



## HARRY'S LOYALTY REWARDS (SINGAPORE) PROGRAMME

(Updated on 6 Oct 2022)

The application and the use of HARRY'S Rewards are subject to the following terms and conditions:

- Harry's Loyalty Reward Programme is an e-loyalty programme by Harry's International Pte Ltd and only available in Singapore.
- "You", "your", "member" and "applicant" refers to the person who applied for Harry's Loyalty Reward Programme or to whom the membership belongs to.
- The Harry's membership is completely free and valid for a lifetime.
- Harry's Singapore Mobile Application" or "Harry's SG Mobile App" refers to a mobile application available on both Apple App Store and Google Play Store.
- Harry's Loyalty Rewards refers to reward points awarded to members on valid transactions made at Harry's Singapore outlets except Changi Airport.
- "Transaction" refers to a transaction made by the member at any participating Harry's Singapore outlets except Changi Airport.
- "Participating Outlets" are Harry's outlets in Singapore except Changi Airport that acknowledge and accept Harry's Rewards privileges. Harry's Singapore reserves the right to make changes to the list of participating outlets without prior notice.

### MEMBERSHIP APPLICATION

- New applicants are required to download the Harry's SG Mobile App to register as a Harry's Loyalty Reward member.
- New applicants must be at least eighteen (18) years of age in the calendar year of application.
- If you are seventeen (17) years old or below the age of eighteen (18), you should review these terms and conditions with your parent(s) and/or guardian(s) to ensure that you understand and agree to them. If your parent(s) and/or guardian(s) disagree with the stated terms and conditions, Harry's International reserves the right to terminate/cancel your membership, Harry's Loyalty Rewards and privileges on your behalf.
- New applicants are required to register their membership with a valid Singapore registered mobile number and a valid email address. (Each mobile phone number and/or email address can **only be used once** during registration).
- The applicant is responsible to keep Harry's International informed and updated on their true and accurate mobile number and email address. Harry's International is not responsible for any loss in member's data, points and/or rewards as a result of the member's failure to notify Harry's International of any changes to their mobile number and email address.
- Each applicant may apply for only one (1) Harry's Loyalty Reward account only.

### MEMBERSHIP VALIDITY

- Harry's membership is a lifetime membership from the date of registration.
- The membership privileges can only be enjoyed by the member and is non-transferrable.

## MEMBERSHIP TIERS

### Harry's Champion Member

(Refers to a member who successfully registers for Harry's membership and will automatically start as a Harry's "**Champion**" member).

- To maintain as a Harry's "**Champion**" member, he/she is required to have an accumulated nett spend of SGD\$3,000 and above within a twelve (12) month calendar period, commencing from the date the member has successfully sign-up.
- A qualifying spend of SGD\$3,000 and above is calculated based on the sub-total bill (before service charge and GST) for dine-in and takeaway orders.
- Purchase of gift vouchers, tobacco and merchandise do not qualify for points awarding.
- All online orders made through Harry's third-party delivery platforms (i.e., Harry's Website, GrabFood, FoodPanda, Deliveroo do not qualify for points awarding.
- Harry's Loyalty Rewards points are valid for a one (1) year cycle from the date of sign-up.
- If the qualifying accumulated spend of SGD\$3,000 and above is not met within a twelve (12) month calendar period, the membership tier will be downgraded to Harry's "**MVP**" Member.

### Harry's MVP Member

(Refers to a member whose membership tier has been downgraded from Harry's "**Champion**" to Harry's "**MVP**" member).

- To maintain as a Harry's "**MVP**" member, he/she is required to have an accumulated nett spend of between SGD\$1,000 to SGD\$2,999 within a twelve (12) month calendar period, commencing from the date the member was downgraded from Harry's "**Champion**" to Harry's "**MVP**".
- A qualifying spend of between SGD\$1,000 to SGD\$2,999 is calculated based on the sub-total bill (before service charge and GST) for dine-in and takeaway orders.
- Purchase of gift vouchers, tobacco and merchandise do not qualify for points awarding.
- All online orders made through Harry's third-party delivery platforms (i.e., Harry's Website, GrabFood, FoodPanda, Deliveroo do not qualify for points awarding.
- Harry's Loyalty Rewards points are valid for a one (1) year cycle from the date of downgrade from Harry's "**Champion**" to Harry's "**MVP**".
- If the qualifying accumulated spend of between SGD\$1,000 to SGD\$2,999 is not met within a twelve (12) month calendar period, the membership tier will be downgraded to Harry's "**Classic**" Member.

