

## **VIVOCITY KIDS CLUB PROGRAM - TERMS AND CONDITIONS**

The VivoCity Kids Club Program is 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 Program, you agree to the following Terms and Conditions:

### **1. ELIGIBILITY**

- (i) Only children aged 3 to 12 years old ("Member") who are represented by a parent or legal guardian ("Guardian") are eligible to register for the VivoCity Kids Club account ("Account"). Each Guardian shall only be able to register up to four Accounts, i.e. for up to four children.

### **2. REGISTRATION PROCESS**

- (i) To register for an Account, the Guardian must complete the electronic form available at [www.vivocity.com.sg/kidsclubregister](http://www.vivocity.com.sg/kidsclubregister). Thereafter, the Guardian shall verify the Account information by producing his/her original identity card or any other proof of identification at the Customer Service Counter located at Level 1 of VivoCity. The Organiser reserves the right to request production of the birth certificate or other proof of identification of the Member for verification. Upon successful verification, a membership card ("Membership Card") will be issued for each Account registered.

### **3. MEMBERSHIP CARD**

- (i) The Membership Card is non-transferable.
- (ii) The Guardian or the Member must report the lost or theft of a Membership Card by emailing to [enquiries@vivocity.com.sg](mailto:enquiries@vivocity.com.sg) or informing the customer service officer at the Customer Service Counter located at Level 1 of VivoCity. An administrative charge of \$10 is applicable for each Membership Card replacement.

### **4. TERM**

- (i) The Account is valid for a period of 12 months or if the Member is 12 years old at the point of registration, until the Member reaches the age of 13 years old ("Term").

- (ii) The Account may be renewed by:
  - a. an accumulated spend amounting to a minimum of \$200\* at participating outlets during the term of the Account; or
  - b. a renewal charge of S\$15 per Account which can be paid by the Customer Service Counter located at Level 1 of VivoCity.
- (iii) To qualify for the accumulated spending, each receipt shall have a minimum spend of \$20. The Guardian or the Members shall submit the receipt(s) on the date of purchase at the Customer Service Counter located at Level 1 of VivoCity during the Term. Transaction amounts involving the purchase of packages, memberships, vouchers and/or gift cards will not be eligible for the accumulation of spending. The list of participating outlets is available on the VivoCity website (<http://www.vivocity.com.sg>).
- (iv) Any utilized benefits, points and vouchers earned during a Term will be forfeited upon the expiry of the Term, and will not be carried forward upon renewal.

## **5. BENEFITS**

- (i) Each Member enjoys:
  - a. promotional offers and membership privileges at participating outlets in VivoCity;
  - b. special promotional offers and privileges during the birthday month of the Member;
  - c. access to invite-only VivoCity Kids Club Program events and activities.
- (ii) The Guardian or the Member must produce the Membership Card at the point of purchase, prior to payment. The list of participating outlets is available on the VivoCity website (<http://www.vivocity.com.sg>).

## **6. CANCELLATION & TERMINATION**

- (i) The Guardian or the Member may terminate an Account at any time by presenting the Membership Card for cancellation at the Customer Service Counter located at Level 1 of VivoCity.
- (ii) The Organiser for VivoCity Kids Club Program may at its sole discretion terminate an Account or the VivoCity Kids Club Program at any time without notice.

## **7. DISCLAIMERS**

- (i) The Organiser for VivoCity Kids Club Program 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 Program.
- (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 programs organised under VivoCity Kids Club Program.
- (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.

## **8. 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)).

## **9. 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 [enquiries@vivocity.com.sg](mailto:enquiries@vivocity.com.sg) for us to process your request(s).