



**CHAN BROTHERS**  
*Travel Club*

**Chan Brothers Travel Club**

**TERMS AND CONDITIONS**

# Table of Contents

**Definitions ..... 3**  
**General Conditions ..... 4**  
**Membership ..... 6**  
**Earning Reward Points ..... 8**  
**Redemption of Reward Points and use of Reward Voucher(s) ..... 10**

Important: The following provisions form the basis of Chan Brothers Travel Club ("Travel Club"). These provisions are intended to protect you, members of the Travel Club and Chan Brothers Travel Pte Ltd ("Company"). Your participation in the Travel Club will be governed by these provisions, and it is your responsibility to read and understand all of them. For more information, please refer to the Frequently Asked Questions section or send an email to [travelclub@chanbrothers.com.sg](mailto:travelclub@chanbrothers.com.sg).

The Travel Club is offered to register Members ("Member(s)") of ChanBrothers.com/TravelClub at the sole discretion of the Company. By participating in the Travel Club, Members can earn Rewards Points ("Reward Points") for eligible bookings, subject to these Terms and Conditions. The terms "you" and "your" throughout these Terms and Conditions refer to any Member and any person eligible to participate in the Travel Club, as applicable.

## Definitions

"Chan Brother Travel Club Member" means any person who has registered for the Club and is thus eligible to earn and redeem Reward Points.

"Member ID" means your NRIC number (for Singapore Citizens and Permanent Residents) or passport number (for foreigners) that is registered and linked to your Travel Club account

"Login ID" means your NRIC or passport number @travel.com, which registered and linked to your Travel Club account. The Login ID is used (with your password) to sign in to your Travel Club Member Portal ("Member Portal").

"Reward Points" are the base units of measurement in the Travel Club used to:

- a) partially offset deductible invoiced amount of new eligible bookings of the Member only at the Company's retail outlets via Reward Voucher(s); or
- b) redeem any Travel Club rewards

"Eligible Booking" means any booking of the Company's products, including but not limited to tour packages, cruises packages, air tickets and/or accommodations booked through the Company that is completed by the Member, with the exception of "Excluded Booking".

"Excluded Booking" means any air tickets and/or accommodations booking through Retail Ticketing Department, corporate travel, MICE and wholesales booking of Chan Brothers Travel as well as affiliate companies booking or any other booking for which the Company does not receive a fee (i.e. insurance).

"Reward Voucher(s)" refers to the Travel Club voucher(s) redeemed by Members using Reward Points to:

a) partially offset deductible invoiced amount of eligible bookings of the Member only at the Company's retail outlets

"Affiliates" are affiliated companies of the Company

"Account" refers to your Travel Club account provided by the Company for its Members to accrue Reward Points.

## **General Conditions**

1. The Company reserves the full right at any time, to terminate the Travel Club or to initiate changes without limitation to the Travel Club's rules, benefits and conditions of participation or Reward Points structure, without prior notice, even though changes may affect the value of Rewards Points already accumulated. Changes may include but are not limited to:
  - a. Travel Club's partners, i.e. suppliers and participating organisations.
  - b. Rules for earning or redeeming Reward Points.
  - c. Reward Points structure.
  - d. Methods of redemption and rules for use of redeemed Travel Club rewards.
  - e. Availability of Travel Club rewards and feature of special offers and promotions. Rewards from the Travel Club's partners are dependent on the partner's continued participation in the Travel Club.
2. The Travel Club has no predetermined termination date and may continue until such time when the Company decides to terminate the Travel Club. The Company may terminate the Travel Club at any time with or without prior notice, even though termination may affect the Member's right to earn or redeem Reward Points. The Company is not liable to Members for any loss of value or benefits that may arise as a result of any changes made to the Travel Club.
3. The Company makes no guarantees, warranties, or representations of any kind concerning the Travel Club. The Travel Club is void where prohibited by applicable laws or regulations and are subject to change as may be necessary to comply with such laws or regulations. By participating in the Travel Club, you release the Company, its affiliates and the Travel Club's partners from all claims or liability regarding your participation, including but not limited to any claims related to the earning, redemption and use of Reward Points.
4. The Company shall not be liable for any products or services offered or promised from the Travel Club's partners. The Company will not be held liable for any

action that may arise as a result of using any Travel Club's partners' products or services.

