

TUNGLOK LOYALTY PROGRAMME

TERMS AND CONDITIONS

(Updated on 15 June 2022)

Membership Application

- For successful applications, account is activated once payment is made. Member is required to present his/her TLF Membership e-card within the TungLok app for earning/redemption of TL\$ rebate and other e-vouchers at the cashier upon bill settlement. Members can download “TungLok+ (Singapore)” app via Apple App Store and Google Play Store.
- Application with incomplete information will not be processed. TungLok Group may accept or reject any application for membership in its absolute discretion. If an application for membership is rejected, any benefits with TL\$ that may have been accrued to the applicant through the use of a membership e-card will be null and void.
- One person may register for only one membership account with a valid and unique Singapore mobile number as login ID. Multiple registrations with the same mobile number will not be accepted.

Membership Fee & Mode of Payment

- Membership fee is \$21.40 (inclusive of GST) for a 12-month membership.
- For online applications at the restaurant, payment of membership fee can be made by credit card or cash at participating TungLok restaurants.
- For online applications, payment of membership fee can be made by Credit or Debit Cards online.
- Payment made is strictly non-refundable.

Membership Validity

- 12 months from date of sign up/renew.

Participating Restaurants

- TungLok Membership is valid at all participating TungLok restaurants in Singapore only:

| Brand | Outlet | Tel |
|-------------------------------|--|-----------|
| Dancing Crab | Orchard Central, #07-14/15 | 6509 1878 |
| Dancing Crab | VivoCity, #03-10 | 6222 7377 |
| Dancing Crab | Northshore Plaza II, #01-11 | 6992 2992 |
| Duckland | PLQ Mall, #B2-33 | 6909 8932 |
| Duckland | Resorts World Sentosa, The Forum #B1-222/223 | 6261 5168 |
| Douraku Sushi | d’Arena (former The Arena Country Club) | 6262 6996 |
| Douraku Sushi | Park Regis Singapore, Lobby Level | 6721 9118 |
| Lao Beijing | Velocity@Novena Square, #02-11/12 | 6358 4466 |
| LingZhi Vegetarian Restaurant | Liat Towers, #05-01 | 6734 3788 |
| Qin Restaurant & Bar | The Clan Hotel, Level 5 | 6980 3535 |

| | | |
|---------------------------|--|---------------------------|
| Tóng Lè Private Dining | OUE Tower, Level 8 & 10 | 6634 3233 |
| Sushi Mieda | OUE Tower, Level 10 | 6634 3233 |
| Ushio Sumiyaki & Sake Bar | OUE Tower, Level 8 | 9105 3488 (Whatsapp only) |
| Slappy Cakes | Northshore Plaza II, #01-11 | 6992 2992 |
| TungLok Heen | Resorts World Sentosa, Hotel Michael Lobby Level | 6884 7888 |
| TungLok Seafood | d’Arena (former The Arena Country Club) | 6262 6996 |
| TungLok Seafood | Orchard Central, #11-05 | 6834 4888 |
| TungLok Seafood | PLQ Mall, #03-09/10 | 6909 8933 |
| TungLok Seafood | Park Regis Singapore, Lobby Level | 6721 9118 |
| TungLok Signatures | Clarke Quay Central, #02-88 | 6336 6022 |
| TungLok Signatures | Orchard Rendezvous Hotel, #02-18 | 6834 0660 |
| TungLok Teahouse | Square 2, #01-73 | 6893 1123 |
| TungLok Peking Duck | The Grandstand, #01-23 | 6466 3363 |
| TungLok Peking Duck | Orchard Central, #07-07/08/09 | 6736 0006 |

Issuance of TL\$

- Members earn REBATE on ala carte food and beverage (F&B) orders, and regular set menus.

| | MVG | TLF |
|----------------------------|------------|---|
| Mondays – Thursdays | 15% Rebate | 10% Rebate (OR 15% Rebate with minimum spend of S\$150 before Service Charge, GST and after redemption, if any. This is NOT VALID on special occasions, on the eve of and on Public Holidays, as well as the eve of and throughout the 15 days of Chinese New Year. Also NOT APPLICABLE on all Chinese New Year a la carte and set menus.) |
| Fridays – Sundays | 15% Rebate | 10% Rebate |

