

# VIVOCITY SG MOBILE APPLICATION TERMS OF USE



## 1. AGREEMENT

- a) The VivoCity SG Mobile Application (“Application”) is a mobile application owned by DBS Trustee Limited as trustee of Mapletree Pan Asia Commercial Trust (“Trustee”) and managed by MPACT Management Ltd. as manager of Mapletree Pan Asia Commercial Trust (“Manager”) and MPACT Property Management Pte. Ltd. as property manager of Mapletree Pan Asia Commercial Trust (“Property Manager”) (the Trustee, Manager and Property Manager shall collectively be referred to as “Mapletree” or “we”).
- b) By downloading, browsing and accessing the Application and using the Services, you acknowledge that you have read and understood and agree to be bound by this Terms of Use (as amended from time to time) and this Terms of Use shall constitute an agreement between you and us.
- c) You acknowledge and agree that Mapletree may at its sole discretion, without liability and without prior notice, update, supplement and/or amend this Terms of Use and any such update, supplement or amendment shall form part of this Terms of Use. Your continued use of the Application and/or the Service following any such revision shall constitute your agreement to be bound by this Terms of Use (as amended).
- d) To use the Application, you will need a mobile device that meets the system and compatibility requirements for the relevant Content (which may change from time to time), Internet access and compatible software platform. Your ability to use the Application and the performance of the Application may be affected by these factors. The Application may not be available on all devices and we do not guarantee that all or any features or functionalities of the Application will work on any particular device.
- e) There may be updates to the Application and you are responsible for installing updates as prompted by your device or app store. You may not be able to access or use the Application unless you install updates.
- f) To use the Applications or to make Redemptions, you will require Internet connectivity and appropriate telecommunication links. You acknowledge that the terms of agreement with your respective mobile network provider (“Mobile Provider”) will continue to apply when using the Application. As a result, you may be charged by the Mobile Provider for access to network connection services for the duration of the connection while accessing the Application or any such third party charges as may arise. You accept responsibility for any such charges that arise.

## 2. DEFINITION

In these Terms of Use, the following capitalised terms shall have the following meanings:

"Account" means a VivoRewards+ account created by a User on the Application as part of Registration.

"Content" means the information, features, promotions, advertisements, hyperlinks, pop-up in the Application, whether or not it relates to the Services.

"Redeem" means to redeem Parking\$ reward credits or any promotional giveaway on these Terms and Conditions of Use and "Redemption" means the act of redeeming such reward points or giveaways.

"Register" means to create an Account on the Application and "Registration" means the act of creating such an Account.

"Services" means all the services provided by Mapletree via the Application to Users, and "Service" means any one of them,

"Users" means users of the Application, including you and "User" means any one of them.

## 3. SIGNUP PROCEDURE

- a) The Application is provided to you free of charge and is intended only for your personal use and is not to be shared with any other persons.
- b) You may sign up for an Account and upon completion of the Registration form, you will be provided with a verification pin/email as part of our security procedures to login to the Application. You must treat the information in the verification pin/email as confidential, and must not disclose it to any third party. You shall be liable for the acts of any third party to whom you have allowed access to your account. Please notify us immediately upon discovering any unauthorised use of your Account or error in the operation of a verification pin/email.

## 4. NOTIFICATIONS

You agree to receive pre-programmed notifications on the Application from us or our merchant partners if you have allowed push notifications on your mobile telephone or other handheld devices (as the case may be).

## 5. ACCEPTABLE USE POLICY

- a) You shall comply with all applicable laws when using the Application and shall not use the Application in any way in order to commit or attempt to commit or in connection with any unlawful activities, activities which is against public interest or our interests or activities which will interfere or disrupt our information technology systems or the operations of VivoCity. We reserve the right to terminate your use of the Application at any time, without prior notice, in the event we, in our discretion, determine that your use of the Application is in breach of our acceptable use policy (as amended from time to time).
- b) The Application, the Services and any Redemptions are for your non-commercial, personal use only and must not be used for business purposes.
- c) Prevention on use: We reserve the right to prevent you using the Application and the Application (or any part of them) and to prevent you from making any Redemptions.

## 6. VIVOREWARDS+ LOYALTY PROGRAM

Participation in the VivoRewards+ Loyalty Programme in the Application, including the scanning of receipts and redemption of reward points are subject to VivoRewards+ Loyalty Programme Terms & Conditions and the Mapletree Privacy Policy. Visit [www.vivocity.com.sg](http://www.vivocity.com.sg) for more information.

