

# ONECARD LUXE CARDHOLDER TERMS AND CONDITIONS OF USE

(English v.1.4 August 2024)

## Eligibility to Be An ONECARD LUXE Member

1. ONECARD LUXE Membership will be awarded to any ONECARD Member aged 18 years and above that qualifies the following criteria set by ONECARD within 12 month period.
  - a. Cumulative nett spending of a minimum sum of RM45,000 with **valid ONECARD earning and 1PAY of RM 45,000 worth of UPoints** at any ONECARD or 1PAY participating outlets.

*[Note: Any UPoints rewarded and extra UPoints earned during any adhoc promotion period shall not be applicable for purposes of LUXE status qualification.]*

2. Bandar Utama City Centre Sdn Bhd ("The Operator") reserves the right to change the above qualifying criteria for membership tier upgrades and renewals at any time at its sole discretion, without prior notice.
3. All Tenants, employees of Tenants and/or its related companies, as well as employees, contractors, advertising/promotional suppliers and/or related agencies connected with the Operator and/or its related companies are not eligible to be a ONECARD LUXE Member.
4. As a ONECARD LUXE Member, you shall comply with this ONECARD LUXE Term & Conditions, the 1PAY E-Wallet and ONECARD Member Terms & Conditions of Use; and the Policy on Privacy and Data Protection.

## Collection of ONECARD LUXE CARD

5. A Welcome Letter will be send via an email & SMS to ONECARD members who are eligible to be ONECARD LUXE members and to notify qualified members to proceed to the ONECARD LUXE Lounge, 2<sup>nd</sup> Floor Highstreet for ONECARD LUXE Card collection.
6. The ONECARD LUXE Member must present and surrender the existing ONECARD, as well as present his/her Identification Card for verification when collecting the ONECARD LUXE card.
7. The ONECARD LUXE Member must provide a passport-sized photograph to be printed on the ONECARD LUXE card for easy identification. Alternatively, the photo can also be taken at the ONECARD LUXE Lounge via a web camera.

## Maintaining of ONECARD LUXE Membership

8. At the end of each 12 month membership, the ONECARD LUXE Member shall be assessed for membership renewal through the monitoring system of the ONECARD programme.
9. If the ONECARD LUXE Member fails to re-qualify after the completion of 12 months, the ONECARD LUXE Member will then be reclassified as a ONECARD Member or SILVER with effect on 7<sup>th</sup> of the following month via official email & SMS on his/her membership status.

## Validity and Termination of ONECARD LUXE Member

10. ONECARD LUXE membership tier is valid for 12 months from the date of announcement & notification on 7<sup>th</sup> of the following month.

11. Upon notification from ONECARD team via email & SMS, the eligible ONECARD LUXE Member can renew his/her ONECARD LUXE Membership and collect his/her new ONECARD LUXE card. ONECARD reserves the right, at any time without notice, to suspend, terminate or refuse to issue any ONECARD LUXE Membership in its absolute discretion.
12. The Operator and its associate companies shall not be liable for any loss or damage suffered by any ONECARD LUXE Members resulting from such suspension, termination, variation or changes as set out, or arising from the ONECARD LUXE Programme, except for any liability which cannot be excluded by law.

### **Use of ONECARD LUXE**

13. The ONECARD LUXE card will replace an existing member's ONECARD and is valid for use at all ONECARD participating outlets and for parking.
14. A ONECARD LUXE Member must present the ONECARD LUXE card in order to enjoy the privileges accorded under the ONECARD LUXE Membership.
15. The Operator reserves the right to terminate or cancel any of the privileges, services, discounts or promotions without prior notice or assigning any reasons.
16. ONECARD LUXE is not transferable and the Operator reserves the right to request the ONECARD LUXE Member to present proof of identification for verification purposes.
17. ONECARD reserves the right in its absolute discretion to vary, delete or add to any of these Terms and Conditions without prior notice.