### Harry's Classic Member

(Refers to a member whose membership tier has been downgraded from Harry's "MVP" to Harry's "Classic" member).

- To maintain as a Harry's "Classic" member, he/she is required to have an accumulated nett spend of between SGD\$0 to SGD\$999 within a twelve (12) month calendar period, commencing from the date the member was downgraded from Harry's "MVP" to Harry's "Classic".
- A qualifying spend of between SGD\$0 to SGD\$999 is calculated based on the sub-total bill (before service charge and GST) for dine-in and takeaway orders.
- Purchase of gift vouchers, tobacco and merchandise do not qualify for points awarding.
- All online orders made through Harry's third-party delivery platforms (i.e., Harry's Website, GrabFood, FoodPanda, Deliveroo do not qualify for points awarding.
- Harry's Loyalty Rewards points are valid for a for a one (1) year cycle from the date of downgrade from Harry's "MVP" to Harry's "Classic".
- If the qualifying accumulated spend of between SGD\$0 to SGD\$999 is not met within a twelve (12) month calendar period, the membership tier will remain as Harry's "Classic" Member.

### EARNING OF HARRY'S REWARDS POINTS

- Harry's Rewards Points are only applicable for Harry's "Champion", "MVP" and "Classic" membership tiers.
- To earn Harry's Reward Points, members are required to present their unique QR code (reflected on Harry's SG Mobile App) during payment at participating Harry's outlets.
- If the Harry's Member QR code is not presented at the time of payment, Harry's Rewards Points will not be earned for the transaction.
- Earning of Harry's Reward Points is applicable for both dine-in and takeaway orders at participating Harry's outlets except Changi Airport.
- Earning of Harry's Reward Points is **not applicable** with online orders and/or purchases made through Harry's website and/or other third-party delivery platforms (e.g. GrabFood, Foodpanda, Deliveroo, etc.)
- Earning of Harry's Reward points is **not applicable** with purchase of gift vouchers, merchandise, tobacco and event bookings.
- Harry's Rewards Points are valid for a one (1) year cycle from the date of upgrade/downgrade of membership tiers.
- Every \$1 nett spend on qualifying value in a single receipt will earn Harry's Rewards Points based on the following:
  - Harry's Champion Member : 1.5 Harry's Rewards Points
  - Harry's MVP Member : 1.2 Harry's Rewards Points
  - Harry's Classic Member : 1 Harry's Rewards Points

## REDEMPTION OF HARRY'S REWARDS POINTS

- Every 10 Harry's Rewards Points is equivalent to SGD\$1.
- Harry's Rewards Points can only be redeemed in units of 10 Points (SGD\$1).
- Minimum redemption amount is 10 Harry's Rewards Points (SGD\$1).
- To redeem Harry's Rewards Points, the member must be physically present at Harry's outlet during redemption.
- Harry's Rewards Points can be used to offset your total bill at Harry's participating outlets except Changi Airport on your next visit.
- Harry's Reward Points cannot be used to redeem or offset on vouchers, merchandise, tobacco and event bookings.
- Harry's Rewards Points are not exchangeable for cash or equivalent.
- Redeemed Harry's Rewards Points will be automatically deducted from the member's account instantly.
- Unused Harry's Rewards Points will be automatically forfeited if not used or redeemed within the validity period. Requests for extension of validity period is not permitted.

