

## VIVOCITY KIDS CLUB PROGRAMME - TERMS AND CONDITIONS

The VivoCity Kids Club Programme ("Programme") is a loyalty programme administered by Mapletree Commercial Property Management Pte. Ltd. as Property Manager of Mapletree Commercial Trust ("Organiser").

By registering for an account in the VivoCity Kids Club Programme, you agree to be bound by the following Terms and Conditions:

### 1. ELIGIBILITY

- (i) Membership for the Programme is open to children aged between 3 and 12 years old ("Member") who must be represented by a parent or legal guardian ("Guardian"). Successful applicants will be assigned a unique membership number for their VivoCity Kids Club account ("Account").
- (ii) Each Guardian may represent up to a maximum of four (4) children, registering an Account for each child.
- (iii) In order to sign up for an Account, the Guardian must have a mobile device that meets the system and compatibility requirements to download the VivoCity SG Mobile App. By registering as a member, the Guardian agrees to be bound by the Mapletree Terms of Use set out in the VivoCity SG Mobile App Terms of Use and Privacy Policy.
- (iv) Guardians may submit shopping receipts from VivoCity Kids Club qualifying stores through the VivoCity SG Mobile App to accumulate spend value. Guardians who successfully accumulate a minimum of \$400 qualifying spend within a year will unlock Super Buddy benefits for all Members represented by the Guardian. Super Buddy benefits will be unlocked automatically on the next day upon successful spend accumulation. Please check in-app under 'Rewards' tab for details.

### 2. REGISTRATION PROCESS

- (i) To register for an Account, the Guardian must complete the Registration Form on the VivoCity SG App.
- (ii) The Guardian must provide the following information of both the Guardian and the Member:
  - i) Full Name, (ii) Date of Birth, (iii) Gender, (iv) Contact Number, (v) Postal Code, and (vi) Email Address.
- (iii) The Organiser reserves the right to sight the birth certificate or other proof of identification of the Member for verification whenever necessary during the term of the membership including but not limited to gaining entry into exclusive events, qualification for promotions, redemption of gifts and benefits, etc.

### 3. MEMBERSHIP

- (i) With effect from 2 July 2018, only electronic Membership Cards (eCards) will be issued for every successful registration.
- (ii) The eCard resides within the VivoCity SG App and members are required to have an active VivoCity SG App account in order to activate and view the eCard in the application.
- (iii) Each eCard is unique and non-transferrable.
- (iv) Members who completed registration prior to 2 July 2018 may activate their eCards by downloading the VivoCity SG App and register for a VivoCity SG App account using the same email address provided during the initial Kids Club registration. The Account details will be automatically synced in the VivoCity SG App upon a match and there will not be any changes to the membership details. Members using a different email address for VivoCity SG App account from the one used to sign up for Kids Club may write in to [vckidsclub@vivocity.com.sg](mailto:vckidsclub@vivocity.com.sg) for assistance.
- (v) Upon successful activation, Members can check their Account details, profiles and accumulated spend using the VivoCity SG App. However, any changes to the registered email address can only be done by the Organiser. The request should be sent to [vckidsclub@vivocity.com.sg](mailto:vckidsclub@vivocity.com.sg) and the Organiser shall process it within five (5) days from receiving the request.
- (vi) For spend accumulation, qualifying receipts may be submitted via the VivoCity SG App within 24 hours of purchase. Upon successful receipt processing, spend accumulation will be reflected within 5 calendar days. Members can check transaction status and accumulated spend in-app under 'Rewards' tab.

### 4. TERM

- (i) The Account is valid from the time of registration until the month where the Member turns 13 years old ("Term").
- (ii) Any utilized benefits, accumulated spend and vouchers earned during a Term will be forfeited upon the end of the Term.

### 5. BENEFITS

- (i) Each Ordinary Member enjoys:
  - a. birthday month offers and year-long promotions at participating outlets in VivoCity;
  - b. access to invite-only VivoCity Kids Club events and activities.
- (ii) To enjoy store-specific benefits, the Member must flash the eCard at the point of purchase, prior to payment. The list of participating stores is available on the VivoCity website ([www.vivocity.com.sg/KCoffers](http://www.vivocity.com.sg/KCoffers)).

