

## TERMS AND CONDITIONS

Application and the use of the Joyden Concepts Loyalty Rewards Programme is subject to the acceptance of the following terms and conditions:

### Definition

- ❖ The terms defined and used herein shall have the following meanings shown next to them:
- ❖ "Application" – process completed and submitted by the applicant, in order to become a member of Joyden Concepts Loyalty Rewards Programme.
- ❖ "Membership" - Joyden Concepts Loyalty Rewards Programme.
- ❖ "Transaction" – transaction effected by Member at any Joyden Concepts Restaurants.
- ❖ "Participating Restaurants" - Joyden Concepts Restaurants in Singapore which acknowledge and accept Joyden Concepts Loyalty Rewards Programme benefits. This excludes Joyden catering service and Joyden Hall.
- ❖ "JOY\$" – JOY dollars issued to members on valid transactions.
- ❖ "You, your, member, account" – the applicant who applied for Joyden Concepts Loyalty Rewards Membership and/or whose member's account belongs to.

### 1. Membership Application

- Membership application fee is S\$20 nett (inclusive of GST) or free with a minimum spending of S\$100 nett in a single receipt/visit/bill.
- Membership application can be made at all participating Joyden Concepts Restaurants (excluding Joyden catering service and Joyden Hall) in Singapore.
- Applicant has to be at least 16 years of age at point of application.

### 2. Membership Validity

- Membership is valid for 1 year from date of application up to the last day of the month in which the said 1 year period ends. *For example, Members that sign up on 15 November 2019 will have their membership valid until 30 November 2020.*
- This membership is only valid at participating Joyden Concepts restaurants (excluding Joyden Hall) in Singapore.
- Membership privileges is strictly non-transferable and can only be enjoyed by the member in person. Sharing of account is not allowed.

### 3. Earning of JOY\$

- Members are entitled to earn JOY\$1 for every \$15 spent for dine-in or takeaway (excluding delivery and takeaway through or by 3<sup>rd</sup> party providers like Deliveroo, Food Panda etc), based on total food bill and do not include standard/seasonal set menus (including Chinese New Year, Mother's Day and Father's Day Set menus), promotional items, beverages (including wine), TTP (tea, towel and peanuts), service charge and any prevailing government taxes and GST
- The earning of new JOY\$ is calculated after any/all redemption/deduction of JOY\$.
- If payment is made via credit or debit card, name on credit/debit card must be the same as per member's registered name in our membership platform.
- Members have to identify oneself and inform staff at point of billing / seating to enjoy membership benefits.
- Strictly no earning of JOY\$ after sales transaction has been completed.
- Member must be present to earn JOY\$. No JOY\$ will be credited if member is not present at the point of payment. Date of birth OR phone number may be requested for verification purposes.
- JOY\$ can be earned at Joyden Seafood and Joyden Canton Kitchen.
- JOY\$ can be redeemed on your next visit at Joyden Seafood and Joyden Canton Kitchen only.
- The earning and redemption of JOY\$ is not applicable during the 15 days prior to and during the 15 days of Chinese New Year, Mother's Day and Father's Day and/or for banquets/large groups of more than 30 persons.
- The earning and redemption of JOY\$ is not applicable for the purchase of Joyden vouchers and seasonal/festive merchandise (for e.g. Chinese New Year products, Rice Dumplings, Mooncakes etc) unless otherwise specified.
- Earning of JOY\$ is not allowed in conjunction with any other credit cards/in-house promotions, bank/merchant rewards, vouchers, unless otherwise specified.

### 4. Redemption of JOY\$

- Member must be present to earn JOY\$.
- Members are required to sign on the receipt to acknowledge redemption of JOY\$.
- Combining of multiple membership accounts or splitting the bill to earn JOY\$ is strictly not allowed.

- All JOY\$ accrued shall expire upon expiry of membership. Unutilized JOY\$ are strictly not allowed to be refunded, exchanged and/or refunded for cash/voucher/in-kind.

### **5. Exclusive Membership Privileges**

- Complimentary \$40 worth of E-Vouchers upon successful Membership Application.
- Complimentary \$20 E-Voucher during Birthday Month.
- Complimentary Corkage of 1 Bottle during Birthday Month at Joyden Seafood.
- Complimentary Birthday Cake / Longevity Buns with a minimum spend of \$180 or purchase at a discounted rate of \$28 during Birthday Month at Joyden Seafood or Joyden Canton Kitchen.
- Invitations to Members' Only Activities and Programs where applicable.
- Exclusive Members' Rate on promotional/festive/seasonal items where specified.

### **6. E-Vouchers Terms and Conditions**

- Sign-Up E-Vouchers come in the denomination of \$20 per E-Voucher (with minimum spend of \$50 on total food bill), and are valid for 3 months from date of Membership Application.
- Birthday E-Voucher Voucher (with minimum spend of \$20 on total food bill) is applicable only on Member's birthday month.
- E-vouchers cannot be combined with any other promotions, JOY\$, discounts etc. unless otherwise specified.
- E-voucher is valid for dine-in only.
- Not valid on eve of Public Holiday, Public Holidays or special occasion during the 15 days prior to and during the 15 days of Chinese New Year, Mother's Day and Father's Day, and for banquets/large groups of more than 30 persons unless otherwise stated.
- E-voucher is not valid with any in-house promotions / discounts / coupons / vouchers / loyalty programme / credit card privileges.
- E-voucher cannot be combined for use. Expired E-Vouchers cannot be refunded and/or exchanged for cash/new vouchers/in-kind.

