

# VIVOREWARDS LOYALTY PROGRAMME TERMS & CONDITIONS

VivoRewards Loyalty Programme, formerly known as Carpark Redemption Scheme (CRS) (“Programme”) is a digital loyalty programme managed by DBS Trustee Limited as Trustee of Mapletree Commercial Trust, Mapletree Commercial Trust Management Ltd. as Manager of Mapletree Commercial Trust and Mapletree Commercial Property Management Pte. Ltd. as Property Manager of Mapletree Commercial Trust (collectively, “Mapletree” or “we”) where Members can earn and redeem REWARD\$ at VivoCity (“Mall”).

The Programme shall be governed by these terms and conditions (“Terms and Conditions”). By submitting an application for the Programme and participating in it, you agree to all the Terms and Conditions set forth herein, including any amendments to these Terms and Conditions that Mapletree may make in its sole discretion from time to time. By your continued participation in the Programme, you agree to be bound by these Terms and Conditions:

## 1. ELIGIBILITY

- 1.1 All applicants must be at least eighteen (18) years of age at the time of application for Membership with the Programme.
- 1.2 In order to be eligible for Membership, the applicant must produce for verification purposes an email address and/or registered local mobile number for identification.
- 1.3 The applicant may apply for Membership via the following ways: i) via the VivoCity SG App, and ii) at the Customer Service Counter of the Mall.
- 1.4 At the point of registration, the applicant must provide his current and accurate personal information as requested: i) name, ii) date of birth, iii) gender, iv) postal code, and v) email address, vi) mobile number, vii) up to 2 Car plate numbers & up to 2 corresponding IU numbers.
- 1.5 The Programme is open to Singapore Citizens and Singapore Permanent Residents only. Only private cars are eligible for registration in the Programme. Motorcycles and commercial vehicles like vans and lorries are excluded from the Programme.
- 1.6 VivoCity Management and its employees, along with retailers of the Mall and their staff are not eligible to participate in this Programme. The Management also reserves the right to turn away any individual from this programme without giving any reason whatsoever.
- 1.7 By setting up a VivoRewards Membership account, the applicant agrees to be bound by the Mapletree Terms of Use and consents to the collection, processing, use and disclosure of his personal data set out in the VivoCity SG App Terms of Use, Privacy Policy and VivoRewards Loyalty Program Terms & Conditions.

## **2. MEMBERSHIP**

- 2.1 Each Member will be issued with one (1) Membership account which is unique and non-transferrable.
- 2.2 The applicant may at his discretion choose to opt-in for communications from Mapletree via email and/or mobile. When applying for Membership through the VivoCity SG App, the applicant may indicate his preferred interest categories when requested to do so.
- 2.3 REWARD\$ can be earned with a minimum spend at participating retailers in VivoCity and are non-transferable.
- 2.4 All Memberships will start from the date of Membership activation upon Mapletree's processing of your application details. Member may only start to earn REWARD\$ upon the successful activation of membership account. Receipts with purchase date earlier than the time of member activation will not be eligible to earn REWARD\$.
- 2.5 Members enjoy a lifetime Membership for the Programme. However, Mapletree reserves the right to set a fixed Membership period or expiry period for the Membership at any time. Mapletree reserves the right to cancel or amend the Programme or any membership account, as it sees fit.
- 2.6 Each Member will be responsible for all activities or transactions made on their Membership account.
- 2.7 Existing CRS Members who have enrolled in the Carpark Redemption Scheme (CRS) prior to 2 July 2018 will have their Membership records and CRS points balance retained and ported over to VivoRewards. Existing CRS Members are required to download the VivoCity SG App and register for an account using the same email address used for their CRS Account registration to be eligible for auto-sync of the accounts.
- 2.8 Member can edit their particulars via the VivoCity SG App. However, if Member wishes to edit their email address, car plate number, or IU number, Member will be required to proceed to the Customer Service Counter in VivoCity to complete a change request form. Member details will automatically be updated in the account upon successful processing of the form by Mapletree.
- 2.9 Mapletree reserves the right to terminate Memberships for breach of the Terms and Conditions.