5. The Company may assign or deal with these Terms and Conditions in favour of any of its subsidiaries, subcontractors or appointed agents to carry out any of its obligations herein. The Company shall not be responsible to the Member for any delay in performance or non-performance of its subsidiaries, subcontractors and/or appointed agents due to causes beyond its reasonable control.
6. The Company shall not be in breach of its obligation of confidentiality if disclosure of a Member's confidential information is pursued in conjunction with an order of court, or is required by law or any governmental or regulatory authority. However, if the disclosure is not required with immediate effect, the Company shall give the Member prior notice of such disclosure.
7. The Member has no property rights or other legal interests in Reward Points; the sale or barter of Reward Points, Travel Club rewards and/or other benefits is strictly prohibited and will result in cancellation of Reward Points, Travel Club rewards and/or other benefits. Members who breach this rule may also be liable for damages, litigation and transaction costs.
8. All transactions carried out by Members under 18 years of age require consent from their parents or guardians. The Company shall not be liable for the verification of the parent's or guardian's signature, or for the verification of the parent's or guardian's authority to give consent.
9. The Member will be held responsible for any taxes, levies or duties that arise in connection with receipt of Travel Club rewards and/or other benefits and all additional costs shall be borne by the Member.
10. The Travel Club Email subscription and ENEWS subscription are two separate subscriptions. Members may manage subscription preferences via the member portal. Additionally, the opt-out option is available within email for both groups of subscribers. Request to opt-in/out of both subscriptions can email to [travelclub@chanbrothers.com.sg](mailto:travelclub@chanbrothers.com.sg). All requests will be processed in 7 working days.
11. The Member is responsible for keeping the Member informed of the most current Terms and Conditions which will be available on the Company's website at [ChanBrothers.com/TravelClub](http://ChanBrothers.com/TravelClub). Continued participation in the Travel Club by a Member will constitute as acceptance of any changes to these Terms and Conditions.
12. It is the responsibility of the Member to keep all contact information up to date. Any communication sent to the Member will be regarded as delivered when posted to the Member's preferred contact method(s) on record. The Company will not be responsible for any delayed, misdirected or lost communication message. Any change in the Member's contact information must be provided in writing or updated online via the Member Portal.

13. Should the Travel Club collaterals be available in other languages, the English language version shall be the only point of reference if any discrepancy arises.
14. The Company reserves the right to interpret, apply and communicate these Terms and Conditions as posted on the Company's website. All decisions made by the Company shall be final and conclusive in each case.
15. These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore.

## **Membership**

1. Membership in the Travel Club is open to any person except if prohibited by law in Member's country of residence.
2. The Company reserves the right to approve or reject membership application.
3. Members must fill in the all mandatory fields requested for successful application.
4. Permanent membership can be awarded by (a) signing up as Member via the Company's website, phone or email; or (b) registration by the Company's employee(s) at the Company's retail outlets Membership commences upon approval by the Company.
5. Membership enrolment fee is waived.
6. Only individual persons are eligible for one Travel Club membership and each Member may maintain only one account. Enrolment of several persons in a single account (or joint account) and multiple enrolments by a single person are not allowed.
7. All membership is personal, non-transferable and non-exchangeable for cash. By redeeming any Reward Points collected, Members are bound by the redemption and Reward Points structure as well as these Terms and Conditions.
8. The Company needs to keep personal data on each Member to maintain the membership. Some of this data may be shared with partners in the reward programme for reward fulfillment.
9. Accounts with missing or incomplete personal details will be considered pending accounts and shall be closed within six months from the last activity.

