

## Terms and Conditions

Application & use of Loyalty Rewards Programme is subjected to the following terms & conditions.

DEFINITIONS	
Application	The process of signing up as a member of Loyalty Rewards Programme
Membership	Loyalty Rewards Programme
Transaction	Transaction effected by member at any JP Pepperdine Group of Restaurants or our online members' portal
Points	JPP Points, points issued to member on valid transactions
Participating Restaurants	All Jack's Place (excluding Jewel Changi Airport), and Eatzi Gourmet Steakhouse & Bistro
You, Your, Member, Account	Person who applied for JP Pepperdine membership
Us, We, JP Pepperdine, Management	JP Pepperdine Group Pte Ltd

## EXCLUSIVE PRIVILEGES

- Member must ensure his/her mobile number, e-mail address, and mailing address are always updated on the Members' Portal, to receive communication from JP Pepperdine.
- Members may enjoy exclusive members-only benefits and privileges.

## APPLICATION OF JP PEPPERDINE MEMBERSHIP

- Online at [www.jppepperdine.com/members](http://www.jppepperdine.com/members) or at any of our participating restaurants.

## MEMBERSHIP VALIDITY

- 1 year from the date of application.
- JP Pepperdine member benefits can only be enjoyed by the registered member.
- Sharing/Transferring of account is not allowed.

## MEMBERS' DISCOUNT & EARNING OF JPP POINTS

- Discount is applicable with a minimum spending of \$12 at any of our participating restaurants.
- Member is entitled to earn JPP Points for every \$1 spend based on Subtotal amount after deduction of discount & gift vouchers for dine-in or takeaway at any of our Restaurants.
- Member is entitled to earn JPP Points for every \$1 spend on Cake orders after deduction of any discount & gift vouchers.
- Member is entitled to earn JPP Points for every \$10 spend on Catering food orders after deduction of any gift vouchers.
- Member is entitled to earn JPP Points for every \$10 spend on Gourmet Store orders after deduction of any discount & gift vouchers.
- Member must be present and has to identify oneself by informing our staff prior to billing to enjoy the membership benefits.
- No discount or JPP Points will be issued if member is not present at the point of billing. Date of birth may be requested for verification purposes.
- Discount and earning of JPP Points are not applicable with use of e-vouchers, promotional and discounted item(s), bank/merchant vouchers, purchase of JP Pepperdine gift vouchers and festive items unless otherwise stated.
- Discount and earning of JPP Points are not applicable on transaction(s) made on eve of/and on Public Holidays and Special Occasions such as Valentine's Day, Mother's Day and Father's Day.
- Discount and earning of JPP Points exclude service charge and prevailing government taxes.
- This is not applicable to transaction(s) made at Jewel Changi Airport outlet and purchase of any retail product(s).

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### REDEMPTION OF JPP POINTS AND E-VOUCHERS

- E-vouchers (except Birthday e-voucher) are valid for 3 months from the date of sign up/renewal.
- Member is required to redeem existing JPP Points via member's portal before redemption at participating restaurants.
- One e-voucher can only be redeemed in one bill. Splitting of bill(s) is strictly not allowed.
- Redemption of e-voucher can be redeemed on the next visit and cannot be used in conjunction with member's discount and earning of JPP Points.
- Redemption of e-voucher is not valid on eve of/and on Public Holidays & Special Occasions such as Valentine's Day, Mother's Day and Father's Day.
- Member must be present to redeem e-voucher and has to identify oneself by informing our staff prior to ordering.
- JPP Points and e-vouchers cannot be exchanged for cash, vouchers or membership renewal.
- JPP Points and e-vouchers are non-extendable and will be forfeited upon expiry.

### EXPIRY OF MEMBERSHIP & RENEWAL

- Renewal can be done 1 month before expiry at a fee of \$22.
- Membership can be renewed at any of our participating restaurants.
- Expiry reminders will be sent 1 month before the expiration date of the membership.
- All accumulated JPP Points will expire at the end of the annual membership cycle, regardless of early renewal.
- New membership year will commence upon expiration of the current membership cycle.

### TERMINATION AND CANCELLATION

- Member may, at any time, terminate the membership before expiry date with a written notice e-mailed to [members@jppepperdine.com](mailto:members@jppepperdine.com)
- In the event of early termination, membership expiry will be as of date of termination. Member shall not attempt to enjoy member privileges thereafter as such acts will be deemed fraudulent.
- Upon termination or cancellation, no refunds will be allowed and balance JPP points will be forfeited. Member shall not have further claim against us.
- The management reserves the rights to terminate any account in the event of any breach of Terms and Conditions.

### CONFIDENTIALITY

- Member is responsible to keep his/her membership information confidential at all times.
- JP Pepperdine Group will use the personal data you provided via this application form for the purpose of facilitating membership benefits & entitlements. Any personal data provided will be entered into JP Pepperdine Group database and will be used for future promotional and marketing purposes.

### DISCRETION

- Membership is the sole property of JP Pepperdine Group Pte Ltd.
- All records kept by JP Pepperdine shall be conclusive. The management reserves the rights to terminate the scheme, amend, add, formulate terms and conditions as it deems necessary from time to time without prior notice.
- If the rewards/benefits of the Loyalty Rewards Programme have been wrongfully or fraudulently redeemed, the member shall be liable to refund JP Pepperdine the full value of item without dispute.
- Any disputes on membership privileges should be notified to us within 30 days from day of dispute.
- Member shall indemnify and hold JP Pepperdine harmless against any liability or loss, penalty, damage, costs and expenses, including not limited to legal costs arising directly or indirectly from any breach on the part of the member in complying or observing these T&Cs.
- Our management reserves the right to reject any application which are incomplete.