### **7. Expiry of Membership**

- Upon the expiry of the membership, all unutilized JOY\$ earned during the existing term will also expire and be forfeited at the end of the membership regardless of whether the membership has been renewed in advance or during the grace period, for another term.

- It is the sole responsibility of the Member to renew the membership account. There is strictly no refund, exchange or extension of unutilized JOY\$ once the membership has expired.
- Expiry reminders will be sent via SMS or email notifications. For members who opt not to be reached via both SMS and/or email, you may wish to refer to the bottom of your recent transaction receipt in our restaurants or log on to your membership account at [www.joyden.com.sg](http://www.joyden.com.sg) to check the status of your JOY\$.

## 8. Membership Renewal

- Members who spend a minimum of **\$1000** on total food bill based on total food bill, excluding standard/seasonal set menus (including Chinese New Year, Mother's Day and Father's Day Set menus), promotional items, beverages (including wine), TTP (tea, towel and peanuts), service charge and any prevailing government taxes and GST during the membership year, will receive an automatic complimentary renewal for another year.
- Otherwise, Members may choose to renew their Membership before their Membership expires at a special Member's rate of \$10. Standard Membership Application fee applies after the Membership expires.
- Upon renewal, Members will receive a complimentary Renewal \$20 E-Voucher (with minimum spend of \$20 on total food bill) valid for 3 months from the date of successful Membership Renewal. Please refer to 'E-Vouchers Terms & Conditions' for guidelines governing use of E-Vouchers.

## 9. Termination and Cancellation

- Members may, at any time, terminate their memberships before the expiry date by written notice to 5 Stadium Walk, Leisure Park Kallang #05-01 Singapore 397693 or via email to [membership@joyden.com.sg](mailto:membership@joyden.com.sg). Please allow up to 30 days for the processing of any pre-termination or cancellation.
- In the event of an early termination, the date of the membership expiry will be as of date of termination.
- The membership account may be terminated in the event of any breach of the terms and conditions contained herein.

- Joyden Concepts reserves the rights at its sole discretion to suspend and/or terminate the membership in event of any breach of the membership terms and conditions stated herein, fraud and including any unauthorized sharing or transfer of the membership by the
- Member and any other third party, without any liability to the Member and/or any other third party.
- Upon the termination of the account either by the Member or by Joyden Concepts, the Member shall not attempt to use the Membership. Such act shall be deemed as fraudulent.
- Upon the termination or cancellation of the account for whatever reasons, all JOY\$ and/or any unused e-vouchers will be forfeited and cancelled and there shall strictly be no refunds or exchange for cash and/or vouchers and the Member shall have no claims whatsoever against Joyden Concepts.

#### **10. Collection and use of Personal Data**

- By choosing to participate and sign-up for Joyden Concepts Loyalty Rewards Programme, the Member understands and agrees that he/she will need to provide Joyden Concepts with his/her personal information including but not limited to – name, address, mobile and phone number etc.
- Members will also need to provide their mobile number to Joyden Concepts for registration and identification purposes. Member's mobile number provided will be the default Member's Username to access Joyden Concepts Loyalty Rewards Program.
- Members agree to be contacted by Joyden Concepts and to allow Joyden Concepts to use his/her personal data for the purpose of communication of Membership program information, marketing promotions, campaigns, rewards and surveys.
- Members agree that Joyden Concepts shall be entitled to disclose their personal particulars to its related entities, affiliates and businesses for the purpose of communicating with Members on relevant marketing and promotion information. Such related entities, affiliates and businesses may contact the Members directly.
- Members agree that Joyden Concepts shall be entitled to disclose their personal data to authorized third party service providers acting on Joyden Concept's behalf to collect, process and use the Member's data which was provided for at the time of Membership Application and available at the Member's Portal for the carrying out and management of the Membership program, privileges and entitlements.

- Any personal data and information provided by the Member and held by Joyden Concepts will be managed stringently in accordance to our Privacy Policy and the Personal Data Protection Act (PDPA). Please refer to our 'Privacy Policy' available at our [www.joyden.com.sg](http://www.joyden.com.sg) for more information.

#### **11. Amendment of Personal Data**

- Members may amend their personal data or marketing preferences at any time via our Member's Portal. Please allow up to 14 working days for the changes to be updated, barring any clarifications or technical constraints.

#### **12. Confidentiality of Account Details**

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

#### **13. Discretion**

- The Joyden Concepts Loyalty Rewards Program is the sole right and property of Joyden Concepts.
- Joyden Concepts reserves all rights to amend any privilege, terms or conditions, including suspending or terminating the Joyden Concepts Loyalty Program at its absolute discretion without prior notice and without any liabilities to the Members. Updated terms and conditions are available at [www.joyden.com.sg](http://www.joyden.com.sg).
- Notwithstanding any other provisions herein, if the JOY\$, any rewards and/or benefits have been wrongfully or fraudulently earned or redeemed, the Member shall be liable to refund Joyden Concepts the value of such JOY\$, rewards and/or benefits without dispute.
- Any dispute on the JOY\$, rewards and/or benefits shall be notified to Joyden Concepts within 30 days from the date that the dispute/transaction had taken place.
- The Member shall indemnify and hold Joyden Concepts and its Management, Agents etc 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 with or observing these Terms and Conditions or in otherwise using the account or recovery of any outstanding amounts due from the Member.