## **3. RECEIPT REQUIREMENTS**

- 3.1 Members can earn REWARD\$ for purchases made at participating retailers at the Mall.
- 3.2 The Member can earn REWARD\$ by:
  - Using the VivoRewards Receipt Submission function in the VivoCity SG App (available in iOS 10 and above or Android 5 and above), using a mobile

- device with inbuilt camera to submit an image of the original proof of purchase made within 24 hours from time of purchase; or
  - Using the Self-Help Kiosks at designated locations in VivoCity to submit an image of the original proof of purchase for purchases made within 24 hours from time of purchase; or
  - Attaching the original proof of purchase to a completed VivoRewards Receipt Submission Form and dropping it into the Receipt Drop-in Box located at the Customer Service Counters, within the same day of purchase, during counter operating hours.
- 3.3 Any receipt image submitted as proof of purchase to earn REWARD\$ must clearly show the following details: i) mall name, ii) shop name, iii) unit number, iv) purchase amount (minimum S\$20 in a single receipt), v) receipt number, vi) receipt date, and vii) payment mode. Receipts longer than 30 cm should be shortened by folding the receipt without blocking any of the details that are required for submission stated in this clause. Any image of the receipt should be clear and easily readable. Mapletree reserves the right not to award REWARD\$ in the event that the receipt image is unclear or incomplete. Any decision on the validity of the receipt submitted is at Mapletree's sole discretion, and any such decision by Mapletree shall be considered final, conclusive and binding by the Member.
- 3.4 Resultant REWARD\$ from successfully processed receipts will be credited to the Member's account within 5 days from the date of receipt submission. An email or notification via the VivoCity SG App may be sent to the Member when the reward points are awarded. The management shall endeavour to notify the Member of his REWARD\$ transactions if receipts are processed via Self-Help Kiosks or over the Customer Service Counters.
- 3.5 Members may also view their REWARD\$ balance by logging into their account using the VivoCity SG App and Self-Help Kiosks.
- 3.6 Submission of the proof of purchase via the VivoCity SG App, Self-Help Kiosks or Drop-in Box at Customer Service Counters can only be processed and awarded if the image or the original proof of purchase is clear and submitted in accordance to the instructions specified in each submission platform.
- 3.7 If the image of the proof of purchase submitted via the VivoCity SG App is unclear or incomplete, the Member may be given an additional chance to resubmit the same receipt via the VivoCity SG App within 5 days from the declined date of the initial receipt submission. It is the responsibility of the Member to turn on the notification function in their mobile device and in-app to check the status of the receipt submissions in-app to qualify for the 5 days re-submission grace period. Such receipt resubmission is only available for receipt submissions done via the VivoCity Sg App. The Self-Help Kiosk and Drop-in Box at Customer Service Counters cannot be used to resubmit declined receipts and any of such submissions will be deemed to have been invalid.
- 3.8 It may take up to 5 days to process resubmitted receipts from the date of resubmission.
- 3.9 Original proof of purchase that has been submitted for earning REWARD\$ cannot be used again. Members should keep proof of the purchase

for a minimum of 5 days or until the time when the REWARD\$ have been fully awarded to their Membership account.

#### 4. REWARD\$

- 4.1 Members can use their proof of purchase to earn REWARD\$ according to the conversion in the table below, unless otherwise stated:

<b>Purchase Amount</b>	<b>Exchanged for</b>	<b>REWARD\$</b>
\$20 - \$39.99		0.40
\$40 - \$59.99		0.80
\$60 - \$79.99		1.20
\$80 - \$99.99		1.60
\$100 - \$119.99		2.00
\$120 - \$139.99		2.40
\$140 - \$159.99		2.80
\$160 - \$179.99		3.20
\$180 - \$199.99		3.60
\$200 - \$219.99		4.00
\$220 - \$239.99		4.40
\$240 - \$259.99		4.80
\$260 - \$279.99		5.20
\$280 - \$299.99		5.60
<b>&gt;/\$300</b>		<b>6</b>

- 4.2 A Member can earn a maximum of 6 REWARD\$ per day, regardless of actual amount spent or total value of the receipts presented.
- 4.3 Earning of REWARD\$ applies strictly to purchases made by Member only. The Member shall not be entitled to any REWARD\$ for purchases made by other persons. Mapletree reserves the right to request for the original proof of purchase for further validation.
- 4.4 REWARD\$ earned do not have any monetary value, and can only be used as currency for the redemption of carpark credits under this Programme. REWARD\$ cannot be transferred to another party, refunded or exchanged for cash or other items, in part or in full, at any time.

