

The ONE Group SMS Terms and Conditions

Effective Date: 10/27/25

Please read these SMS Terms and Conditions (the “SMS Terms”) carefully. By opting in, enrolling, or otherwise agreeing to receive text messages from The ONE Group, you agree to these SMS Terms, in addition to The ONE Group’s Terms of Use and Privacy Notice, which are incorporated herein by this reference. For purposes of these SMS Terms, “The ONE Group” refers to The ONE Group Hospitality, Inc. and/or all or any of its subsidiaries and affiliates.

1. Agreement to Receive Text Messages.

By opting in, enrolling, or otherwise agreeing to receive text messages from The ONE Group, you expressly consent to receiving recurring marketing and/or transactional text messages that may be sent using an automatic telephone dialing system, by or on behalf of The ONE Group, to the cell phone number you provide to The ONE Group.

To participate, you must have a text enabled mobile device with a text messaging plan. Please note that The ONE Group may not be able to deliver text messages to all mobile carriers, and that text messaging may not be available in all geographic areas. Your consent to receiving text messages is not a condition of your purchasing any goods or services from The ONE Group. Neither The ONE GROUP nor any of its service providers and/or mobile carriers are or will be liable to you or to any third party for delayed or undelivered text messages. The frequency of text messages sent through The ONE Group text messaging programs will vary.

2. Opting Out and Getting Help.

To stop receiving text messages from The ONE Group, reply STOP to the number sending the message. Even after replying STOP, you may receive additional communications confirming that your request has been received and processed, and you may continue to receive text messages for a short period of time while The ONE Group processes your request.

If you opt out of receiving text messages from one of our text message programs, you may continue to receive text messages from The ONE Group through any other programs you have joined separately until you separately opt out of receiving text messages from that program. You may also continue to receive transactional text messages related to orders or transactions made or placed online or through your account or upon signing up or logging into your account.

If you need further assistance, text HELP to the number sending the message, or contact The ONE Group customer service at privacy@togrp.com.

After opting out of receiving text messages from The ONE Group, you can re-enroll in any of The ONE Group’s text messaging programs by following the instructions for that program.

3. Costs.

Message and data rates may apply for text messages that are sent to you from or on The ONE Group’s behalf, as well as to the messages that you send to The ONE Group. Please contact your wireless provider with any questions about your text plan or data plan.

4. Eligibility; Changes in Phone Number; Indemnity.

By opting in, enrolling, or otherwise agreeing to receive text messages from The ONE Group, you represent and warrant that you are 18 years of age and that you are the current subscriber or authorized user of the cell phone number that you have provided.

You are responsible for completing the opt out process or notifying us immediately if you change, transfer, or intend to stop using the cell phone number used to subscribe to The ONE Group's applicable text messaging program. You may notify The ONE Group of a change in your cell phone number by contacting The ONE Group using the contact information provided in the "Questions" section below.

You agree to indemnify, defend, and hold The One Group and T-Mobile, Inc., and each of their respective affiliates, subsidiaries, officers, directors, employees, agents, successors, and assigns, harmless from and against any and all claims, damages, liabilities, fines, penalties, costs, and expenses arising from or relating to, in whole or in part, your failure to complete the opt-out process or for otherwise failing to notify The One Group of any change, transfer, or intention to stop using your cell phone number, including but not limited to, any claims under the Telephone Consumer Protection Act (TCPA) or similar state or federal laws.

5. Questions.

For questions about these SMS Terms or if you would like to contact The ONE Group regarding its text messaging programs, please contact The ONE Group via email at privacy@togrp.com