SAFRA Treat$ & Deal$

TERMS & CONDITIONS

1. COLLECTION OF PHYSICAL VOUCHER DEALS

1.1 All Physical Voucher purchases must be collected in person within 15 days from Purchase Date*, as per the stipulated Terms & Conditions. Kindly proceed to the Customer Service counter of your selected SAFRA Club from 9am to 9pm daily (except on the Eve of, 1st and 2nd day of Chinese New Year).

1.2 You are required to present your SAFRA Physical Card or eCard/SAFRA DBS Card in person to facilitate collection of your purchase.

1.3 Your proxy/authorised personnel will need to present the following documents during collection:

- A clear visual of your valid SAFRA Card or e-card for sighting only.
- Clear visual of receipt of the purchase for sighting only.
- A signed copy of Letter of Authorisation that will be retained for tallying purpose (download here).

*An administrative fee of $5 will be levied for late collection (after 15 days from Date of Purchase). An additional $5 administrative fee will be charged for any subsequent change of 'Location' for collection of vouchers upon request.

2. PURCHASE & USAGE OF DIGITAL VOUCHERS

2.1 Digital Vouchers sold are non-refundable, non-exchangeable, non-transferrable, and cannot be cancelled, replaced or re-issued if lost, defaced, damaged, expired and/or voided.

2.2 Once sold, any Digital Vouchers bought cannot be refunded, transferred, re-issued and/or cancelled once purchased.

2.3 A Digital Voucher including any accompanying QR code, barcode, gift code and/or serial number, cannot be replaced if it is lost, stolen, used in error or in SAFRA/partnering merchants' opinion, has been unlawfully obtained and utilised. SAFRA and its partnering merchants will not be liable to replace.

2.4 Digital Vouchers are redeemable in their entirety only and cannot be redeemed in part i.e. There would be no residual value of Digital Vouchers should the value of purchase be less than the value of the Digital Voucher denomination issued.

2.5 SAFRA is not responsible for the collection, use and disclosure of personal data and/or any information that you submit, transmit or otherwise make available during the usage/redemption of any Digital Voucher(s) on its partnering merchants' websites/redemption platforms or physical outlets. Collection of such information by Merchants' is strictly for their own operational requirements.

2.6 Terms & conditions of respective partnering merchants' digital voucher usage apply.

3. PURCHASE & USAGE OF PHYSICAL VOUCHERS

3.1 Vouchers sold are non-refundable, non-exchangeable, non-transferrable, and cannot be cancelled, replaced or re-issued if lost, defaced, damaged, expired and/or voided

3.2 Once sold, vouchers bought cannot be refunded, transferred, re-issued and/or cancelled once purchased.

3.3 Vouchers are redeemable in their entirety only and cannot be redeemed in part i.e. There would be no residual value of vouchers should the value of purchase be less than the value of the voucher denomination issued.

3.4 Terms & conditions of respective partnering merchants' voucher usage apply.

4. TERMS & CONDITIONS OF PHYSICAL AND DIGITAL VOUCHER DEALS

4.1 All vouchers sold are non-refundable, non-exchangeable, non-transferrable, and cannot be cancelled, replaced or re-issued if
lost, defaced, damaged, expired and/or voided.

4.2 Physical and/or Digital Voucher is valid for a single transaction and must be presented prior to ordering/check-out on partnering merchants' platforms (digital and/or physical) and any unused amount from the transaction will be forfeited.

4.3 Physical and/or Digital Voucher(s) cannot be transferred or resold through other channels, exchanged wholly or partly for cash.

4.4 Each of SAFRA's partnering merchants will have its respective applicable terms & conditions on the use and/or redemption of Physical and/or Digital Vouchers purchased.

4.5 Partnering merchants' management reserves the right to amend the terms and conditions of the Physical and/or Digital Voucher without prior notice.

4.6 SAFRA and its partnering merchant(s) will not be responsible for any loss of vouchers, nor be liable for any invalid transactions arising from the fraudulent misuse.

4.7 SAFRA will not be responsible for any claims, demands, losses, costs, expenses and/or liabilities of any kind whatsoever suffered, arising from or in connection with any transaction or dealing between Merchant and the voucher holder.

4.8 You agree to comply with all the guidelines, notices, operating rules and policies and instructions pertaining to the purchase through Treats & Deals portal and/or partnering merchants' platforms, and any amendments from time to time.

4.9 SAFRA and/or each of SAFRA's partnering merchants reserve the right to revise guidelines, notices, operating rules and policies and instructions at any time and you are deemed to be aware of and bound by any changes upon publication on Treats & Deals portal and/or partnering merchants' platforms.

5. PURCHASE OF EVENT-RELATED DEALS

5.1 You are required to present your SAFRA Physical Card or eCard/SAFRA DBS Card in person for onsite event registration purposes.

5.2 Should there be a need to collect physical event tickets at any SAFRA clubs, SAFRA will inform you in advance via email.

5.3 All vouchers/tickets sold are non-refundable, non-exchangeable, non-transferrable, and cannot be cancelled, replaced or re-issued if lost, defaced, damaged, expired and/or voided.

6. PURCHASING ELIGIBILITY

6.1 By browsing, accessing, using and/or transacting on SAFRA's Treats & Deals Website (the "Website"), you agree to be bound by all the terms and conditions set out herein and you acknowledge that any purchase made herein is subject to the said terms and conditions.

6.2 By browsing, accessing, using and/or transacting on the Website, you agree to accept all responsibility for all activities occurring under your account and/or password.

6.3 Without prejudice to the ability of any member to browse, access and/or to use the Website, no member may make any purchase online unless he is at least eighteen (18) years of age at the time of any such purchase. In the event that the member is below eighteen (18) years of age, he or she may only transact on the Website with authorisation and/or under the supervision from a parent or legal guardian who is also a member, and SAFRA shall not be responsible for any loss and/or damages suffered by any member as a result of a breach of the terms and conditions herein. SAFRA shall also not be liable and/or responsible for any loss and/or damages that may be suffered by any parent or legal guardian, whether a member or otherwise, as a result of a breach of the terms and conditions herein by any members below eighteen (18) years of age.

6.4 For the avoidance of doubt, where any Dependent member below the age of eighteen (18) years shall make any purchase on the Website, the Principal member shall be deemed to have authorised and consented to him or her making such purchase, and the Principal member shall be fully liable for such purchases, as well as shall indemnify SAFRA in full against any claim, loss and damages which may be suffered by SAFRA as a result of or in connection with the said purchase by the aforementioned Dependent member.

7. PRIVACY POLICY

6.1 By submitting this application, I confirm that: (a) the information provided by me is true and correct, (b) I consent to SAFRA's collection, use and disclosure of my personal data for the purposes set out in SAFRA's Privacy Policy (www.safra.sg/privacy-policy) relating to membership / interest group / events / use of services and facilities (as may be applicable) and SAFRA's general business purposes, as amended from time to time, which outlines how SAFRA manages my personal data in accordance with the Personal Data Protection Act 2012; and (c) where Personal Data of any third party is provided by me, I have obtained the consent of the third party to our collection, use and/or disclosure of those Personal Data.