All purchases made at participating retail, food and beverage and service outlets within the Mall are eligible to earn REWARD\$, save that transactions made at money-changing facilities and pushcarts, top-up card machines or use of any form of top-ups, including without limitation, the addition to any top-up cards or any purchase offset using top-up and/or points from credit/debit cards, credit card charge slips, NETS receipts, telco bill payments, receipts for purchase of gift vouchers, pre-paid cards and parking coupons for public car parks, package utilization receipts, receipts from non-VivoCity retailers,

transactions made at atrium fairs by non-VivoCity retailers, duplicated receipts, reprinted receipts, handwritten receipts and movie tickets stubs are not eligible for any REWARD\$.

All REWARD\$ will be valid for 3 months from month of issuance, rounded to the last day of the 3rd month. e.g. REWARD\$ earned between 1 and 31 July 2018, will expire 31 October 2018. Members may check their upcoming REWARD\$ expiry through the VivoCity SG App or Self-Help Kiosk. Any unused REWARD\$ will automatically expire or be forfeited upon the expiry date regardless whether the Member has received prior notice. Any request for extension will not be entertained.

- 4.5 REWARD\$ may be cancelled, deleted or deducted at Mapletree's sole discretion.

## **5. REWARD\$ REDEMPTION**

- 5.1 Only REWARD\$ which have been duly processed and awarded by Mapletree can be used as Carpark Credits to offset parking charges incurred at VivoCity.
- 5.2 Parking charges will automatically be deducted from Member's account as the vehicle exits the VivoCity Carpark. Where REWARD\$ earned are insufficient to cover required parking charges, the balance will be deducted from the Vehicle's Cashcard.
- 5.3 Members will be allowed to utilise a maximum of 3 REWARD\$ when exiting the VivoCity Carpark on Saturday, Sunday and Public Holidays. Any parking charges in excess of S\$3 will be deducted from the Vehicle's Cashcard. This limit is not applicable for Members using REWARD\$ to offset parking charges from Monday – Fridays, excluding Public Holidays.
- 5.4 Upon offset of parking charges, REWARD\$ cannot be withdrawn, replaced, extended or exchanged for cash.

In the event that the VivoCity Carpark system is out-of-service, REWARD\$ will not be deducted and required parking charges will be fully deducted from the Vehicle's Cashcard. In such an event, each of DBS Trustee Limited (as Trustee of Mapletree Commercial Trust) ("MCT"), the Manager and Property Manager of MCT is not obliged to reimburse or indemnify any Member in respect of the parking charges deducted from the CashCard and shall further not be liable to any Member in respect of any breakdown, malfunction or defect in VivoCity's Carpark system.

## **6. DISCRETION**

- 6.1 We are not responsible for any error, omission, delay or loss of REWARD\$ as a result of technical malfunction or any error attributed to the VivoCity SG App, Self-Help Kiosks, the VivoCity website and any of Mapletree's and the Mall's staff, employee, agents or service providers.
- 6.2 Mapletree reserves the right to take any corrective, remedial or preventive actions to any Member and his Membership account as it deems fit to ensure the continued operation of the Programme and/or to protect the interests of other Members.

- 6.3 Mapletree has sole discretion to add, edit or cancel the Programme from time to time as it deems fit. Mapletree's decision on all matters regarding the Programme shall be final and conclusive.
- 6.4 Any REWARD\$ accrued in the Member's account remains the mall's property. The REWARD\$ do not entitle any Member to a vested right or interest and have no cash value. The REWARD\$ are not redeemable for cash and are not transferable between Members. Any REWARD\$ or Membership accounts suspected to be involved in transfer, sale or assignment of accumulated REWARD\$ may be cancelled by us without prior notice.

Notwithstanding and without prejudice to any other terms in the Terms and Conditions, Mapletree has sole discretion to suspend or terminate a Member Account entirely without prior notice for any reason whatsoever as we deem fit, regardless whether the Member is in breach of the Terms and Conditions.

