

# Starbucks Malta Loyalty Programme

## Terms & Conditions

Effective Date: 1<sup>st</sup> May 2026

The Starbucks Malta Loyalty Programme (“Programme”) is operated by Starbucks Malta, operated by Debar Ltd (“Starbucks Malta”, “we”, “us”, “our”).

By participating in this Programme, customers agree to be bound by these Terms & Conditions.

### 1. Eligibility & Participation

1.1 Participation in the Programme is free of charge.

1.2 The Programme is available exclusively through the Magic Stamp app. Physical stamp cards are not available.

1.3 Customers must present their digital loyalty card within the Magic Stamp app before completing payment in order to collect stamps.

1.4 Stamps cannot be added after a transaction has been completed.

1.5 Stamps are not awarded on purchases made through third-party platforms, including, but not limited to, Wolt or Bolt Food.

1.6 Starbucks Malta reserves the right to refuse, suspend, or terminate participation in the Programme where misuse, fraud, or abuse is suspected.

### 2. Stamp Collection

2.1 Customers receive one (1) digital stamp per hand-crafted drink purchased in a single transaction.

2.2 Only hand-crafted beverages qualify for stamp collection. Food and ready-to-drink items do not earn stamps.

2.3 All drink sizes qualify.

2.4 Add-ons (including but not limited to extra espresso shots, syrup pumps, milk

alternatives, toppings or modifications) do not qualify for additional stamps.

2.5 Promotional or discounted drinks do not qualify for stamp collection.

2.6 A maximum of five (5) stamps per day may be collected, regardless of the number of drinks purchased.

### 3. Tier Structure & Rewards

The Programme consists of three tiers:

- Bronze
- Silver
- Gold

Stamps are cumulative and tracked digitally within the Magic Stamp app.

#### 3.1 Bronze Tier

3.1.1 Customers receive one (1) free drink after collecting nine (9) stamps.

3.1.2 The free drink reward includes any Short, Tall, Grande, or Venti beverage, including a single add-on.

3.1.3 After collecting twenty-seven (27) stamps (equivalent to three completed Bronze reward cycles), customers will automatically be upgraded to Silver Tier.

#### 3.2 Silver Tier

3.2.1 After every nine (9) stamps, Silver Tier members receive:

- One (1) free drink.

3.2.2 The reward drink may include one (1) add-on such as one extra espresso shot OR one extra pump of syrup.

3.2.3 After collecting forty-five (45) total stamps (equivalent to five completed Silver reward cycles), customers will automatically be upgraded to Gold Tier.

#### 3.3 Gold Tier

3.3.1 Gold status is permanent once achieved and will not be downgraded under normal Programme operation.

3.3.2 After every fifteen (15) stamps, Gold Tier members receive:

- One (1) free drink and
- Choice of one (1) food item.

3.2.3 The reward drink may include one (1) add-on such as one extra espresso shot OR one extra pump of syrup.

3.3.4 Food rewards are subject to stock availability.

#### 4. Reward Redemption Conditions

4.1 Rewards must be redeemed in a single transaction and cannot be split across multiple visits.

4.2 Rewards cannot be combined with other rewards unless expressly stated.

4.3 Rewards cannot be exchanged for cash, credit, or alternative products.

4.4 Rewards are non-transferable and may only be redeemed by the registered app user.

4.5 No change will be given where the value of the redeemed item is less than the maximum allowable reward value.

#### 5. Tier Progression

5.1 Tier upgrades are automatic within the Magic Stamp app at:

- 27 stamps → Silver Tier
- 45 stamps → Gold Tier

5.2 While individual reward cards reset after each nine (9) stamp cycle, cumulative stamp totals continue to count toward tier progression.

5.3 Under normal operation of the Programme, tiers are not downgraded.

#### 6. Technical Issues

6.1 Customers are responsible for ensuring their mobile device and internet connection are functioning properly at the time of purchase.

6.2 Starbucks Malta shall not be held liable for technical malfunctions, connectivity issues, app failures, or other system-related interruptions that prevent stamp collection or reward redemption.

#### 7. Programme Modifications & Termination

7.1 Starbucks Malta and Debar Ltd reserve the right, at their sole discretion, to:

- Amend, update, or modify these Terms & Conditions at any time;
- Change reward structures, benefits, tiers, or eligibility criteria;
- Substitute rewards with alternatives of equal or similar value;
- Suspend or terminate the Programme at any time without prior notice.

7.2 Any changes shall take effect immediately upon publication within the app, Starbucks.mt website, or in-store communication.

7.3 Continued participation in the Programme following any amendments constitutes acceptance of the updated Terms & Conditions.

## 8. General

8.1 All rewards and benefits are subject to availability.

8.2 The Programme is intended for personal, non-commercial use only.

8.3 Starbucks Malta's decision regarding any aspect of the Programme shall be final and binding.