

TERMS & CONDITIONS

Application and the use of the Paradise Gourmet Rewards is subject to the following terms and conditions:

DEFINITION

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 Paradise Gourmet Rewards.
- "Membership" – Paradise Gourmet Rewards.
- "Transaction" – transaction effected by Member at any Paradise Group of restaurants.
- "Participating Restaurants" – Paradise Group restaurants in Singapore which acknowledge and accept Paradise Gourmet Rewards benefits. This excludes Le Shrimp Ramen, LeNu, Canton Paradise Noodle & Congee House, and Paradise Group catering.
- "P\$" – Paradise dollars issued to member on valid transactions.
- "We, us, our, Paradise Group" – Paradise Group Holdings Pte Ltd.
- "You, your, member, account" – the person who applied for Paradise Gourmet Rewards membership and/or whose member's account belongs to.

APPLICATION OF PARADISE GOURMET REWARDS MEMBERSHIP

- No sign-up fee. Register via our members' portal (www.paradisegp.com/member/) or Paradise Group SG app for a free account.
- Applicant has to be at least 16 years of age at point of application.

MEMBERSHIP VALIDITY

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

EARNING OF P\$

- Members are entitled to earnings of 10% rebates, in the form of P\$, based on their total food bill when they dine-in or takeaway at any participating restaurants.
- Earning of the 10% rebate is calculated after the redemption of P\$ and do not include festive and promotional items, soup bases, beverages, fine wines, miscellaneous items, TTP (tea, towel and peanut), service charge and government taxes, etc. This amount is referred to as the total nett spend.
- Earning of 10% rebates is not valid in conjunction with other promotions and discount vouchers.
- Member has to identify oneself by informing our staff at point of billing / seating to enjoy membership benefits.
- Strictly no earning of P\$ after completion of sales transaction.
- Member must be physically present to earn P\$. No P\$ will be credited if member is not present at the point of billing. Date of birth or mobile number may be requested for further verification purposes in order for us to facilitate membership benefits and entitlements.
- Catering orders, purchase of Paradise Group vouchers and promotional items (e.g. Mooncake, Chinese New Year products), determine at our sole discretion, are not eligible for earning of P\$ unless specified.

REDEMPTION OF P\$

- Member must be physically present to redeem P\$ (Valid for dine-in and takeaway).
- All members are required to sign on the transaction receipt as form of acknowledgement given for redemption of P\$. Date of birth or mobile number may be required for further verification purposes in order for us to facilitate membership benefits and entitlements.
- P\$ can be redeemed from total bill on your next visit at participating restaurants, excluding Paradise Group catering.
- Redemption of P\$ does not include new rebates.
- P\$ cannot be converted for cash or exchange for Paradise Group vouchers.

BIRTHDAY E-VOUCHER

- Valid for weekday dine-in during birthday month, by respective member only.
- Individual e-voucher terms and conditions apply.

RENEWAL E-VOUCHERS

- Valid for dine-in 3 months from date of renewal, by respective member only.
- Individual e-voucher terms and conditions apply.

EXCLUSIVE PRIVILEGES

- Enjoy double earning of rebates on your birthday month over unlimited visits. Additional 2.5% rebates is not applicable during birthday month regardless of member being partnering bank's credit/debit card holder.

EXPIRY OF MEMBERSHIP AND RENEWAL

- Expiry reminders will be sent to member via SMS and email notifications. For members who opt not to be reached via both marketing preference, you may wish to refer to the bottom of your recent dining transaction receipt in our Paradise Group of restaurants or you may log in to the member portal (www.paradisegp.com/login/) or Paradise Group mobile app to check the expiry date of your membership.
- All unused P\$ will expire at the end of the membership and forfeited unless a renewal is made before expiry.
- It is the responsibility of the member to renew his/her membership account before expiry. Strictly no refund or extension of P\$ usage after membership expiry.
- Renewal fee is \$3.90 and can be done via our members' portal (www.paradisegp.com/login/), Paradise Group mobile app or selected Paradise Group of restaurants.

TERMINATION AND CANCELLATION

- Member may, at any time, terminate the membership before expiry date by written notice to No. 107 Defu Lane, #05-01, Paradise Group IHQ, Singapore 539224 or via email to membership@paradisegroup.com.sg.
- In the event of an early termination, membership expiry will be as of date of termination.
- The account may be terminated immediately 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 P\$ will be forfeited and member shall have no further claim against us.

- All P\$ purchases is strictly non-refundable and transferrable.

COMMUNICATION

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

CONFIDENTIALITY OF ACCOUNT DETAILS

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

DISCRETION

- Membership is the sole property of Paradise 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.paradisegp.com from time to time.
- We are entitled at any time, in its absolute discretion without liability to you, to 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.