

## 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.
- “PGR member, Membership” – Paradise Gourmet Rewards.
- “Transaction” – transaction effected by member at any Paradise Group of restaurants in Singapore.
- “Participating Restaurants” – all Paradise Group of restaurants in Singapore which acknowledge and accept Paradise Gourmet Rewards benefits.
- “P\$, rebate, rebates” – 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

- Applicant has to be at least 16 years of age at the point of application.
- Sign-up is free for first year of membership, online or via Paradise SG mobile app.

### MEMBERSHIP VALIDITY

- All membership has a validity of one year from sign up, renewal or upgrade of account.
- The start of the membership till the end of the membership is considered as one cycle.

### MEMBERSHIP TIER

- PGR membership programme consists of 3 tiers: Basic, Silver and Gold.
- All members will begin as a Basic member upon sign up.
- Upgrading of account applies upon fulfilling upgrade criterion.

Criterion for Basic to upgrade to Silver	Criterion for Silver to upgrade to Gold
<ul style="list-style-type: none"><li>• Sign up via Paradise SG mobile app and/or,</li><li>• Log into Paradise SG mobile app and complete updating of profile</li></ul>	<ul style="list-style-type: none"><li>• Within a single membership cycle, complete 20 eligible visits and,</li><li>• Achieve cumulative nett spend of \$3000 or more, including service charge and prevailing GST (after any P\$ redemption)</li></ul>

- The number of eligible visits and cumulative nett spend shall be calculated based on a single membership cycle (12 calendar months), which commences on the date on which your account is upgraded.
- Eligible visits require a 4-hour interval in between each transaction time, with a nett spend of \$50 or more (after any P\$ redemption).
- Cumulative nett spend refers to total bill amount after deduction of any discount vouchers, including service charge and prevailing GST, and after any P\$ redemption.

- Upgrade from Basic to Silver member retains current membership cycle, and is effective immediately.
- Upgrade from Silver to Gold member restarts a new Gold membership cycle, and is effective on the next day at 0000hrs.
- In order to maintain the Gold membership, member is required to fulfil upgrade criterions within one Gold membership cycle.

### EARNING OF P\$

- Members are entitled to earn rebates, in the form of P\$, based on their total food bill when they dine in or takeaway at any participating restaurants, excluding Paradise Hotpot, Le Shrimp Ramen, LeNu and Canton Paradise Noodle & Congee House restaurants.

Membership Tier	Basic	Silver	Gold
Eligible Rebates (all-year round)	10% rebate	10% rebate	12.5% rebate
Eligible Rebates (birthday month)	10% rebate	20% rebate	20% rebate

- Earning of rebates are calculated after the redemption of P\$ and do not include festive and promotional items, soup bases, condiments charge, beverages, fine wines, miscellaneous items, TTP (tea, towel and peanut), service charge and prevailing GST, etc. This amount is referred to as the total food bill.
- When a bill discount is given, earning of rebates is not valid.
- Earning of rebates is not valid on eve of and first day of Chinese New Year.
- Member has to identify oneself by informing our staff at point of billing or seating to enjoy membership benefits.
- Strictly no earning of P\$ after completion of sales transaction.
- Mobile number is required for earning of P\$.
- Catering orders, purchase of Paradise Group vouchers and promotional items (e.g. mooncake, Chinese New Year products and rice dumplings), determined at our sole discretion, are not eligible for earning of P\$ unless otherwise specified.

### REDEMPTION OF P\$

- Member must be physically present for redemption of rebates, in the form of P\$, valid for dine-in and takeaway.
- To redeem rebates, member has to either present Member QR in Paradise SG mobile app, or verify identify with mobile number and OTP sent via SMS.
- All members are required to sign on the transaction receipt as form of acknowledgement given for redemption of rebates.
- Rebates can be redeemed from final bill on your next visit at participating restaurants, excluding Paradise Group catering.
- Redemption of rebates does not include new rebates.
- Redemption of rebates is not valid on eve of and first day of Chinese New Year.
- Strictly no redemption of rebates after completion of sales transaction.
- Rebates cannot be used for payment of membership renewal or exchanged for cash.

### E-VOUCHERS

- E-vouchers are only issued to Silver and Gold members, when applicable.
- Valid during respective e-voucher validity, extension of validity is strictly not allowed.
- Valid for redemption by respective member only.
- To redeem e-voucher, member has to either present Member QR in Paradise SG mobile app, or verify identify with mobile number and OTP sent via SMS.

- Respective e-voucher terms and conditions apply, refer to Paradise SG mobile app for details.
- Once qualified, e-vouchers are issued on the next day.

#### **EXPIRY OF MEMBERSHIP AND RENEWAL**

- **Expiry reminders will be sent to member via email and/or SMS.** Members who opt out of marketing communications can view their membership expiry on Paradise SG mobile app.
- All unused P\$ will expiry and be forfeited upon membership expiry, strictly no refund of P\$ upon membership expiry.
- It is the responsibility of the member to renew his or her membership before expiry.
- Member can renew their membership at S\$3.90 via Paradise SG mobile app or at any Participating Restaurants with full payment.
- Gold members who did not fulfil criterion to maintain Gold membership can renew for a year of Silver membership at S\$3.90.
- Members who have expired for more than 2 years will not be able to renew their membership, and are required to sign-up for a new membership account.

#### **TERMINATION AND CANCELLATION**

- Member may at any time, terminate the membership before expiry date via email to [membership@paradisegroup.com.sg](mailto: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.

#### **COMMUNICATION**

- Members have given consent that we shall be entitled to disclose personal particulars to the cooperatives and the organisations affiliated or related to us.
- Members 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 Holdings.
- 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](http://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.

#### **MEMBERSHIP QUERIES**

- For membership enquiries, kindly email to us at [membership@paradisegroup.com.sg](mailto:membership@paradisegroup.com.sg), or call us at +65 6797 0176 from Mondays to Fridays, excluding PH, between 9am to 6pm.