- Rebate is not applicable for online takeaway orders, alcoholic beverages, high tea, buffet, banquet (ie. more than 30 persons) and merchandises.
- Rebate is issued based on the bill balance after redemption of TL\$ (if applicable) and not to be combined with other promotions, discounts, privileges/membership cards and/or voucher/e-voucher payment. Service Charge & GST will not be eligible for rebates.
- Rebate will be accumulated as TL\$ for future redemptions at participating TungLok restaurants, towards dine-in F&B bill (subject to conditions stated below). TL\$1=S\$1.

- Membership e-card or mobile number must be provided at the time of dining for verification purposes. No rebate will be credited if membership e-card or mobile number is not provided.
- Earning of rebate is valid at all participating TungLok restaurants, unless otherwise indicated.

Redemption of TL\$

- Membership e-card MUST be presented for redemption of TL\$.
- TL\$ cannot be exchanged for cash. Redemption can only be made to the nearest TL\$ (For eg. if customer’s account balance is TL\$157.60, he can only redeem up to TL\$157). TL\$ to be redeemed will be deducted from the total bill (before Service Charge & prevailing GST), before new rebates are earned. Gross bills are subject to Service Charge & applicable GST.
- Redemption of TL\$ will not be allowed for online takeaway orders, alcoholic beverages, banquet (ie. more than 30 persons), merchandises; as well as on the eve of and during 15 days of Chinese New Year and cannot be used to offset against Service Charge & GST payable.
- Redemption of TL\$ shall not be combined with other promotions, discounts, privileges/membership cards and/or voucher/e-voucher payment.
- For verification purposes, email address, date of birth and/or address may be required. No redemption, rebate and/or discount will be granted if satisfactory verification of identity of members cannot be performed.
- Redemption of TL\$ is valid at all participating TungLok restaurants, unless otherwise indicated.

Expiry of TL\$

- TL\$ earned will expire 1 year from date of issue. If membership has expired, kindly re-sign up to redeem your unexpired TL\$.
- A reminder will be sent via SMS and/or email notifications. It is also the member’s responsibility to track the expiry date of the TL\$ rebate. Members who opt not to receive membership-related information such as membership status, e-voucher issuance, points expiry etc. via SMS and/or email; you may visit our membership portal at www.loyalty.tunglok.com to log into your membership account at your own discretion. Alternatively, members can download “TungLok+ (Singapore)” app via Apple App Store and Google Play Store to view your account details.
- There will be strictly no extension of the expiry period, and TL\$ not redeemed by the expiry date will be forfeited.

Birthday Special

27. Birthday Rebate

- 20% Rebate on ala carte food and beverage (F&B) orders as well as regular set menus during the month of birthday.
- Birthday rebate is not applicable for online takeaway orders, alcoholic beverages, high tea, buffet, banquet (ie. more than 30 persons) and merchandises.
- Birthday rebate is not to be combined with other promotions, discounts, privileges/membership cards and/or voucher/e-voucher payment.
- Birthday rebate is valid at all participating TungLok restaurants, unless otherwise indicated.

- Membership e-card or mobile number must be provided at the time of dining for verification purposes. No rebate will be credited if membership e-card or mobile number is not provided.

28. \$50 Birthday e-voucher

- Membership e-card and Birthday e-voucher code MUST be presented for redemption of e-voucher.
- Birthday e-voucher is valid only during birthday month with a valid membership. Strictly no extension of validity period.
- Birthday e-voucher is valid at all participating TungLok restaurants, unless otherwise indicated.
- E-voucher is applicable for ala carte food orders and regular set menus.
- E-voucher is not applicable for online takeaway orders, beverages, alcoholic beverages, high tea, buffet, banquet (ie. more than 30 persons) and merchandises.
- E-voucher is not to be combined with other promotions, discounts, privileges/membership cards and/or voucher/ e-voucher payment.
- E-voucher to be redeemed will be deducted from the total bill (before Service Charge & prevailing GST), before new rebates are earned. Gross bills are subject to Service Charge & applicable GST.
- E-Voucher is preloaded into TungLokFirst member's account. No physical voucher is distributed.
- E-voucher is not exchangeable for cash. Any unused or unredeemed value will be forfeited.
- The management reserves the right to change the terms and conditions of the Birthday e-voucher from time to time without prior notice.
- The management's decision on the terms and conditions shall be final.

