OLIVER'S

PIZZA KITCHEN

PROMOTION TERMS & BONUS PROGRAMME

MOROCCO • 23 NOVEMBER 2026

Published by DOPIZ SARLAU | ICE 003811666000078

Website: https://oliverspizza.ma • Contact: hello@oliverspizza.ma

These terms describe the promotional offers and Oliver's Coins programme operated by DOPIZ SARLAU under the Oliver's Pizza Kitchen brand in Morocco. Individual offers become available only when they are expressly announced through an official channel.

PART I | PROMOTIONS & OFFERS

1. Definitions

- "Oliver's" or "we" means DOPIZ SARLAU, operator of the Oliver's Pizza Kitchen brand.
- "Website" means oliverspizza.ma. "App" means the official Oliver's Pizza Kitchen mobile application. "Restaurant" means a participating Oliver's Pizza Kitchen location in Morocco.
- "Promotion" means a published discount, bonus, coupon, special price, gift or similar offer, subject to the offer-specific conditions.
- "Combo" means a combination of menu products sold together at a displayed combined price.
- "Oliver's Coins" are non-cash loyalty units credited to a customer account and redeemable for the eligible rewards presented in the App.

2. Promotional offer conditions

- Every active promotion will state the applicable dates, participating restaurants or channels, eligible products, any code required, customer eligibility, and relevant exclusions.
- Prices are displayed in Moroccan dirhams (MAD). Delivery fees, applicable minimum orders, ingredient supplements and other charges are disclosed before confirmation of an order.
- A customer may add products or change ingredients when the ordering channel permits it; additions or substitutions may change the final price shown before payment.
- Promotions, promo codes and Oliver's Coins rewards cannot be combined unless the particular offer expressly allows it.
- Promotions are subject to stock and operational availability. Product pictures are illustrative; presentation may vary without changing the essential product description.
- A first-order promotion is normally restricted to one first qualifying purchase per customer account and may be subject to reasonable checks against duplicate or fraudulent use.
- An offer may be modified or discontinued prospectively in accordance with the published conditions and applicable Moroccan consumer-protection rules. The treatment of already confirmed orders remains subject to applicable law.

3. Types of promotional offers

First-order offers

Welcome discounts, free eligible items or other introductory benefits may be advertised for a customer's first qualifying order. No specific first-order benefit is promised unless it is published.

Birthday rewards

Birthday benefits may be offered to customers who voluntarily provide the necessary information. Eligibility, verification, use period and product restrictions will be stated with each birthday offer.

Combos and meal deals

Special combinations of pizzas, sides, drinks or desserts may be offered for dine-in, takeaway or delivery as specified in the offer.

Special-day promotions

Limited-time or recurring special-day campaigns may apply only on the announced dates or times and subject to the specific conditions shown.

PART II | OLIVER'S COINS BONUS PROGRAMME

4. Participation

Participation is available to eligible registered customers of Oliver's Pizza Kitchen in Morocco through the official Website and App, and in participating restaurants where account recognition is supported. Accounts may use mobile-phone verification and other sign-in methods made available by Oliver's. Marketing consent is separate from registration and purchasing.

5. How coins are earned

Earning rate	1 Oliver's Coin for every complete 5 MAD of eligible paid order value.
Referral reward	10% of the referred customer's first eligible paid order value, converted into Oliver's Coins at the programme earning conversion of 1 coin per 5 MAD.
Coin validity	Six months from the date the coins are credited.
Use of coins	Eligible menu products and rewards displayed in the official Oliver's Pizza Kitchen App.

Eligible paid order value means the amount actually paid for eligible food and drinks, after discounts and redeemed loyalty benefits, excluding delivery fees and other charges that are not expressly included in the offer. Fractions below 5 MAD do not generate an additional coin. For example, an eligible 85 MAD order earns 17 coins.

Coins are credited after an eligible order has been paid for and completed, generally within 24 hours. For cancelled, refunded, reversed or fraudulent transactions, related coins may be cancelled or adjusted. The app will display the available balance and eligible rewards.

6. Referral programme

An existing customer who has already made an eligible order may invite a genuinely new customer through an available referral code or link. When the referred customer makes their first eligible, completed and paid order, the referring customer earns a bonus corresponding to 10% of that first order's eligible paid value, converted into coins using the 1 coin per 5 MAD programme conversion. For example, a first eligible order of 100 MAD generates a referral bonus of 2 coins. Any fractional coins are rounded down.

Self-referrals, repeat accounts, fraudulent transactions or attempts to bypass new-customer eligibility may be excluded. Any extra welcome reward for the new customer will apply only if separately announced in the App.

7. Redemption, limitations and expiry

- Coins may be used only to obtain menu items or rewards designated in the App. The number of coins needed for each reward will be shown before redemption.
- Coins are not cash, have no guaranteed cash conversion value, do not accrue interest and cannot be withdrawn, sold or transferred to another customer.
- Coins expire six months after they are credited, unless a separately published campaign specifies a different validity period before the customer earns them.
- When an order is cancelled after reward redemption, the treatment of the coins will be communicated through the app or customer support, taking into account the circumstances and applicable consumer rights.
- Oliver's may suspend or reverse rewards associated with demonstrated abuse, fraud, account compromise or technical error, with reasonable review and subject to applicable law.

8. Changes and ending participation

We may amend future earning rates, referral criteria, rewards or other programme features by publishing updated terms before the changes take effect. Already-earned coins will continue to be treated in accordance with the terms applicable when earned and mandatory consumer protections. A customer can request account or programme closure through hello@oliverspizza.ma; legally required records may still be retained under the Privacy Policy.

9. Communications, complaints and applicable law

Transactional messages about orders and loyalty activity may be sent as needed for the service. Advertising messages are subject to applicable marketing preferences and legal requirements. Questions or complaints about an offer, coins or eligibility may be sent to hello@oliverspizza.ma. Moroccan law applies, including applicable consumer-protection and personal-data rules; no clause excludes mandatory statutory rights.

10. Operator and contact information

Operating company	DOPIZ SARLAU
Registered address	400 Résidence Badr, App 5, Avenue Hassan II, Diour Jamaa, Rabat – Yaacoub El Mansour, Morocco
ICE	003811666000078
RC	To be confirmed
Customer contact	hello@oliverspizza.ma
Website	https://oliverspizza.ma