### **ONECARD LUXE Privileges and its Terms & Conditions**

#### **Birthday Treats**

1. Enjoy 5X UPoints Shopping Reward on Birthday Month
  - a. Receive 5X UPoints on any purchase at any ONECARD or 1PAY participating outlets or online at ONESHOP on his/her actual birthday month as shown in the identification card.
  - b. Each ONECARD LUXE member is entitled to a maximum of RM50 cashback with any spending amount on his/her birthday month.
  - c. The Cashback will be auto generated and credited into the ONECARD member's account on the same day or up to a maximum of fourteen (14) business days from the date of confirmation in the form of UPoints and are NOT refundable nor redeemable for cash.
2. Complimentary 3 Days Parking at 1 Utama on Birthday Month
  - a. Only applicable for the first THREE (3) DAYS parking within the birthday month as shown in the identification card.
  - b. The ONECARD LUXE member must use the ONECARD LUXE card to tap on the ONECARD parking terminal to redeem the complimentary parking.
  - c. Complimentary parking available at all carpark areas within 1 Utama, One World Hotel, Plaza IBM/KPMG, 1 First Avenue and 1Powerhouse.

### **Porter and Storage Service at ONECARD LUXE Lounge**

1. Porter and Storage Services are available for use by the ONECARD LUXE Member within 1 Utama Shopping Centre from 10am - 9:00pm (Mon-Thu & Sun) and 10am - 9.30pm (Fri & Saturday) at free of charge.
2. Porter Services consist of the following:
  - a. Carrying of shopping items from one destination in the mall to a point of exit/ another destination in the mall. Eg: main entrance or car park.
  - b. Carrying of shopping items to be stored in the ONECARD LUXE Lounge; and/or
  - c. Carrying of items placed in storage from the ONECARD LUXE Lounge to a point of exit / another destination in the mall.
3. The ONECARD LUXE Member is required to call the ONECARD LUXE Lounge telephone number: 03-7726 6788 to request for the porter and/or storage services.
4. Porter Services are subject always to availability of the ONECARD LUXE Porter and will be on a first-come-first-serve basis.
5. ONECARD LUXE Porters will be available within 10-20 minutes upon confirmation of availability.
6. ONECARD LUXE Member must present the ONECARD LUXE and use his 6-digit PIN for verification and acknowledgment of terms & condition.
7. Feedback from the ONECARD LUXE Member on the services rendered by the ONECARD LUXE Porter is required after completion of service.
8. Storage Services:
  - a. ONECARD LUXE Member is allowed to store up to a maximum of 2 Storage Bags per day.
  - b. A Storage Bag is a bag prepared to store items or shopping bags of the ONECARD LUXE Member.
  - c. The storage bag comes with a padlock and key. The items and shopping bags will be locked and the padlock key will be pass to the ONECARD LUXE Member. It is the sole responsibility of the ONECARD LUXE Member to safeguard the padlock key.
  - d. The Storage Bag can only be opened by the ONECARD LUXE Member at the time of collection. The ONECARD LUXE Member must present the ONECARD LUXE and proof of identification for verification during collection.
  - e. If the ONECARD LUXE Member lost the padlock key, the operator reserves the right to unlock the shopping bag in the presence of ONECARD LUXE Member.
  - f. The Operator reserves the right not to accept any items for storage, including but not limited to fresh or frozen food, jewellery, timepieces, digital, gadget, perishable or bulky items, flowers or delicate and breakable objects.
  - g. No overnight storage is allowed.
9. ONECARD LUXE Member is not entitled to make any claim against the Operator and/or its associate companies to recover any losses, damages, costs, charges or expenses, however arising, which the ONECARD LUXE Member may suffer by reason of the use of the Storage Services, unless the same was resulted from the wilful misconduct or gross negligence of the Operator. Any liability which may arise from any claim made shall be subject to a maximum sum of RM50 per bag, as the items contained in the Storage Bag, as well as its value, will not be made

known/declared to the Operator. Any such losses or damages must be notified to the Operator during the time of collection.

10. Items or shopping bags stored at the ONECARD LUXE Lounge must be picked up 30 minutes before the closing of the operation hours in 1 Utama Shopping Centre on the same day.

11. The Operator has the right to confiscate the items and/or shopping bags stored if the ONECARD LUXE Member is unreachable or does not collect the items/shopping bags according to the above stipulated time given.

