



## TERMS AND CONDITIONS

Application and the use of the Privé Perks Loyalty Programme is subject to the following terms and conditions:

### **Definitions**

The Terms defined and used herein shall have the following meanings shown next to them:

- “Application” – the process completed and submitted by the applicant, in order to become a member of the Privé Perks loyalty programme
- “Membership” – Privé Perks loyalty programme
- “Transaction” – transaction effected by Member at any participating The Privé Group outlet
- “Participating Restaurants” – The Privé Group restaurants which acknowledge and accept Privé Perks loyalty programme benefits.
- “We, us, our, The Privé Group” – The Privé Group Pte Ltd
- “You, your, member, account” – the person who applied for The Privé Perks loyalty programme and/or whose member’s account belongs to

### **Application of the Privé Perks membership**

- At all The Privé Group participating outlets in Singapore via QR code on the collaterals
- Applicant has to be at least 16 years of age at point of application

### **Membership Validity**

- 1 year from date of application and in Singapore only
- Membership privileges can only be enjoyed by the member. Sharing of account is not allowed

### **Earning of Points**

- Member has to identify oneself and inform staff at point of billing/seating to enjoy membership benefits
- Member must be present to earn points. Date of Birth may be requested for verification purposes
- Points awarded is based on sub-total\*
- A maximum of 600 points per day is capped for earning of points

**• Redemption of Points**

- Member must be present to redeem their points for cash vouchers rewards
- Member to inform outlet staff on the denomination of cash voucher they would like to redeem with their points
- Points cannot be exchanged for cash or The Privé Group gift vouchers

**Expiry of Membership**

- All points will expire at the end of the membership unless minimum spend is made before expiry for the respective tier
- Expiry reminders will be sent via email notification
- Upon expiry of membership, points in the account will be forfeited.
- There is strictly no refund or extension of points after membership expiry

*\*calculated based on nett amount after discounts and vouchers (if applicable) and before GST & service charges are applied*

**Renewal of Membership**

- Silver Fork: If the \$100\* minimum spend is met, the membership will be automatically renewed
- Gold Plate: If the \$1000\* minimum spend is met, the membership will be automatically renewed

*\*calculated based on nett amount after discounts and vouchers (if applicable) and before GST & service charges are applied*

**Termination and Cancellation**

- Member may, at any time, terminate the membership before expiry date, drop an email to us at [marketing@prive.com.sg](mailto:marketing@prive.com.sg)
- In the event of an early termination, membership expiry will be as of date of termination
- The account may be terminated in the event of any breach of the terms and conditions contained herein
- We reserve the rights to terminate the membership if found to be shared by member and his/her family and friends etc.
- Upon termination of the account either by member or by us, member shall not attempt to use the account, such act shall be deemed as fraudulent
- Upon the termination or cancellation of the account for whatever reasons, all points, rewards and vouchers will be forfeited, and member shall have no further claim against us

**Communication**

- Member agrees that we shall be entitled to disclose personal particulars to the cooperatives and the organizations affiliated or related to us.
- Member agrees to allow us to use their contact details and personal particulars in order to facilitate membership benefits and entitlement.

### **Confidentiality of Account Details**

- Members are to keep their membership information and details confidential at all times.

### **Discretion**

- Membership is the sole property of The Privé Group.
- Notwithstanding any other provisions herein, if the Rewards and/or Benefits have been wrongfully or fraudulently redeemed, the member shall be liable to refund us the value of the said Rewards and/or Benefits without dispute.
- Any dispute on the Rewards and/or the Benefits shall be notified to us and/or its Agents within 30 days from the date that the dispute had taken place.
- We reserve all rights to amend any privilege or condition without prior notice. All terms and conditions of Rewards or Benefits will be updated on [www.priveperks.com.sg](http://www.priveperks.com.sg) from time to time.
- We are entitled at any time, in its absolute discretion without liability to you, to amend the Terms and Conditions, suspend or terminate your right to use the membership, to refuse the renewal of the membership should any of the conditions and privileges be abused.
- The member shall indemnify and hold us and its Agents harmless against any liability or loss, penalty, damage, costs and expenses, including but not limited to legal costs, arising directly or indirectly from any breach on the part of the member in complying or observing these Terms and Conditions or in otherwise using the account or recovery of any outstanding amounts due from the member.