERSON FOR THE BENEFITS TO BE APPLIED TO THEM, EVEN TO RELATIVES SUCH AS SPIVES OR CHILDREN.

14. The iL Padrino Restaurant Administration will be authorized and empowered to cancel the client's membership, in the event of any breach or disrespect of the conditions established for the use of the service, as well as in the event of any inappropriate conduct that may - in any way - affect the good image of restaurants.

15. The application of benefits or discounts are NOT cumulative.
As there are one or more memberships at the same table with different benefits, only one of them may be applied at the client's discretion to the account(s) of the same table.
16. Menu prices (official menu at www.ilpadrinocr.com) may be modified at any time by the administration, without prior notice to users of the membership program.
17. The annual fee or membership renewal fee may be modified at any time by the administration, which will only affect new members or renewals.
18. In no branch of the Il Padrino restaurants is the corkage service provided.
19. For your convenience, we suggest you make a reservation before visiting any branch of the Il Padrino restaurants. The use of membership is subject to the availability of free tables.
20. The administration cannot guarantee the availability of free tables every time members wish to attend one of the branches of the Il Padrino restaurants.

21. To apply the discount you must consume at least ONE DISH PER PERSON.

As dishes they are considered:

Starters, salads, focaccias, pastas, specialties, main courses, pizza and calzone.
Desserts will NOT be considered as dishes, however they are subject to the discount when applicable.

In the case of Pizzas, Focaccia and Calzone, which have a special condition as they have different sizes, the following values will be granted:
The medium size is equivalent to 1 (one) plate, the large size is equivalent to 2 (two) plates.

22. For corporate sales, you can write or call customer service to inquire about possible packages or promotions.

23. Returns

In no case will the cost of membership be refunded after it has been used, and only in those cases provided for by law.

In the event that it has not been used and a refund of the membership cost is desired, it must be requested by email to lnavarra2@gmail.com,

The refund will be made to the same card with which the purchase was made.

24. Membership benefits do not apply to:

- Lunch of the day or Brunch Menu and Dessert list
- House wine in its different presentations, glass, half liter, liter among others
- Extra ingredients, considered as ingredients not present in the original recipe of the dish and/or drink
 - Food or drinks not present on the food and drink menus of il Padrino
- Restaurants (official digital menu at www.ilpadrinocr.com)
- Hereinafter classified as "special dishes and/or drinks"
- Dishes and/or drinks shared or ordered in 2 or more plates and/or glasses
- Half portions
- Special days (Father's Day, Mother's Day, Valentine's Day, restaurant closing days, among others)
- Events with arranged menu or SPECIAL EVENTS
- The VIP Room of the il Padrino Rohmoser branch
- With other promotions

Gift Certificate Regulations

Users of the il padrino restaurant memberships application can give or receive digital gift certificates.

In order to exchange or buy gift certificates, it is essential to download the IL PADRINO application in the virtual stores GOOGLE PLAY, APP

In order to exchange or buy gift certificates, it is essential to download the IL PADRINO application in the virtual stores GOOGLE PLAY, APP STORE or APP GALLERY, or from our website <https://ilpadrinocr.com/membersias-ilpadrino/> and register at any of the available plans.

The purchase process will be carried out through a payment gateway integrated into the same il padrino restaurant membership application.

To redeem the certificates, the salon owner must be notified in advance that a certificate will be used and the QR code shown.

Certificates are valid for one year from the date of issue.

Certificates are cumulative, users can change more than one certificate at a time and apply them to the same account.

The certificates are non-refundable and single-use, if you consume less than the value, you will NOT be refunded the difference, the credit cannot be used in parts and applied to different visits.

If the amount of the invoice will be higher than the amount of the gift certificate, the customer will have to pay the difference.

Gift certificates can be applied for table service and take-out orders, however, they CANNOT be redeemed for purchases on digital platforms and express service.

When using gift certificates to pay for table service, the benefit corresponding to the subscribed membership plan may be applied.

If gift certificates are used to pay for takeout orders, you are reminded that the membership benefit will not be applied, regardless of the plan, as expressly indicated in point eleven (11) of this document.

Digital gift certificates can be redeemed at any branch of Il Padrino restaurants and without date restrictions.

Recharge Regulations

Through the recharge function, money deposits can be made to users of the application through the payment gateway integrated into the app. It is essential to know the ID or email number with which the beneficiary has registered for the Il Padrino Memberships application. An automatic email system will be responsible for notifying the issuer, as well as the beneficiary, of the correct delivery of the recharge. Those who have a balance of recharges in their favor can use them to cancel the restaurant accounts by telling the waiters before requesting the account. If the invoice amount is greater than the available balance, the difference will have to be paid, otherwise, if the consumption invoice is less than the balance, the difference in favor of the customer will be available for successive purchases. The available credit can be view at any time by pressing the "MEMBERSHIP" button on the main app screen.

Allied Business Regulations

The allied businesses section includes a series of businesses that offer Il Padrino Membership members a special benefit when presenting credentials through the IL PADRINO MEMBERSHIP app.

The il padrino restaurant WILL NOT BE RESPONSIBLE for any cancellation, refund or chargeback of a Member, resulting either from service below usual standards, from failure to comply with the Agreement, or from the conduct of or its agents and /or employees of allied commerce.

Loyalty Plan Regulations

The Memberships il padrino application offers its members a loyalty plan that can be found in the "Points" button located on the main screen of the App.

When you press the button, a window is displayed that will indicate the number of visits, the number of points, the "status" (that is, the level of membership) and a description of each level, the goal to be achieved and its benefit.

With each visit, points are accumulated that are equivalent to the amount of discounts granted on each purchase.

It is important to mention that every 12 months from registration to the app, the points will return to zero, so users have 12 months of time to achieve their goals. Upon expiration of the 12 months, they will have the possibility of accumulating

points again starting from scratch.

Every time a level is reached, the prize is automatically awarded, and the status is also changed.

If you need an electronic invoice, send the following information to WhatsApp 7086-9291 or call il padrino membership customer service Tel.2220-1567

Opening hours Monday to Sunday from 11am to 9.30pm

Full name of the affiliate who purchased the membership

Full name of the recipient of the electronic invoice

ID number

Phone

Email

City

They will be given until the 25th of each month to request the electronic invoice, starting on the 26th of each month. If they do not receive an express request, electronic purchase tickets will be issued without names.