

## Sharks 365 Member Referral Program

### **Terms and Conditions**

1. **Overview.** These Terms and Conditions (as amended, restated, supplemented or otherwise modified from time to time) govern the Sharks365 Member Referral Program (the “Program”). The Program is a referral program operated by San Jose Sharks, LLC (the “Sharks”) whereby eligible Sharks365 members (each, a “Member”) who refer third parties to purchase certain Sharks365 memberships for the 2025-26 season may receive certain Incentives (as defined herein) based on the number of individuals who actually purchase such membership. The individual referred to purchase a Sharks365 membership who actually purchases such membership (the “Referred Member”) shall also be eligible to receive an Incentive. A Member is eligible to participate in this Program if the referring Member renewed all seats existing on Member’s account during the 2024-25 Season for the 2025-26 Season as of the date of the referral.
2. **Referral Incentives.** Existing Members who refer individuals to purchase a Sharks365 membership shall be eligible to receive \$250 in [Teal Tokens](#) redeemable at SAP Center at San Jose (the “Incentive”). The number of Incentives a Member is eligible for is dependent upon, and increases based on, the number of referrals who actually purchase a Sharks365 membership. The Referred Member shall also be eligible to receive the \$250 Teal Token Incentive.
3. **Eligibility.** To constitute a valid referral, Sharks365 memberships purchased under the Program by a Referred Member must be purchased at any time between April 1, 2025 through November 1, 2025, consist of at least two (2) tickets, and purchased as a result of the referring Member submitting the referral via the form on [Sharks365 Reward Rewards Program - Formstack](#). Additionally, to be eligible to receive the Incentive, the Referred Member must be a bona fide new Sharks 365 member, as determined by the Sharks in its sole discretion. The official tracking shall be conducted through the [Sharks365 Reward Rewards Program - Formstack](#). To constitute a valid referral, the Referred Member must sign a Sharks 365 Season Ticket Membership Agreement and make at least one (1) payment toward the total purchase price. For purposes of clarity, if a Member refers a third party but the third party does not sign an agreement and/or make a payment in accordance with the terms herein, the Member is not eligible to receive the Incentive. Only current full season Members may be eligible to receive Incentives.
4. **Delivery of Incentives to Referring Member and Referred Member.** The earned Incentive(s) due to a Member and Referred Member under this Program will be added to the Member’s and Referred Member’s digital wallets within the Sharks + SAP Center mobile app once the Referred Member makes the first payment toward a new membership and signs an agreement. Unless and until these two steps have been taken by the Referred Member, neither the Member nor Referred Member will see the Incentives loaded within his or her digital wallet.
5. **Program Restrictions.** Please note that the Program applies to sales of Sharks365 memberships only and excludes any other sales of Sharks products (unless otherwise expressly stated by Sharks in writing). Incentives will expire on June 30, 2026, and may not be used after this date. Incentives may be changed from time to time as determined in the Sharks’ sole discretion. Referrals provided for prior seasons are not eligible for Incentives under this Program. To be eligible for the Incentives, the Referred Member must purchase a new Sharks 365 Membership (no renewed and transferred accounts/purchases eligible).
6. **Miscellaneous.** The Sharks reserve the right in its sole discretion to modify all or a portion of these Terms and Conditions or suspend or cease the Program in its entirety at any time. Teal Tokens may not be redeemed or substituted for cash. No cash refunds on purchases made with the Teal Tokens. Use of Teal Tokens is subject to any other terms and conditions imposed by Sharks from time to time.