## USAGE OF HARRY'S REWARDS PROGRAMME

- The Harry's Reward membership account is personal to the member and is solely for the member's benefit, and it is not transferable or assignable, and it cannot be aggregated, combined, or merged with any other Harry's Rewards membership account.
- Splitting or combining transactions across multiple Harry's Rewards accounts is strictly prohibited.
- If a member fails to identify themselves to the satisfaction of Harry's International after completing a sales transaction, the transaction will not be recorded into member's account.
- Transactions recorded on Harry's member's account will be updated within the following business day and can be viewed within the Harry's SG Mobile App.
- Transactions recorded by Harry's International are final and conclusive.
- Earning of Harry's Reward Points is applicable only on regular-priced items for both dine-in and takeaway orders at participating Harry's outlets except Changi Airport.
- Earning of Harry's Reward Points is **not applicable** with online orders and/or purchases made through Harry's website and/or other third-party delivery platforms (e.g. GrabFood, FoodPanda, Deliveroo, etc.)
- Earning of Harry's Reward points is **not applicable** with purchase of gift vouchers, merchandise, tobacco and event bookings.
- There will be no accumulation of Harry's Rewards points if the customer fails to identify themselves and after the sales transaction is completed.
- To earn Harry's Rewards points, the member must be present, and no Harry's Rewards-points will be credited if the member is not present at the time of payment. For verification purposes, proof of the member's date of birth and/or a mobile phone number may be requested.
- Harry's International data (including, but not limited to, the record of each Harry's member's rewards points balance) are conclusive and final, and members are bound by them.
- Members are able to view the validity of their Harry's Rewards Points through the Harry's SG Mobile App.

## CONFIDENTIALITY OF MEMBERSHIP INFORMATION

- All members are solely responsible for the security of their Harry's Rewards membership account information and password and agree to not disclose or divulge such information to any third party.
- Harry's International is not responsible for any loss or damage suffered by a member as a result of the loss, theft, or use of his/her Harry's Membership Programme mobile no. or password.
- If there is any suspicious or unusual activity or transaction involving your Harry's Rewards member's account, please write in to [marketing@harrys.com.sg](mailto:marketing@harrys.com.sg).

## **TERMINATION AND CANCELLATION**

- Members of Harry's Rewards may cancel their membership by providing Harry's International with three (3) to five (5) working days' prior written notice to [marketing@harrys.com.sg](mailto:marketing@harrys.com.sg). All unused Harry's Rewards Points will be rendered null and void, and his/her membership will be terminated. Because each valid mobile number and email address can only be registered once, the member will be unable to re-register for another Harry's Rewards membership in the future.
- If your Harry's Rewards account is terminated/cancelled early, the expiry date of your membership will be the date of the termination/cancellation request.
- Harry's International reserves the right, without notice and without prejudice, and at its sole discretion, to terminate your account to use the Harry's Rewards Loyalty programme, as well as to block or prevent your future access to and use of the Harry's Rewards Loyalty programme.

## **GENERAL TERMS AND CONDITIONS**

- All Harry's Rewards members' use and participation in the Harrys Rewards Loyalty programme indicates acceptance of any changes to the Harry's Rewards Loyalty programme terms and conditions, as well as the substitution and/or removal of rights and/or privileges. In the event of a dispute, the decision of Harry's management is final.
- Harry's International reserves the right, at its sole discretion and with reasonable notice, to terminate the Harry's Rewards Loyalty programme and/or its operation at any time. All Harry's Rewards members' rights and/or privileges will discontinue upon termination, and Harry's International will not be liable for any loss or damages resulting from and/or in connection with such termination.
- All personal information collected through Harry's Rewards Loyalty Programme will be managed in accordance with Harry's International Privacy Policy Statement. Any request to change a Harry's Rewards personal information must be submitted in writing to Harry's International at [marketing@harrys.com.sg](mailto:marketing@harrys.com.sg).
- Harry's International shall be the sole and final arbiter of any dispute arising from the Harry's Rewards Loyalty programme and/or Harry's Rewards Points, and its decision shall be final and binding on Harry's Rewards members.
- A Harry's Rewards member's use of his/her Harry's Rewards is deemed to be an acceptance of the terms and conditions of the Harry's Rewards programme (as may be supplemented, amended or varied from time to time).
- We may also amend the terms and conditions at any time for security, legal, regulatory or valid business reasons. We will post the terms to the modified terms and conditions on our website at <https://www.harrys.com.sg/members>. Subject to the remainder of this clause, any change, addition or deletion will become effective at the time we post the revised terms and conditions to our website.
- Unless otherwise stated, any amendments, addition or deletion of Harry's Reward points by Harry's International will apply to your Harry's Rewards membership and will become effective from the time the revised terms and conditions are posted on [www.harrys.com.sg](http://www.harrys.com.sg).
- If you do not accept the changes, additions or deletions, you shall stop participating in Harry's Rewards programme by notifying us at [marketing@harrys.com.sg](mailto:marketing@harrys.com.sg).
- Your Harry's Rewards account will be cancelled and any unused Harry's Rewards points remaining on your Harry's Rewards account will be forfeited to you as per the termination/cancellation terms above.
- This current Harry's Rewards programme terms and conditions supersede all prior Harry's Rewards programme terms and conditions.