## **DBS x VIVOREWARDS INSTANT REWARDS PROGRAMME TERMS & CONDITIONS**

DBS x VivoRewards Instant Rewards Programme ("Programme") is a digital loyalty programme managed by DBS Trustee Limited as Trustee of Mapletree Commercial Trust, Mapletree Commercial Trust Management Ltd. as Manager of Mapletree Commercial Trust and Mapletree Commercial Property Management Pte. Ltd. as Property Manager of Mapletree Commercial Trust (collectively, "Mapletree" or "we") in partnership with DBS Bank Ltd ("DBS") where Members can earn and redeem REWARD\$ at VivoCity ("Mall").

The Programme shall be governed by these terms and conditions ("Terms and Conditions"). By submitting an application for the Programme and participating in it, you agree to all the Terms and Conditions set forth herein, including any amendments to these Terms and Conditions that Mapletree may make in its sole discretion from time to time. By your continued participation in the Programme, you agree to be bound by these Terms and Conditions:

### **1. ELIGIBILITY**

- 1.1 All applicants must be at least eighteen (18) years of age at the time of application for Membership with the Programme.
- 1.2 The applicant must have an active DBS PayLah! account and DBS PayLah! App installed on their mobile device.
- 1.3 This Programme is not available for DBS PayLah! customers whose PayLah! account is not linked to a valid DBS or POSB bank account.
- 1.4 The applicant may apply for Membership via the DBS PayLah! App or VivoCity SG App.
- 1.5 At the point of registration, the applicant must provide his current and accurate personal particulars as requested: i) name, ii) date of birth, iii) gender, iv) postal code, v) email address, vi) mobile number, vii) vehicle registration number and corresponding IU number.
- 1.6 The applicant may at his discretion choose to opt-in for communications from Mapletree via email and/or mobile. When applying for Membership through the VivoCity SG App, the applicant may indicate his preferred interest categories when requested to do so.
- 1.7 The Programme is open to Singapore Citizens and Singapore Permanent Residents only. Only private cars are eligible for registration in the Programme. Motorcycles and commercial vehicles like vans and lorries are excluded from the Programme.
- 1.8 VivoCity Management and its employees, along with retailers of the Mall and their staff are not eligible to participate in this Programme. The Management also reserves the right to turn away any individual from this Programme without giving any reason whatsoever.

By participating in the Programme, each applicant agrees to be bound by these Terms & Conditions and Mapletree Terms of Use, and consents to the collection, processing, use and disclosure of his or her personal data by DBS and/or Mapletree, the terms of which are set out in the VivoCity SG App Terms of Use and Privacy Policy, and DBS PayLah! Terms of Use and DBS Privacy Policy.

## 2. MEMBERSHIP

- 2.1 Each successful applicant ("Member") will be issued with one (1) VivoRewards Membership account ("Membership account") which is unique and non-transferrable.
- 2.2 REWARD\$ can be earned with a minimum spend of S\$20 at participating retailers in VivoCity and are non-transferable.
- 2.3 All Memberships will start from the date of Membership activation upon Mapletree's processing of your application details. Each Member may only start to earn instant REWARD\$ via the programme upon the successful linking of Membership account to DBS PayLah!.
- 2.4 Members enjoy a lifetime Membership for the Programme. However, Mapletree reserves the right to set a fixed Membership period or expiry period for the Membership at any time. Mapletree reserves the right to cancel or amend the Programme, as it sees fit.
- 2.5 Each Member will be responsible for all activities or transactions made on their Membership account.
- 2.6 Existing CRS Members who have enrolled in the Carpark Redemption Scheme (CRS) prior to 2 July 2018 will have their Membership records and CRS points balance retained and ported over to VivoRewards. Existing CRS Members are required to register for a Membership account using the same email address used for their CRS Account registration to be eligible for auto-sync of the accounts.
- 2.7 Member can edit their particulars via the VivoCity SG App. However, if Member wishes to edit their email address, vehicle registration number(s), or IU number(s), Member will be required to proceed to the customer service counter in VivoCity to complete a change request form. Member details will automatically be updated in the Membership account upon successful processing of the form by Mapletree.

Mapletree reserves the right to terminate Memberships for breach of the Terms and Conditions.