Renewal of TungLokFirst Membership

29. To qualify for a free renewal, TungLokFirst members must attain the following amount at TungLok restaurants within a 12-month membership:

- Milestone spending of S\$800 - FREE renewal upon expiry of membership.
- Milestone spending of S\$8,000 - Upgrade of membership status to Most Valued Guest (MVG).

30. A reminder will be sent via SMS and/or email notifications. It is also the member's responsibility to track the expiry date of the membership. Members who opt not to receive membership-related information via SMS and email; you may visit our membership portal at www.loyalty.tunglok.com to log into your membership account at your own discretion. Alternatively, members can download "TungLok+ (Singapore)" app via Apple App Store and Google Play Store to view your account details.

Renewal of MostValuedGuest Membership

31. To qualify for a free renewal, MostValuedGuest members must attain a minimum spending of S\$8,000 at TungLok restaurants within 12 months membership. However, acquirement of aforementioned minimum spending of S\$8,000 does not

guarantee auto-renewal of your MostValuedGuest membership as MostValuedGuest is only accorded to the top spenders in our restaurants as determined by the management of TungLok Group from time to time.

32. MostValuedGuest members who attain spending between S\$800 – S\$7,999 within one-year membership will qualify for a free renewal as

- TungLokFirst member, subject to prevailing terms and conditions.
- Minimum spending of S\$800 - FREE renewal

Milestone Bonus

33. During the 12 months membership, TungLokFirst and MostValuedGuest members who attain the required milestone spending will be awarded with the following bonus:

- Milestone spending of S\$500 = Bonus of TL\$20
- Milestone spending of S\$1,000 = Bonus of TL\$50
- Milestone spending of S\$5,000 = Bonus of TL\$50
- Milestone spending of S\$8,000 = Bonus of TL\$100

34. A notification will be sent via SMS and/or email notifications. Members who opt not to be reached via SMS and email; you may log into your membership account at www.loyalty.tunglok.com to view your account details. Alternatively, members can download "TungLok+ (Singapore)" app via Apple App Store and Google Play Store to view your account details.

Non-Transferable

35. Membership is personal and strictly non-transferable. For verification purposes, members must provide email address, date of birth and/or address as and when required.

36. A Member is not permitted to hold more than one account.

Cancellation

37. A Member may at any time cancel his/her membership card by emailing (tunglokfirst@tunglok.com) or returning his/her membership card to the Loyalty Programme Dept.

38. All TL\$ earned as well as any unutilized TL\$ will be cancelled upon a person ceasing to be a Member. No refund will be processed.

Personal Data Protection Policy

39. Upon submission of application form to TungLok, you consent to receive TungLok Membership Account-related Notifications (example: earning of TL\$, redemption of TL\$/e-voucher, renewal of membership, expiry of TL\$, status updates of TL\$/e-voucher and OTP) via the TungLok app, SMS and/or Email.

40. Upon submission of application form to TungLok, Members shall be deemed to have agreed and consent to the collection usage and disclosure of member's personal data in accordance with TungLok Group personal data policy, which is available at <https://www.tunglok.com/en/privacy-policy>.

Discretion

41. Upon submission of application form to TungLok, Members shall be deemed to have read, understood and agreed with the Terms and Conditions of the TungLokFirst Loyalty Programme stipulated herein.

42. An employee under TungLok Group and his/her immediate family members are not eligible to apply.

43. The Management of TungLok Group reserves all rights to amend any privilege or condition from time to time without prior notice.

44. The Management of TungLok Group is entitled at any time, in its absolute discretion without liability to you, to suspend or terminate your rights to use the benefits or privileges, to refuse any re-issuance or renewal should any of the conditions and privileges be abused.

For a complete/updated set of terms and conditions, please visit <https://www.tunglok.com/loyalty/TLFTC.pdf>.