## Privacy Policy

(Updated on 2 Mar 2015)

### Accountability

1. We will be responsible for all personal data collected from customers/mobile application users ("Users"). All personal data collected will be used and processed fairly and lawfully while in our possession or custody. We ensure all our Users that we will be held accountable for our organisation's compliance to our Privacy Policy.

### Purposes

2. Personal data collected, will not be used for a new purpose unless we obtain consent from our Users. We are the sole owner of the personally identifiable information collected on the website [www.harrys.com.sg](http://www.harrys.com.sg) and Harry's mobile application (collectively, "Harry's Online Services"). We collect personally identifiable information for the sole purpose of registering Users for our Online Services, and to send relevant promotions and special offers including discounts, to the Users.

### Consent

3. We assure all Users that all personal information collected would be used only for the purposes for which it was collected, and will not be disclosed to third parties without the direct consent of the Users.

### Limiting Collection

4. Only the necessary personal data is collected from Users for business purposes. Both the amount and the type of data collected shall be limited to that which is necessary to fulfil the purposes identified.

### Limiting Use, Disclosure and Retention

5. We will not disclose, share, transfer, sell or rent personally identifiable information to any third party. We do not send unsolicited marketing electronic mailer to our Users. Users will occasionally receive electronic mailer, short message system (SMS) and/or push messages/notifications on special promotions we hold. Out of respect for the privacy of our Users, Users may opt-in to receive these communications using the settings options that exist within the Harry's mobile application or email to [marketing@harrys.com.sg](mailto:marketing@harrys.com.sg).
6. We do not keep personal data for longer than is necessary for those purposes for which they are collected.
7. We have developed guidelines and implemented procedures to govern the destruction of personal data that are no longer required to fulfil the identified purposes.
8. We use tracking technologies to collect information from Users of Harry's Online Services strictly for the purposes of providing Users with appropriate and relevant promotional offers. This information is aggregated for the purposes of marketing, and is not utilised on a personal user level. This information is not shared with any external or third party.
9. We will not display or make publicly available, whether through online directories, customer lists or otherwise, the personally identifiable user level information collected.

**Accuracy**

10. We ensure our Users that all personal information collected is accurate as provided by and kept up to date.

**Safeguards**

11. We ensure our Users that appropriate security safeguards are in place to protect personal data against unauthorised access, misuse, disclosure, copying, use, alteration, accidental loss or theft, destruction or damage.
12. Only authorised personnel who are employees of the organisation have access to any of the information on our systems.

**Individual Access and Correction**

13. We allow our Users the right to access their personal information. Users can access their personal information by using their respective username and password to gain access to their personal information.
14. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update or remove your personal data at the profile page on the Harry's mobile application or by emailing the marketing department at [marketing@harrys.com.sg](mailto:marketing@harrys.com.sg). We will respond to our Users' request within a reasonable time.

**Links**

15. The Harry's Online Services may contain links to other websites from time to time. Please be aware that we are not responsible for the privacy practices of these other sites. This Privacy Policy applies solely to information collected by Harry's Online Services.