

Terms and Conditions

Application and the use of the Paradise Gourmet Rewards is subject to the following terms and conditions:

Definitions

The Terms defined and used herein shall have the following meanings shown next to them:

- “Application” – the process completed and submitted by the applicant, in order to become a member of the Paradise Gourmet Rewards.
- “Membership” – Paradise Gourmet Rewards
- “Transaction” – transaction effected by Member at any Paradise Group restaurant
- “Participating Restaurants” – Paradise Group restaurants in Singapore which acknowledge and accept Paradise Gourmet Rewards benefits. This excludes LeNu and One Paradise.
- “P\$” – Paradise dollars issued to member on valid transactions
- “We, us, our, Paradise Group” – Paradise Group Holdings Pte Ltd
- “You, your, member, account” – the person who applied for Paradise Gourmet Rewards membership and/or whose member’s account belongs to

Application of Paradise Gourmet Rewards membership

- At all Paradise Group participating restaurants in Singapore.
- Applicant has to be at least 16 years of age at point of application.

Membership Validity

- 1 year from date of application and in Singapore only.
- Membership privileges can only be enjoyed by the member. Sharing of account is not allowed.

Earning of P\$

- Members are entitled to earnings of 10% rebates, in the form of P\$, off their food bill when they dine-in or takeaway at any participating outlets.
- Earning of the 10% rebate is calculated after the redemption of P\$ and do not include promotional items, beverages, TTP (tea, towel and peanut), miscellaneous charges, service and government taxes, etc.
- To qualify for additional 2.5% rebate from total food bill, bill must be paid with partnering bank’s debit/credit card. Name on the debit/credit card must be the same as member’s name registered with us.
- Member has to identify oneself and inform staff at point of billing / seating to enjoy membership benefits.
- Strictly no earning of P\$ after completion of sales transaction.

- Member must be present to earn P\$. No P\$ will be credited if member is not present at the point of payment. Date of birth may be requested for verification purposes.
- Catering orders with One Paradise, purchase of Paradise Group vouchers and promotional items (e.g. mooncake, Chinese New Year products), determine at our sole discretion, are not eligible for earning of P\$ unless specified.

Redemption of P\$

- Member must be present to redeem P\$ (valid for dine-in and takeaway).
- Members are required to sign on receipt to acknowledge redemption of P\$. Date of birth may be required for verification purposes.
- P\$ can be redeemed from total bill on your next visit at participating restaurants or for your catering orders with One Paradise.
- Redemption of P\$ does not include new rebates.
- P\$ cannot be exchanged for cash or Paradise Group vouchers.

Exclusive Privileges

- Enjoy double earning of rebates on your birthday month over unlimited visits. Additional 2.5% rebate for bank partners' cardholders is not applicable in the member's birthday month.

Expiry of Membership and Renewal

- All P\$ will expire at the end of the membership unless a renewal is made before expiry.
- Expiry reminders will be sent via SMS and email notifications. For members who opt not to be reached via both SMS and email, you may wish to refer to the bottom of your recent transaction receipt in our restaurants or logged on to your membership account at www.paradisegp.com.
- Upon expiry of membership, P\$ in the account will be forfeited.
- It is the responsibility of the member to renew the membership account. There is strictly no refund or extension of P\$ after membership expiry.
- Account can be renewed (at outlet and online) at a cost of S\$3.

Termination and Cancellation

- Member may, at any time, terminate the membership before expiry date by written notice to No.91 Defu Lane, #07-00, Swee Hin Building, Singapore 539221 or via email to membership@paradisegroup.com.sg.
- In the event of an early termination, membership expiry will be as of date of termination.
- The account may be terminated in the event of any breach of the terms and conditions contained herein.

- We reserve the rights to terminate the membership if found to be shared by member and his/her family and friends etc.
- Upon termination of the account either by member or by us, member shall not attempt to use the account, such act shall be deemed as fraudulent.
- Upon the termination or cancellation of the account for whatever reasons, all P\$ will be forfeited and member shall have no further claim against us.

Communication

- Member agrees that we shall be entitled to disclose personal particulars to the cooperatives and the organisations affiliated or related to us.
- Member agrees to allow us to use their contact details and personal particulars in order to facilitate membership benefits and entitlement.

Confidentiality of Account Details

- Members are to keep their membership information and details confidential at all times.

Discretion

- Membership is the sole property of Paradise Group.
- Notwithstanding any other provisions herein, if the Rewards and/or Benefits have been wrongfully or fraudulently redeemed, the member shall be liable to refund us the value of the said Rewards and/or Benefits without dispute.
- Any dispute on the Rewards and/or the Benefits shall be notified to us and/or its Agents within 30 days from the date that the dispute had taken place.
- We reserve all rights to amend any privilege or condition without prior notice. All terms and conditions of Rewards or Benefits will be updated on www.paradisegp.com from time to time.
- We are entitled at any time, in its absolute discretion without liability to you, to suspend or terminate your right to use the membership, to refuse the renewal of the membership should any of the conditions and privileges be abused.
- The member shall indemnify and hold us and its Agents harmless against any liability or loss, penalty, damage, costs and expenses, including but not limited to legal costs, arising directly or indirectly from any breach on the part of the member in complying or observing these Terms and Conditions or in otherwise using the account or recovery of any outstanding amounts due from the member.