10. The Company reserves the right to (a) monitor (b) suspend (c) terminate membership in the Travel Club and/or its partners (d) take legal action upon the occurrence of any of the following events:
  - a. In the sole opinion of the Company, the Member has misbehaved on any tour (not restricted to tours with Chan Brothers Travel). Misbehavior includes endangering the health and safety of, or impairing the comfort and enjoyment of the Company's, its affiliates' and its partners' employee(s) or agent(s) or other passenger(s), or destruction or damage to property of its partners.
  - b. The Member has contravened any rule of membership.
  - c. The Member has breached any of these Terms and Conditions.
  - d. In the sole opinion of the Company, the Member has shown signs of fraud, abuse, suspicious activity or acted fraudulently or in any manner that is unacceptable to the Company in relation to the Member's membership. In addition, Member may be liable for monetary losses to the Company, including litigation costs and damages. Member shall be declined subsequent participation in the Travel Club. Reward Points will be revoked for fraudulent bookings and the account associated with such fraudulent bookings will be frozen from further activities.
11. If membership is suspended, any Reward Points earned will be suspended. If the Member is permanently excluded from membership in the Travel Club or the Member's membership is terminated, any Reward Points earned will be revoked and forfeited without entitlement to compensation. Whether membership is suspended or terminated, or Member permanently excluded from membership, the Company shall not be liable for all damages, litigation and transaction costs.
12. The Company reserves the right to audit any account at any time for compliance with these Terms and Conditions without prior notice.
13. Members can cancel their membership at any time in writing to the Company, at which time any outstanding Reward Points, benefits and privileges will be cancelled without entitlement to compensation.
14. Membership will end automatically upon the death of the Member. The Reward Points earned but not redeemed at the time of death, as well as benefits and privileges, will be automatically cancelled without entitlement to compensation.
15. Account information can be accessed via Member's Member Portal "My Account" section at [ChanBrothers.com/TravelClub](http://ChanBrothers.com/TravelClub). Such information includes, but is not limited to Member ID, Reward Points and transaction details.

## Earning Reward Points

1. All Members will have their own personal account to which Reward Points earned will be credited.
2. Members are required to state their Member ID at the time of transaction in order to earn Reward Points for that eligible booking or link the booking via the member portal.
3. Reward Points are earned as follow:
  - a. Reward Points are credited into the Member's account within 2 calendar weeks after fulfillment of the eligible booking.
  - b. "Excluded Booking" means any air tickets and/or accommodations through Retail Ticketing Department, corporate travel, MICE and wholesales booking of Chan Brothers Travel as well as affiliate companies booking or any other booking for which the Company does not receive a fee, are not eligible for earning of Reward Points. If any part of your itinerary contains sectors not booked from the Company, these bookings will be deemed ineligible for earning of Reward Points.
  - c. Reward Points earned from eligible bookings are equally credited to individual Member's accounts, regardless of the difference in value booked by different travellers in the group or who is paying.
  - d. Reward Points are awarded based on the amount spent on the Company's products, excluding taxes, insurance purchase, Travel Gift Voucher purchase, visa application fees, credit card charges, administrative charges, penalty charges or the like.
  - e. For every S\$1 spent on eligible bookings, the Member will earn 1 Reward Point. Decimal place value will not be counted. For example, an eligible booking of value \$888.50 will earn 888 Reward Points; an eligible booking of value \$3888.49 will earn 3888 Reward Points.
  - f. For every S\$1 spent using Travel Gift Voucher on eligible bookings, the Member will earn 1 Reward Point.
  - g. Reward Points are non-exchangeable for cash.
  - h. Nomination
    - Member can nominate one (1) individual (but not a corporation or legal entity) as his/her redemption nominee – who means that member can transfer own reward point to him/ her. Transferred point is non-revisable
    - Changing nominee is free.