## 3. INSTANT CREDITING REQUIREMENTS

- 3.1 Members can earn REWARD\$ by making a minimum purchase of S\$20 in a single transaction at participating retailers in VivoCity with DBS/POSB Credit/Debit Cards, NETS via DBS/POSB ATM Cards or NETS QR via DBS PayLah!. For the avoidance of doubt, the following transactions are excluded:
  - i. Purchases made with DBS UnionPay Platinum Debit Card via Union Pay;
  - ii. Scan and pay purchases using Static QR codes via DBS PayLah! (e.g. Movie ticket purchase on Golden Village VivoCity Automated Ticketing Machines);
  - iii. Scan and pay purchases using SG QR codes;
  - iv. Scan and pay purchases using mobile wallets in Merchants Apps, including but limited to GrabPay and SingtelDash;
  - v. Scan and pay purchases using DBS digibank App; and
  - vi. Scan and pay purchases using Application Payment Services, including but not limited to Alipay, FavePay and WeChat Pay.
- 3.2 All purchases made at participating retail, food and beverage and service outlets within the Mall are eligible to earn REWARD\$, save that transactions made at money-changing facilities and pushcarts, top-up card machines or use of any form of top-ups, including without limitation, the addition to any top-up cards or any purchase offset using top-up and/or points from credit/debit cards, credit card charge slips, NETS receipts, telco bill



payments, purchase of gift vouchers, pre-paid cards and parking coupons for public car parks and transactions made at atrium fairs are not eligible for any REWARD\$.

- 3.3 If a Member is a DBS/POSB Supplementary Credit Cardmember, he/she will earn REWARD\$ on eligible purchases and the REWARD\$ will be credited into his/her respective Membership account. For the avoidance of doubt, eligible purchases made by a DBS/POSB Supplementary Credit Cardmember shall not be accrued to the Principal Cardmember.
- 3.4 For eligible purchases made via Instalment Payment Plans using DBS/POSB Credit Cards, REWARD\$ are credited based on the full purchase amount.
- 3.5 Resultant REWARD\$ from successful transaction(s) will be credited to the Member's Membership account instantaneously. A notification via the VivoCity SG App may be sent to the Member when the REWARD\$ are awarded.
- 3.6 If any Member subsequently cancels or reverses the transaction(s) for any reason whatsoever, VivoCity reserves the right to claw back the REWARD\$ from the Member's Membership account without prior notice.
- 3.7 Members may also view their REWARD\$ balance by logging into their Membership account using the VivoCity SG App, Self-Help Kiosks or DBS PayLah! App.
- 3.8 Members should retain proof of the eligible purchase until time when the REWARD\$ have been fully awarded to their Membership account. Proof of eligible purchase includes purchase receipt and Credit/Debit Card or NETS charge slips.

#### 4. REWARD\$

- 4.1 Members can earn REWARD\$ according to the conversion in the table below, unless otherwise stated:

Purchase Amount	Exchanged for	REWARD\$
\$20 - \$39.99		0.40
\$40 - \$59.99		0.80
\$60 - \$79.99		1.20
\$80 - \$99.99		1.60
\$100 - \$119.99		2.00
\$120 - \$139.99		2.40
\$140 - \$159.99		2.80
\$160 - \$179.99		3.20
\$180 - \$199.99		3.60
\$200 - \$219.99		4.00
\$220 - \$239.99		4.40
\$240 - \$259.99		4.80
\$260 - \$279.99		5.20
\$280 - \$299.99		5.60
<b>&gt;= \$300</b>		<b>6</b>

- 4.2 A Member can earn a maximum of 6 REWARD\$ per day, regardless of actual amount spent.
- 4.3 Earning of REWARD\$ applies strictly to eligible purchases made by the Member only. The Member shall not be entitled to any REWARD\$ for eligible purchases made by other persons. Mapletree reserves the right to request for proof of eligible purchase for further validation.
- 4.4 REWARD\$ earned do not have any monetary value, and can only be used as currency for the redemption of carpark credits under this Programme. REWARD\$ cannot be transferred to another party, refunded or exchanged for cash or other items, in part or in full, at any time.
- 4.5 All REWARD\$ will be valid for 3 months from month of issuance, rounded to the last day of the 3rd month. e.g. REWARD\$ earned between 1 and 31 July 2019, will expire 31 October 2019. Members may check their upcoming REWARD\$ expiry through the VivoCity SG App, Self-Help Kiosk or DBS PayLah! App. Any unused REWARD\$ will automatically expire or be forfeited upon the expiry date regardless whether the Member has received prior notice. Any request for extension will not be entertained.
- 4.6 REWARD\$ may be cancelled, deleted or deducted at Mapletree's sole discretion.