## 7. YOUR PERSONAL DATA

- a) You warrant that all information provided on Registration and contained as part of your Account is true, complete and accurate and that you will promptly inform us of any changes to such information by updating the information in your Account.
- b) Your access to the Application is conditional upon you agreeing to our collecting, using, disclosing and processing of your Personal Data (as defined in the Personal Data Protection Act 2012 (No. 26 of 2012)).
- c) In particular but without limiting the generality of the foregoing, you grant to us, the Application providers and participants of the Application, your consent to the collection, use, disclosure and processing of your Personal Data and the MAC and/or IP address for the following purposes:
  - i. the operation and rendering of the Application;
  - ii. generating statistics and improving the contents of the Application
  - iii. the notification of marketing and promotional materials.
- d) Whilst we will take reasonable steps to accurately record your Personal Data, we require that you provide accurate, not misleading, complete and up-to-date information about yourself and any other person whose personal information you provide us and to update this personal information as and when it becomes inaccurate, misleading, incomplete and out-of-date.
- e) You may send an email to our Data Protection Officer at [MPACTM\\_dpo@mapletree.com.sg](mailto:MPACTM_dpo@mapletree.com.sg) address if you wish to access and/or correct your personal information provided earlier. You may also at any time choose not to receive such updates by sending us an email at [enquiries@vivocity.com.sg](mailto:enquiries@vivocity.com.sg) to inform us of your decision. Please give Mapletree and its agents a reasonable amount of time to attend to your request as Mapletree and its agents may at times, receive large volumes of email requests of varying nature. To safeguard your personal data, all electronic storage and transmission of personal data are secured with the appropriate security technologies, Mapletree and its agents use reasonable endeavour to protect personal information from loss, misuse and alteration. Only authorized employees of Mapletree and its agents who are bound by Mapletree confidentiality obligations will have access to your personal information.
- f) Without prejudice to Clause 7c), you agree that we may share aggregated, non-personally-identifiable information about you with third parties, such as advertisers or our marketing partners for use in marketing, promotional or other activities in our sole discretion.
- g) For the avoidance of doubt, when you end the use of the Application after each session, this will not affect any consent you have provided in relation to your Personal Data for as long as you still have an account with us and have not given notice to us of your withdrawal of your consent.

## 8. PROPRIETARY RIGHTS

The materials found in or published on this website and/or Application, ("the Contents"), are protected by intellectual property law. All rights, title and interest in the Contents are owned by, licensed to or controlled by Mapletree, its service providers or professional advisors. Save as otherwise provided, the Contents shall not be reproduced, retransmitted, disseminated, distributed, published, circulated, commercially exploited or sold and/or dealt with in any manner without the prior express written consent of Mapletree.

## 9. USE OF THE APPLICATION BY MINORS

If you use the Application, you confirm, that you are at least 16 years of age or that you have the permission of your parent or legal guardian who has consent to these Terms of Use.

## 10. DISCLAIMER OF WARRANTIES AND LIABILITY

- a) You acknowledge that there are inherent security and privacy risks in any wireless communications and technology and you agree that:
  - i. the use of the Application is at your own risk;
  - ii. Mapletree shall not be liable for any loss or damage incurred by you which is caused by or in connection with the use of the Application.
- b) The Application is provided on an as-is and as-available basis and to the fullest extent permitted by law, without any warranties or representations, whether statutory, express or implied, of any kind.
- c) Mapletree does not, to the maximum extent allowed by law, warrant:
  - i. warrant the timeliness, accuracy, reliability, correctness or completeness of the Content;
  - ii. make or give any express or implied representation whatsoever as to the results to be attained from the use of the Content;
  - iii. make or give any representation whatsoever that the Content, the Services or the Application will meet your requirements, or be uninterrupted, secure or error-free;
  - iv. make or give any warranty or condition that defects in any software utilised or provided in conjunction with this Application will be corrected;
  - v. make or give any express or implied representations, warranties or conditions of merchantability, satisfactory quality or fitness for a particular purpose or use with regard to the Content or this Application.



