

TERMS AND CONDITIONS

Application and the use of the Song Yue Rewards Membership Club 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 Song Yue Rewards Membership Club.
- ❖ “Membership” - Song Yue Rewards Membership Club.
- ❖ “Transaction” – transaction effected by Member at Song Yue Taiwan Cuisine.
- ❖ “You, your, member, account” – the applicant who applied for Song Yue Rewards Membership Club and/or whose member’s account belongs to.

1. Membership Application

- Membership application is free for a limited time period.
- Membership application can be made at Song Yue Taiwan Cuisine.
- Applicant has to be at least 16 years of age at point of application.

2. Membership Validity

- Membership is valid for 365 days from date of application. *For example, Members that sign up on 15 November 2023 will have their membership valid until 14 November 2024.*
- This membership is only valid at Song Yue Taiwan Cuisine 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 Point

- Members are entitled to earn 1 Point for every \$25 spent for dine-in or takeaway (excluding delivery and takeaway through or by 3rd party providers like Grab, 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 tea and alcohol), TTP (tea, towel and peanuts), service charge and any prevailing government taxes and GST.
- The earning of new points is calculated after any/all redemption/deduction of points.
- 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 points after sales transaction has been completed.
- Member must be present to earn points. No points 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.
- Points can be earned at Song Yue Taiwan Cuisine.
- Points can be redeemed on your next visit at Song Yue only.
- Earning of points is not allowed in conjunction with any other credit cards/in-house promotions, bank/merchant rewards, vouchers, unless otherwise specified.
- The earning and redemption of points is not applicable during the 15 days prior to and during the 15 days of Chinese New Year.
- The earning and redemption of points is not applicable during the weekend of Mother's Day and Father's Day and exclusive Event Days (e.g. Wine Appreciation Nights), unless otherwise specified.
- The earning and redemption of points is not applicable for the purchase of Song Yue vouchers, in-store retail products, seasonal/festive merchandise unless otherwise specified.

4. Redemption of Points

- Member must be present to earn points.
- Members are required to sign on the receipt to acknowledge redemption of points.
- Combining of multiple membership accounts or splitting the bill to earn points is strictly not allowed.
- All Points accrued shall expire upon expiry of membership. Unutilized Points are strictly not allowed to be refunded, exchanged and/or refunded for cash/voucher/in-kind.

5. Exclusive Membership Privileges

- Complimentary \$25 worth of E-Vouchers upon successful Membership Application.
- Complimentary \$20 E-Voucher during Birthday Month.
- 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

- E-Vouchers are to be redeemed via Song Yue Rewards Membership Club Web App. All members are to check with any Song Yue's staff for confirmation before redeeming.
- Sign-Up E-Voucher of \$5 (with no minimum spend) is valid for 30 days from date of Membership Application.
- Sign-Up E-Vouchers also come in the denomination of \$10 (with \$30 minimum spend) and is valid for 180 days from date of Membership Application.
- Birthday E-Voucher (with minimum spend of \$100 on total food bill) is only valid for 30 days from 1st day of birthday month.
- E-vouchers cannot be combined with any other promotions, points, 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, weekend of Mother's Day and Father's Day 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 points 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 points once the membership has expired.

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. 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.
- Song Yue 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 Song Yue, 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 points 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 Song Yue.

10. Collection and use of Personal Data

- By choosing to participate and sign-up for Song Yue Rewards Membership Club, the Member understands and agrees that he/she will need to provide Song Yue 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 Song Yue for registration and identification purposes. Member's mobile number provided will be the default Member's Username to access Song Yue Rewards Membership Club.
- Members agree to be contacted by Song Yue and to allow Song Yue to use his/her personal data for the purpose of communication of Membership program information, marketing promotions, campaigns, rewards and surveys.
- Members agree that Song Yue 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 Song Yue shall be entitled to disclose their personal data to authorized third party service providers acting on Song Yue'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 Song Yue 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.songyue.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 Song Yue Rewards Membership Club is the sole right and property of Song Yue.
 - Song Yue reserves all rights to amend any privilege, terms or conditions, including suspending or terminating the Song Yue Rewards Membership Club at its absolute discretion without prior notice and without any liabilities to the Members. Updated terms and conditions are available at www.songyue.com.sg.
 - Notwithstanding any other provisions herein, if the points, any rewards and/or benefits have been wrongfully or fraudulently earned or redeemed, the Member shall be liable to refund Song Yue the value of such points, rewards and/or benefits without dispute.
 - Any dispute on the points, rewards and/or benefits shall be notified to Song Yue within 30 days from the date that the dispute/transaction had taken place.
 - The Member shall indemnify and hold Song Yue 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.
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