

# VIVOREWARDS+ LOYALTY PROGRAMME TERMS & CONDITIONS

VivoRewards+ (VR+), formerly known as VivoRewards (VR) ("Programme") is an app-based 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 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:

## 1. ELIGIBILITY

- 1.1 All applicants must be at least sixteen (16) years of age at the time of application for Membership with the Programme.
- 1.2 The Programme is open to Singapore Citizens, Singapore Permanent Residents and individuals with a valid work permit issued in Singapore only.
- 1.3 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.
- 1.4 The applicant may apply for Membership via the VivoCity SG App or at the Customer Service Counters located within the Mall.
- 1.5 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.
- 1.6 For the redemption of Parking\$, each Member can choose to register up to 2 vehicle license plate numbers and their corresponding In-Vehicle Units (IU) numbers. Only private cars are eligible for registration. Motorcycles and commercial vehicles such as vans and lorries are excluded from this programme.
- 1.7 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.
- 1.8 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.

## 2. MEMBERSHIP (VIVOREWARDS+)

- 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 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.
- 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 suspend, cancel or amend the Programme, the programme Terms & Conditions or any membership account, as it sees fit.
- 2.5 Each Member will be responsible for all activities or transactions made on their Membership account.
- 2.6 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. MEMBERSHIP (DBS x VIVOREWARDS+)

- 3.1 Members can link up their VR+ account and DBS PayLah! Account to enjoy instant crediting of VRPoints. Link up of accounts can be done on either the DBS PayLah! or VivoCity SG App.
- 3.2 Members must have an active DBS PayLah! account and DBS PayLah! App installed on their mobile device. DBS PayLah! customers whose PayLah! account is not linked to a valid DBS or POSB bank account will not be eligible.
  - 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.
  - For DBS PayLah! Customers:
    - Please visit [go.dbs.com/paylahstnc](http://go.dbs.com/paylahstnc) for a copy of DBS PayLah! Terms and Conditions.

- 3.3 By participating, 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.
- 3.4 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.
- 3.5 Mapletree reserves the right to terminate Memberships for breach of the Terms and Conditions.

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

- 4.1 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.
- 4.2 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.
- 4.3 Resultant VRPoints from successfully processed receipts will be credited to the Member's account within 5 days from the date of receipt submission.
- 4.4 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.
- 4.5 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.

## **5. RECEIPT REQUIREMENTS FOR INSTANT CREDITING OF VRPOINTS (DBS X VIVOREWARDS+)**

- 5.1 Members who have linked up their VivoRewards+ account with DBS PayLah! can enjoy instant crediting of VRPoints 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;
  - VI. Scan and pay purchases using Application Payment Services, including but not limited to Alipay, FavePay and WeChat Pay;
  - VII. Fund transfer with PayNow via DBS PayLah! and
  - VIII. Purchases made via mobile applications (e.g. FairPrice Scan & Go) or mobile/online ordering systems.
- 5.2 If a Member is a DBS/POSB Supplementary Credit Cardmember, he/she will earn VRPoints on eligible purchases and the VRPoints will be credited into his/her respective Membership account. For the avoidance of doubt, eligible purchases made by a DBS/POSB Supplementary Credit Card member shall not be accrued to the Principal Cardmember.
- 5.3 For eligible purchases made via Instalment Payment Plans using DBS/POSB Credit Cards, VRPoints are credited based on the full purchase amount.
- 5.4 If any Member subsequently cancels or reverses the transaction(s) for any reason whatsoever, VivoCity reserves the right to claw back the VRPoints from the Member's Membership account without prior notice.
- 5.5 Members may view their VRPoints balance by logging into their account using the VivoCity SG App, on our website at [www.vivocity.com.sg](http://www.vivocity.com.sg) or via the DBS PayLah! App.
- 5.6 Original proof of purchase from instant rewards transaction cannot be used/submitted in-app again. Members should keep proof of the purchase for until the time when the VRPoints have been fully awarded to their Membership account. Proof of eligible purchase includes purchase receipt and Credit/Debit Card or NETS charge slips (where applicable)

## 6. VRPOINTS ACCUMULATION

- 6.1 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 X'tra)	1 VRPoint

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

Members who have linked their DBS account details to VivoRewards+

Spend	VRPoints	VRPoints (on birthday month)
\$1 (All other participating stores)	2 VRPoints	4 VRPoints
\$5 (FairPrice X'tra)	2 VRPoints	4 VRPoints

DBS x VivoRewards+ members can earn up to a maximum of 2,000 VRPoints per day and up to 4,000 VRPoints per day during their birthday month regardless of total amount spent.

- 6.2 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.
- 6.3 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.
- 6.4 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 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.
- 6.5 VRPoints may be cancelled, deleted or deducted at Mapletree's sole discretion.

- 6.6 VRPoints accumulated in the current year will expire on the last day of June 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:

<b>Date of VRPoints Accumulation</b>	<b>VRPoints Expiry</b>
1 October 2021	30 June 2022
15 December 2021	30 June 2022
1 January 2022	30 June 2023

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

## **7. REWARDS REDEMPTION**

- 7.1 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.
- 7.2 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.
- 7.3 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.
- 7.4 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.
- 7.5 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.
- 7.6 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.

- 7.7 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.
- 7.8 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.
- 7.9 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 Cashard.
- 7.10 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.
- 7.11 Parking\$ cannot be withdrawn, replaced, extended or exchanged for cash.
- 7.12 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 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.

## **8. DISCRETION**

- 8.1 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, DBS PayLah! App, the VivoCity website and any of Mapletree's and the Mall's staff, employee, agents or service providers.
- 8.2 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.

- 8.3 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.
- 8.4 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.
- 8.5 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.

## **9. GENERAL**

- 9.1 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.
- 9.2 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.
- 9.3 For DBS PayLah! Customers:  
Please visit [go.dbs.com/paylahtnc](http://go.dbs.com/paylahtnc) for a copy of DBS PayLah! Terms and Conditions.
- 9.4 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.