## 10. DISCLAIMER OF WARRANTIES AND LIABILITY (CONTINUATION)

- d) Mapletree, its agents and Application providers are not responsible and expressly disclaims liability for any errors or omissions, or any direct, indirect, incidental, special, exemplary, consequential or other damages whatsoever (including but not limited to liability for loss of use, data or profits) including but not limited to contract, negligence or other tortious actions arising out of or in connection with the use of this Application, the Services or the Content. You agree to release Mapletree, its agents and service providers from any loss, damage or claim which you may incur or suffer as a result of your use of this Application, the Services or the Content.

## 11. INDEMNITY

You agree to fully indemnify and hold harmless Mapletree and service providers as well as their respective officers, directors, employees and agents (collectively, the "Indemnified Parties") from and against any claim, demand, loss, damage, cost, or liability (including reasonable legal fees) which any of the Indemnified Parties may suffer or suffers in connection with or arising from your breach of this Agreement and/or your access or use of the Application.

## 12. TERMINATION, SUSPENSION OR CHANGES TO THE APPLICATION

- a) We are entitled to terminate or suspend your use of the Application or to withdraw the Application, in whole or in part, at any time and for any or no reason, without prior notice and without liability to you.
- b) The Application shall be subject to the limits set by us and we may from time to time, in our sole discretion and without prior notice and without liability to you, change the limits to the Application.

## 13. GENERAL

- a) Entire Agreement: This Terms of Use constitutes the entire agreement and understanding between you and us relating to the Application and you acknowledge and agree that you have not accepted this Terms of Use in reliance upon any representation, warranty or undertaking of us which is not set out or referred to in this Terms of Use.
- b) Third Party Rights: A person who is not a party to this Terms of Use shall have no right under the Contracts (Rights of Third Parties) Act (Rev. Ed. 2002, Chapter 53B) to enforce any of its terms.

13. GENERAL (CONTINUATION)

- c) Severability: If any provision of this Term of Use is found by a competent court to be invalid, illegal, or unenforceable for any reason, you agree that any remaining portion of that provision, and all other provisions of this Term of Use, shall remain valid and enforceable to the fullest extent permitted by law in order to give effect to the parties' intentions.
- d) Illegality: The illegality, invalidity or unenforceability of any provision of this Terms of Use under the law of any jurisdiction shall not affect its legality, validity or enforceability under the law of any other jurisdiction nor the legality, validity or enforceability of any other provision.
- e) Assignment / Transfer: You may not assign or transfer all or part of your rights and obligations under this Terms of Use.
- f) Remedies and Waiver: Any failure or delay by us to enforce or exercise any term of this Terms of Use or any right or remedy under this Terms of Use shall not operate as a waiver thereof, and any single or partial exercise of any right or remedy shall not preclude any other or further exercise thereof or the exercise of any other right or remedy by us. Our rights and remedies provided in this Terms of Use are cumulative and are not exclusive of any rights or remedies provided at law.
- g) Governing Law and Dispute Resolution: This Terms of Use is governed by and construed in accordance with the laws of Singapore. You irrevocably agree to submit any dispute arising out of or relating to this Terms of Use to the exclusive jurisdiction of the courts of Singapore.

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VivoRewards+ (VR+), formerly known as VivoRewards (VR) (“Programme”) is an app-based loyalty programme managed by DBS Trustee Limited as Trustee of Mapletree Pan Asia Commercial Trust, MPACT Management Ltd. as Manager of Mapletree Pan Asia Commercial Trust and MPACT Property Management Pte. Ltd. as Property Manager of Mapletree Pan Asia Commercial Trust (collectively, “Mapletree” or “we”) where Members can earn VRPoints for conversion into rewards via the in-app rewards catalogue. The redeemed rewards can then be used in-store located in 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 and partnering banks 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:

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About VivoRewards+

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- 2. MEMBERSHIP (VIVOREWARDS+)
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# VIVOREWARDS+ LOYALTY PROGRAMME

## TERMS & CONDITIONS



### 1. ELIGIBILITY

- a) All applicants must be at least sixteen (16) years of age at the time of application for Membership with the Programme.
- b) The Programme is open to Singapore Citizens, Singapore Permanent Residents and individuals with a valid work permit issued in Singapore only.
- c) 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.
- d) The applicant may apply for Membership via the VivoCity SG App or at the Customer Service Counters located within the Mall.
- e) 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, v) email address and vi) mobile number. Members may be required to produce relevant identity documents for verification of the provided details at any time during the term of membership.
- f) For the redemption of Parking\$, each Member can choose to register up to 2 vehicle license plate numbers and their corresponding In-Vehicle Unit (IU) numbers. Only private cars are eligible for registration. Motorcycles and commercial vehicles such as vans and lorries are excluded from this programme.
- g) Retailers of the Mall and their staff are not eligible to participate in this Programme. The Management also reserves the right to turn away or suspend any individual from this programme without giving any reason whatsoever.
- h) By registering a VR+ account, the applicant agrees to be bound by Mapletree and partnering banks 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 Programme Terms & Conditions.