- Member will be responsible to add the nominee by inputting the nominee member ID and related info via the member portal. The company will not provide any member information to enable the nominee search.
  - Minimum nomination unit is 1000 Reward Points and in the format of multiple 1000 Reward Points, i.e. 2000/3000/4000/5000 Reward Points
  - Nominee must be the Travel Club Member at the point of nomination
4. Reward Points are only rewarded and operated by the Company.
  5. If the Reward Points credited to the Member's account do not appear or are incorrect, Members should contact the Company within 1 calendar month at the Company's retail outlets or send an email to [travelclub@chanbrothers.com.sg](mailto:travelclub@chanbrothers.com.sg). The Company will make the final determination as to whether Reward Points adjustments of any kind are justified for the booking in question.
  6. In the case where members did not state their Member ID at the time of transaction, members may claim missing reward points up to 6 months from the eligible booking return date. Requests for missing or incorrect Reward Points will only be processed if Members have provided necessary information including Member ID and related eligible booking details to the Company in writing to [travelclub@chanbrothers.com.sg](mailto:travelclub@chanbrothers.com.sg).
  7. Aggregation of Reward Points is not permitted and each account can only be utilized by one Member.
  8. Transfer of Reward Points to other programs is not permitted, except under Nomination
  9. All earned Reward Points expire 2 years from the date of accrual. Reward Points will not be reinstated or extended under any circumstances once expired. For example, 50 Reward Points credited to an account on July 2017, will expire on July 2019.
  10. Bookings made during the following events and/or under the following conditions are not be eligible for earning of Reward Points, as specified by Chan Brothers Travel from time to time:
    - a. Industry discount
    - b. Agency discount
    - c. Special tickets

11. Reward Points will only be awarded for eligible bookings after the launch of Chan Brothers Travel Club on 6<sup>th</sup> May 2014.
12. The Company will try to periodically update Members on promotions, travel news and Reward Points expiration.
13. The Company may periodically conduct Member's special offers which give extra Reward Points to Members. Reward Points are governed by the Terms and Conditions of specific promotions.
14. The Company reserves the right not to reward, revoke or forfeit Reward Points where any booking does not comply or is found ineligible with these Terms & Conditions. Reward Points will be rewarded, revoked and forfeited at the Company's sole discretion.

### **Redemption of Reward Points and use of Reward Voucher(s)**

1. In order to qualify for a reward, the Member must have a sufficient amount of available Reward Points in the Member's account for reward redemption. Pending Reward Points cannot be used toward reward redemption.
2. Reward Voucher(s) will display in the Member's account upon redemption of Rewards Points. Member has to present the redemption letter for redemption at retail outlets.
3. Reward Voucher(s) redeemed by Member to offset deductible invoiced amount at the Company's retail outlets are bounded by the following general conditions:
  - a. The maximum offset value is limited to 10% of the value of new eligible bookings of the Member only at the Company's retail outlets. Taxes, travel gift voucher purchase, insurance purchase, credit card charges, administrative charges, penalty charges or the like are not eligible for offset together with Reward Voucher.
4. Other Reward Voucher(s) Terms and Conditions may apply.
5. Reward Voucher(s) will be valid for 6 months from the date of issue and be considered void at the end of the 6 months.
6. Reward Voucher(s) will be valid for one time use only.
7. Reward Voucher(s) is/are non-transferable, non-exchangeable and non-refundable for cash in part or whole.
8. Paying with the Reward Voucher(s):

- a. Reward Voucher(s) can be used to pay for member's new eligible bookings at the Company's retail outlets only. Member must be one of the traveller(s) of the new booking.
  - b. Reward Voucher(s) cannot be used to pay for any booking of products through the Company's website, including and not limited to cruises package, air tickets and/or accommodations, air tickets and /or accommodations under Retail Ticketing Department.
  - c. If any booking partially paid with Reward Voucher(s) is cancelled by the Company, a new Reward Voucher(s) of the same value will be automatically re-issued to Member's account. The new Reward Voucher(s) will be valid for 6 months from date of issue and be considered void at the end of the 6 months.
  - d. If the Member cancels the booking and part of the payment is paid using Reward Voucher(s), the Member needs to send the Company a written request for Reward Voucher(s) re-issuance. The Reward Voucher(s) re-issuance is subject to approval by the Company.
9. The Company has the sole and final discretion on the redemption and use of Reward Voucher(s).
10. Voucher is in Singapore currency and be only in Singapore.