

# 南和

*Nam Ho Travel*

**Nam Ho Travel Miles**

## **TERMS AND CONDITIONS**

Nam Ho Travel Miles is offered to register Members (“Member(s)”) of <http://travelmiles.namho.com.sg> at the sole discretion of the Company. By participating in the Travel Miles, 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 Miles, as applicable.

For more information, please refer to the Frequently Asked Questions section of email to [travelmiles@namho.com.sg](mailto:travelmiles@namho.com.sg)

## **Definitions**

“Nam Ho Travel Miles” means any person who has registered for the membership and is thus eligible to earn and redeem Reward Voucher(s).

"Username" means your NRIC number (for Singapore Citizens and Permanent Residents) or passport number (for foreigners) that is linked to your Travel Miles account.

“Reward Points” are the base units of measurement in the Travel Miles used to:

a) redeem any Travel Miles 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 booking of cruises packages, air tickets and/or accommodations through the Company’s website, and air tickets and /or accommodations under Retail Ticketing Department or any other booking for which the Company does not receive a fee.

## General Conditions

1. The Company reserves the full right at any time, to terminate the Travel Miles or to initiate changes without limitation to the Travel Miles'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 Miles's partners, i.e. suppliers and participating organizations.
  - b. Rules for earning or redeeming Reward Points.
  - c. Reward Points structure.
  - d. Methods of redemption and rules for use of redeemed Travel Miles rewards.
  - e. Availability of Travel Miles rewards and feature of special offers and promotions. Rewards from the Travel Miles's partners are dependent on the partner's continued participation in the Travel Miles.
2. The Travel Miles has no predetermined termination date and may continue until such time when the Company decides to terminate the Travel Miles. The Company may terminate the Travel Miles 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 Miles.
3. The Company makes no guarantees, warranties, or representations of any kind concerning the Travel Miles. The Travel Miles 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 Miles, you release the Company, its affiliates and the Travel Miles'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 Miles's partners. The Company will not be held liable for an action that may arise as a result of using any Travel Miles'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 Miles rewards and/or other benefits is strictly prohibited and will result in cancellation of Reward Points, Travel Miles 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 Miles rewards and/or other benefits and all additional costs shall be borne by the Member.
10. The Travel Miles Email subscription and Booking 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 [travelmiles@namho.com.sg](mailto:travelmiles@namho.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 <http://travelmiles.namho.com.sg/site/login>. Continued participation in the Travel Miles 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 Miles 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 Miles 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) upon purchase of the Company's products at the Company's retail outlets Membership commences upon approval by the Company.
5. Only individual persons are eligible for the Travel Miles 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.
6. 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.
7. 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 program for reward fulfillment.
8. Accounts with missing or incomplete personal details will be considered pending accounts and shall be closed within six months from the last activity.

9. The Company reserves the right to (a) monitor (b) suspend (c) terminate membership in the Travel Miles 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 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 Miles. Reward Points will be revoked for fraudulent bookings and the account associated with such fraudulent bookings will be frozen from further activities.
10. If membership is suspended, any Reward Points earned will be suspended. If the Member is permanently excluded from membership in the Travel Miles 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.
11. The Company reserves the right to audit any account at any time for compliance with these Terms and Conditions without prior notice.
12. 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.
13. Account information can be accessed via Member's Member Portal "My Account" section at <http://travelmiles.namho.com.sg/>. 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.
3. Reward Points are earned as follow:
  - a. Reward Points are credited into the Member's account within 3 calendar days after the tour had departed.
  - b. Excluded bookings, i.e. booking of cruises package, air tickets and/or accommodations through the Company's website, and air tickets and /or accommodations under Ticketing Department 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 booking 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 total amount spent on the Company's products including taxes, insurance 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. Reward Points are non-exchangeable and non-transferable to different programs or from one Member account to another, except for persons below 18 years old. Reward Points accrued for persons below 18 years old can be credited into the Member's account or the Member's parents' account. Member's parents need to provide relevant documents to prove their relationship for transfer of Reward Points.
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, call +65 6221 8433 or send an email to [travelmiles@namho.com.sg](mailto:travelmiles@namho.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. 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 [travelmiles@namho.com.sg](mailto:travelmiles@namho.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 program is not permitted.
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 16 July 2014, will expire at 23:59 hours Singapore time (GMT +08:00 hours) on 15 July 2016.
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 Nam Ho 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 Nam Ho Travel Miles on 04<sup>th</sup> January 2016.
12. The Company will 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 appear in the Member's account upon redemption of Rewards Points. Member has to present "My Vouchers" page from [travelmiles.namho.com.sg](http://travelmiles.namho.com.sg) for redemption. This can be done at Nam Ho's office or by emailing a screenshot of the page. Reward Vouchers are subject to availability.
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) is/are non-transferable, non-exchangeable and non-refundable for cash in part or whole.