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## 2. MEMBERSHIP (VIVOREWARDS+)

- a) Each Member will be issued with one (1) Membership account which is unique and non-transferrable. Member shall not create multiple accounts using different email addresses or credentials and Mapletree has the right to terminate or suspend all related accounts without prior notice if such activity is detected.
- b) 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.
- c) All Memberships will start from the date of Membership activation upon Mapletree's processing of your application details. Member may only start to earn VRPoints upon the successful activation of the membership account. Transactions with purchase date earlier than the time of member activation will not be eligible to earn VRPoints.
- d) 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 suspend, cancel or amend the Programme, the programme Terms & Conditions or any membership account, as it sees fit.
- e) Each Member will be responsible for all activities or transactions made on their Membership account.
- f) Members can edit their particulars via the VivoCity SG App. However, if a Member wishes to edit their email address, date of birth, vehicle license plate number, or IU number, Member will be required to write in to [vivorewards@vivocity.com.sg](mailto:vivorewards@vivocity.com.sg) or proceed to the Customer Service Counter in VivoCity to complete a change request form. Member information will automatically update in the account upon successful processing of the request by Mapletree. It may take up to 5 days to process the update of information. Mapletree reserves the right to request for any relevant documents for verification purposes at any time.

### 3. RECEIPT REQUIREMENTS FOR CREDITING OF VRPOINTS (VIVOREWARDS+)

- a) Members can earn VRPoints for purchases made at participating retailers at the Mall by using the receipt submission function in the VivoCity SG App (available in iOS 10 and above or Android 5 and above), on a mobile device with inbuilt camera to submit an image of the original proof of purchase made within 24 hours from time of purchase.
- b) Any receipt image submitted as proof of purchase to earn VRPoints 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 VRPoints 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.
- c) Resultant VRPoints from successfully processed receipts will be credited to the Member's account within 5 days from the date of receipt submission.
- d) 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. It may take up to 5 days to process resubmitted receipts from the date of resubmission.
- e) Original proof of purchase that has been submitted for earning VRPoints cannot be used again. Members should keep proof of the purchase for a minimum of 5 days or until the time when the VRPoints have been fully awarded to their Membership account.

#### 4. VRPOINTS ACCUMULATION

- a) Members can use their proof of purchase to earn VRPoints according to the conversion in the table below: Only receipts/transactions with minimum \$20 value will be processed for VRPoints crediting.

All VivoRewards+ Members

Purchase amount	VRPoints
\$1 (all other participating stores)	1 VRPoint
\$5 (Fairprice Xtra)	1 VRPoint

VivoRewards+ members can earn up to a maximum of 1,000 VRPoints per day regardless of total amount spent.

- b) Earning of VRPoints applies strictly to purchases made by Member only. The Member shall not be entitled to any VRPoints for purchases made by other persons. Mapletree reserves the right to request for the original proof of purchase for further validation.
- c) VRPoints earned do not have any monetary value, and can only be used to redeem rewards listed in the VivoRewards+ Rewards Catalogue in the VivoCity SG App. VRPoints earned or rewards redeemed cannot be transferred to another party, refunded or exchanged for cash or other items, in part or in full, at any time.



#### 4. VRPOINTS ACCUMULATION (CONTINUATION)

- d) All purchases made at participating retail, food and beverage and service outlets within the Mall are eligible to earn VRPoints, save for transactions made at mobile/online ordering systems, 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 VRPoints.
- e) VRPoints may be cancelled, deleted or deducted at Mapletree's sole discretion.
- f) VRPoints accumulated in the current calendar year (1 Jan – 31 Dec) will expire on the last day of March\* the following year. Members may check their upcoming VRPoints expiry on the VivoCity SG App. Any unused VRPoints 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.