## **5. REWARD\$ REDEMPTION**

- 5.1 Only REWARD\$ which have been duly processed and awarded by Mapletree can be used as carpark credits to offset parking charges incurred at VivoCity.
- 5.2 Parking charges will automatically be deducted from Member's Membership account as the vehicle exits the VivoCity Carpark. Where REWARD\$ earned are insufficient to cover required parking charges, the balance will be deducted from the Vehicle's Cashcard.
- 5.3 Members will be allowed to utilise a maximum of 3 REWARD\$ (equivalent to S\$3 carpark credits) to offset parking charges when they exit the VivoCity Carpark on Saturday, Sunday and Public Holidays. Any parking charges in excess of S\$3 will be deducted from the Vehicle's Cashcard. This limit is not applicable for Members using REWARD\$ to offset parking charges from Monday – Fridays, excluding Public Holidays.
- 5.4 Upon offset of parking charges, REWARD\$ cannot be withdrawn, replaced, extended or exchanged for cash.

In the event that the VivoCity Carpark system is out-of-service, REWARD\$ will not be deducted and required parking charges will be fully deducted from the Vehicle's Cashcard. In such an event, each of DBS Trustee Limited (as Trustee of Mapletree Commercial Trust) ("MCT"), the Manager and Property Manager of MCT is not obliged to reimburse or indemnify any Member in respect of the parking charges deducted from the CashCard and shall further not be liable to any Member in respect of any breakdown, malfunction or defect in VivoCity's Carpark system.

## **6. DISCRETION**

- 6.1 Mapletree and partnering bank are not responsible for any error, omission, delay or loss of REWARD\$ as a result of technical malfunction or any error attributed to the VivoCity SG App, Self-Help Kiosks and any of Mapletree's and the Mall's staff, partners, employees, agents or service providers.
- 6.2 Mapletree and partnering bank reserves the right to take any corrective, remedial or preventive actions to any Member and his Membership account as it deems fit to ensure the continued operation of the Programme and/or to protect the interests of other Members.

- 6.3 Mapletree and partnering bank have sole discretion to add, edit or cancel the Programme from time to time as it deems fit. Mapletree's and partnering bank's decision on all matters regarding the Programme shall be final and conclusive.
- 6.4 Any REWARD\$ accrued in the Member's Membership account remains Mapletree's property. The REWARD\$ do not entitle any Member to a vested right or interest and have no cash value. The REWARD\$ are not redeemable for cash and are not transferable between Members. Any REWARD\$ or Membership accounts suspected to be involved in transfer, sale or assignment of accumulated REWARD\$ may be cancelled by us without prior notice.

Notwithstanding and without prejudice to any other terms in the Terms and Conditions, Mapletree has sole discretion to suspend or terminate a Member's Membership account entirely without prior notice for any reason whatsoever as we deem fit, regardless whether the Member is in breach of the Terms and Conditions.

## **7. GENERAL**

- 7.1 These Terms and Conditions shall be read in conjunction with the DBS Cards General Promotions Terms & Conditions and DBS PayLah! Terms & Conditions. In the event of any inconsistency, these Terms and Promotions shall prevail insofar as they apply to the Programme.
- 7.2 For DBS/POSB Cardmembers:  
Please visit [www.dbs.com.sg/dbscardstnc](http://www.dbs.com.sg/dbscardstnc) for a copy of DBS Cards General Promotions Terms and Conditions.
- 7.3 For DBS PayLah! Customers:  
Please visit [go.dbs.com/paylah!tnc](http://go.dbs.com/paylah!tnc) for a copy of DBS PayLah! Terms and Conditions.
- 7.4 Member consents to DBS collection, use and disclosure of member's personal and payment data by/to third parties for the purpose of the Programme.

For DBS Cardmembers: Please visit [www.dbs.com/privacy](http://www.dbs.com/privacy) for a copy of DBS Privacy Policy.