## 6. SUPER BUDDY TIER UPGRADE

- (v) With effect from 1 January 2020, Guardians who successfully accumulate a minimum of \$400 qualifying spend from Kids Club participating stores within a membership year are eligible to attain the Super Buddy Membership Tier. Super Buddy benefits will be unlocked the next day upon successful spend accumulation. Please check in-app under 'Rewards' tab for details.
- (i) The receipts submitted for accumulation of spend must be from Kids Club qualifying stores with a minimum spend of \$20 per receipt. Transactions involving the purchase of packages, memberships, vouchers and/or gift cards will not be eligible for the accumulation of spend. As qualifying criteria and qualifying stores may be updated from time to time, Members are advised to refer to the latest information on the VivoCity website ([www.vivocity.com.sg/kidsclub](http://www.vivocity.com.sg/kidsclub)).
- (ii) Super Buddy Tier Members will enjoy all Ordinary Tier benefits and the following additional benefits:
  - a. special birthday gift on birthday month for Member
  - b. exclusive movie screening and event invites;
  - c. exclusive gifts with purchase during selected campaign periods;
  - d. express entry to VivoCity Kids Club events.
- (iii) The Super Buddy Tier is unlocked for members who meet the qualifying spend in their Ordinary Membership year. Super Buddy Tier may be retained and renewed annually with the successful accumulation of \$400 spend from Kids Club qualifying stores within its membership year.
- (iv) The Super Buddy Membership status will revert to an Ordinary Membership if the minimum qualifying spend is not met within its membership year and all Super Buddy benefits will cease accordingly.

## 7. CANCELLATION & TERMINATION

- (i) The Member may terminate their Account by submitting a written notification to [vckidsclub@vivocity.com.sg](mailto:vckidsclub@vivocity.com.sg). Upon termination, the Member can no longer view or access their eCard on the VivoCity SG App.
- (ii) The Organiser for VivoCity Kids Club Programme may at its sole discretion choose to terminate an Account or the VivoCity Kids Club Programme at any time without notice.

## 8. DISCLAIMER

- (i) The Organiser for VivoCity Kids Club Programme makes no warranty or representation as to the quality, merchantability or fitness for purpose of the participating outlets' goods and services. Any dispute about the same must be resolved directly with the participating outlets.

- (ii) The Organiser shall not be liable for any loss, injury, claim or damage suffered or incurred as a result of the use of any participating outlets' goods and services or items redeemed or free gifts offered under the VivoCity Kids Club Programme.
- (iii) The Organiser shall not be liable for any loss, injury, claim or damage of any kind whatsoever incurred by any Member arising out of or in connection with participating in any activities and/or programmes organised under VivoCity Kids Club Programme.
- (iv) The Organiser and the participating outlets reserve the right to replace any gift/complimentary item (with an item of similar value) without prior notice.

## **9. CHANGES TO TERMS AND CONDITIONS**

- (i) The Organiser may amend these Terms and Conditions at any time without prior notice. The revised Terms and Conditions will be available on the VivoCity website ([www.vivocity.com.sg](http://www.vivocity.com.sg)).

## **10. PERSONAL DATA PROTECTION ACT PROVISIONS**

- (i) Please be informed that under the Singapore Personal Data Protection Act, you have the discretion to decide if you would like to provide us with your personal information at the point of registration. However, we regret that you will not be eligible to sign up as a Member should you decline to do so.
- (ii) By becoming a member in VivoCity Kids Club, you agree to the collection, use and disclosure of your personal information (including your photograph) for the distribution and publication of sales, marketing and promotional materials relating to VivoCity and/or its tenants. For further information on our Privacy Policy, please refer to our website at [www.vivocity.com.sg](http://www.vivocity.com.sg).
- (iii) You have the right to request access to and correct your personal information. You may also inform us if at any time you no longer wish for us to use your personal information in any particular manner. Kindly contact our Data Protection Officer at [\\_MCTM\\_dpo@mapletree.com.sg](mailto:_MCTM_dpo@mapletree.com.sg) or [vckidsclub@vivocity.com.sg](mailto:vckidsclub@vivocity.com.sg) for us to process your request(s).