Please refer to the table below for further illustration

Date if VRPoints Accumulation	VRPoints Expiry
1 June 2022	31 March 2023
15 December 2022	31 March 2023
1 January 2023	31 March 2024

*\* Updated 1 May 2022. Changes will affect all VRPoints earned from 1 Jan 2022 onwards.*

- g) We may from time to time, amend the exchange rate, use and validity period of VRPoints.

### 5. REWARDS REDEMPTION

- a) VRPoints can be used to redeem for rewards listed in the VivoCity SG App Rewards Catalogue. All rewards redeemed cannot be transferred to another party, refunded or exchanged for cash or other items, in part or in full, at any time. For full Terms & Conditions relating to specific Reward, please refer to the Terms & Conditions on each Reward listing.
- b) Members may check their redeemed rewards through the VivoCity SG App. Any unused rewards 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.
- c) The list of Rewards and corresponding amount of VRPoints required for the Redemption of the Reward shall be determined by Mapletree. For the avoidance of doubt, Mapletree may from time to time amend the amount of VRPoints required for Redemption of Rewards without prior notice to Members.
- d) Mapletree reserves the right to cancel a redeemed reward and substitute with a similar item or refund the VRPoints used in exchange for the reward in situations where a tenant may have exited the mall prior to the expiry of the redeemed reward.
- e) To the maximum extent permitted under applicable law, we do not make any warranty or representation on any product or service offered as Rewards and do not accept any liability in respect of any such Rewards.
- f) Any dispute arising from or relating to the goods or services received as Rewards shall be settled between Member and the supplier of the Rewards. We shall not be liable for any claim arising from or relating to the Rewards and/or Prizes and/or the Redemption process.
- g) Members who have redeemed the \$10 Mapletree eVoucher in-app will have to convert the eVoucher into a physical Mapletree voucher at our Customer Service Counter at Level 1 of the mall before presenting them for use in-stores. Mapletree eVouchers will not be accepted in-store. Conversion of vouchers may only be made upon the verification of your identity. The full value of all Mapletree eVouchers in the member's account/eWallet will be converted into physical vouchers at the point of conversion.
- h) All Mapletree eVouchers redeemed using VRPoints have a validity of 1 year from the date of online redemption (rounded to the last day of the month) unless otherwise stated. The physical voucher received upon exchange will carry the same validity date as stated on the eVoucher. eVoucher must be presented for conversion into a physical voucher and used in-store before the expiry date stated in app. Any unclaimed vouchers after the date of expiry will not be replaced or refunded for any reasons whatsoever.

5. REWARDS REDEMPTION (CONTINUATION)

- i) Members who have redeemed Parking\$ from the app can use their Parking\$ to offset parking charges for the vehicles registered in members' account. Parking\$ will be automatically deducted as the vehicle exits the VivoCity Carpark. Where Parking\$ accumulated are insufficient to cover required parking charges, the balance will be deducted from the vehicle's Cashcard.
- j) Members will be allowed to utilise a maximum of 3 Parking\$ 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 Parking\$ to offset parking charges from Monday – Fridays, excluding Public Holidays.
- k) Parking\$ cannot be withdrawn, replaced, extended or exchanged for cash.
- l) In the event that the VivoCity Carpark system is out-of-service, Parking\$ 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 Pan Asia Commercial Trust) ("MPACT"), the Manager and Property Manager of MPACT 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.

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6. DISCRETION

- a) Mapletree and partnering banks do not bear responsibility for any error, omission, delay or loss of VRPoints as a result of technical malfunction or any error attributed to the VivoCity SG App, the VivoCity website and any of Mapletree’s and the Mall’s staff, employee, agents or service providers.
- b) 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.
- c) 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.
- d) Any VRPoints accrued in the Member’s account remains the mall’s property. The VRPoints do not entitle any Member to a vested right or interest and have no cash value. The VRPoints are not redeemable for cash and are not transferable between Members. Any VRPoints or Membership accounts suspected to be involved in transfer, sale or assignment of accumulated VRPoints may be cancelled without prior notice.
- e) 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.

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The VivoCity Kids Club Programme (“Programme”) is a loyalty programme administered by MPACT Management Ltd. as Property Manager of Mapletree Pan Asia 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:

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# VIVOCITY KIDS CLUB PROGRAMME TERMS AND CONDITIONS



## 1. ELIGIBILITY

- a) Ordinary 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").
- b) Each Guardian may represent up to a maximum of four (4) children, registering an Account for each child.
- c) 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.
- d) 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 12 months will unlock Super Buddy benefits for all Members represented by the Guardian for a year from date of upgrade.  
Eg: Guardian accumulates \$400 spend in May 2019, all children represented will be upgraded to Super Buddy status in 2020.

## 2. REGISTRATION PROCESS

- a) To register for an Account, the Guardian must complete the Registration Form on the VivoCity SG App.
- b) 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.
- c) 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.

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# VIVOCITY KIDS CLUB PROGRAMME TERMS AND CONDITIONS



## 3. MEMBERSHIP

- a) With effect from 2 July 2018, only electronic Membership Cards (eCards) will be issued for every successful registration.
- b) 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.
- c) Each eCard is unique and non-transferrable.
- d) 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 Organizer. The request should be sent to [support@vivocity.com.sg](mailto:support@vivocity.com.sg) and the Organizer shall process it within five (5) days from receiving the request.
- e) 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

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

## 5. BENEFITS

- a) Each Ordinary Member enjoys:
  - i. Promotional offers and membership privileges at participating outlets in VivoCity
  - ii. access to invite-only VivoCity Kids Club events and activities.
- b) 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/find-a-store?kids-club](http://www.vivocity.com.sg/find-a-store?kids-club)).

VivoCity SG App

VivoRewards+

Kids Club

Cessation of DBS x  
VivoRewards+

## 6. SUPER BUDDY TIER UPGRADE

- a) With effect from 15 July 2019, Guardians with accumulated receipts amounting to a minimum of \$400 (within 12 months) from Kids Club qualifying stores are eligible to attain the Super Buddy Tier for a year from date of upgrade.
- b) 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)).
- c) Super Buddy Tier Members will enjoy all Ordinary Tier benefits and the following additional benefits (unless otherwise stated in respective campaigns/ events' T&Cs):
  - i. exclusive promotions and privileges during the birthday month of the Member;
  - ii. exclusive movie screening and event invites;
  - iii. exclusive gifts with purchase during selected campaign periods;
  - iv. express entry to VivoCity Kids Club events.
- d) The Super Buddy Tier is unlocked when \$400 qualifying spend (within 12 months) has been achieved and has an effective term of 1 year. Membership status will revert to an Ordinary Membership at the beginning of the year if the minimum qualifying spend is not met in the previous calendar year.
- e) Super Buddy Tier may be renewed annually with the successful accumulation of \$400 spend from Kids Club qualifying store.

## 7. CANCELLATION AND TERMINATION

- a) The Member may terminate an Account at any time by submitting a written notification to [vckidsclub@vivocity.com.sg](mailto:vckidsclub@vivocity.com.sg). The Account will be terminated within five (5) days from the date of the request. Upon termination, the Member can no longer view or access their eCard on the VivoCity SG App.
- b) 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.

## **TERMS & CONDITIONS**

### **8. DISCLAIMER**

- a) 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.
- b) 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.
- c) 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.
- d) 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**

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**

- a) 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.
- b) 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).
- c) 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 [MPACTM\\_dpo@mapletree.com.sg](mailto:MPACTM_dpo@mapletree.com.sg) or [vckidsclub@vivocity.com.sg](mailto:vckidsclub@vivocity.com.sg) for us to process your request(s).



# CESSATION OF DBS X VIVOREWARDS+ INSTANT REWARDS PROGRAMME



18 December 2023

We would like to inform you that the VivoRewards+ Instant Rewards Programme with DBS is ending on 31 January 2024.

Upon programme cessation, there is no need to delink your DBS PayLah! account from the VivoCity SG Mobile App and no further actions need to be taken by the member. VivoCity will also no longer retain any transactional data made via DBS/POSB payment modes.

**From 1 February 2024 onwards**

Members who have linked their VivoRewards+ account on PayLah! will no longer receive points instantaneously or receive 2x/4x VRPoints for DBS/POSB card transactions. Your existing points remain valid and can be redeemed as usual before their specified expiry date.

Continue earning points and unlock fantastic rewards, by uploading your receipts via the VivoCity SG mobile app. Don't miss out on other exciting perks like the redemption of Mapletree vouchers, Parking\$, and exclusive in-store deals to make the most of your VivoRewards+ experience.

We look forward to seeing you at VivoCity!

For more details click [here](#).

Warm regards,  
The VivoRewards+ Team

VivoCity SG App
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