### **Personal Shopper Service at ONECARD LUXE Lounge**

1. Each valid **ONECARD LUXE** is entitled to book a personal shopper slot from Monday to Sunday, 10am – 6pm (except 12-1pm) by calling the ONECARD LUXE Lounge at 03- 7726 6788. ONE (1) hour per slot (Up to 5 outlets maximum)
2. LUXE member who spend a min. of RM300 via 1PAY Scan & Pay throughout the slot period will be entitled for a complimentary delivery to their door step on the same day (within 20km radius from 1 Utama or with the fee of RM30 and below only) or they can choose to self-pick up at the LUXE Lounge, 2<sup>nd</sup> Floor Highstreet
3. Each LUXE member is only able to book 1 slot per day & with no guaranteed on the delivery time but it will be delivered on the same day before 8pm daily.
4. Delivery will be via Lala Move or Grab Express (subject to change). Delivery fees of up to a maximum of RM30 will be covered by 1 Utama. If the delivery fees exceeded RM30 it will be borne by LUXE members. Maximum delivery weight is 40kg.
5. There are 7 slots per day: 10am-11am; 11am-12pm; 1pm-2pm; 2pm-3pm; 3pm-4pm; 4pm-5pm; 5pm-6pm, booking is on first come first served basis.
6. LUXE members required to provide accurate address, contact details & shopping list accordingly. LUXE Customer service will be in touch with LUXE members via WhatsApp during the 1 hour slot. LUXE members must be reachable & standby as payment for the goods have to be done on the spot via 1PAY Scan & Pay. NO refund / exchange of items are allowed after purchase.
7. This service is only applicable to 1PAY participating outlets. For purchase of high value items e.g from Timepieces, Jewellery & Optical, ONECARD LUXE Customer Service has the discretion to reject any purchase to be made at selected outlets
8. 1PAY participating outlets in 1 Utama are those listed in [www.onecard.com.my/onepay/outlets](http://www.onecard.com.my/onepay/outlets)
9. This service is open to all valid **ONECARD LUXE member ONLY** whose membership is valid / not terminated / not expired / deactivated by the Organiser.
10. All Car Park Credit Top up, 1PAY E-Wallet Top up, Gift card purchase, postal services, utility, reload/top up at network providers, or any form of cash/shopping voucher(s) **are not eligible** for this service.
11. The Organiser reserves the right to amend the terms and conditions and postpone or cancel the said privilege as and when it deemed fit without any prior notice. The Organiser's decisions are final and no correspondence thereon will be entertained.
12. By participating in this service, members agreed to be bound by the Terms & Conditions and decisions of the Organiser. No correspondence thereon will be entertained.

## **ONECARD LUXE LOUNGE RULES & REGULATIONS**

### **Operation Hours**

10.00am - 10.00pm (Sunday - Thursday)

10.00am - 10.30pm (Friday & Saturday)

### **Admission**

ONECARD LUXE Member must **present and leave his/her physical ONECARD LUXE** at the Lounge Reception for registration and verification purposes.

ONECARD LUXE Member is allowed to invite a **maximum of Two (2) Adults and Four (4) Kids** (≤ 12 years old) as guest(s) at any one time to the Lounge, subject to the terms and conditions stated below:

<b>ONECARD LUXE Member</b>	FREE
<b>Guest 1</b>	FREE (Only 1 FREE guest per day is allowed)
<b>Guest 2</b>	<b>RM50 per entry per day</b> (Inclusive of 5-year new ONECARD membership fee. Cash terms only.)
<b>Kids (≤ 12 years old)</b>	FREE (Maximum of 4 kids at any one time allowed.)

### **Note:**

- *All guests and kids must be ONECARD and ONECARD Kids+ Member(s) to access the Lounge.*
- *Guests who are not ONECARD and ONECARD Kids+ Member(s) **must apply for ONECARD membership** to enter and enjoy the amenities at the Lounge.*
- *All guests have unlimited entry and exit throughout the day but must be accompanied by ONECARD LUXE Member at the point of entry. Guests must **present and leave their ONECARD** at the Lounge Reception for registration and **present IC** for verification purposes.*

### **Amenities available at ONECARD LUXE Lounge:**

- i. Concierge Service
- ii. Shopping Bag Storage Service
- iii. Porter Service
- iv. Free Wi-Fi
- v. Washrooms
- vi. Light Refreshments (Coffee & Tea)
- vii. Mobile Charging Facility
- viii. Personal Shopper Service

## **HOUSE RULES**

We appreciate your cooperation on the following House Rules to ensure the convenience and comfort of all ONECARD LUXE Members and guests:

### **ONECARD LUXE Lounge Entry Time**

10.00am - 9.45pm (Sunday - Thursday)

10.00am - 10.15pm (Friday & Saturday)

- I. Concierge Services at Lounge Reception are available for ONECARD LUXE Members only, subject to first-come-first-served basis and compliance of the Concierge terms and conditions.
- II. No outside food and beverages are permitted at the Lounge.
- III. ONECARD LUXE Lounge is a smoke-free environment.
- IV. We respectfully request that LUXE Members and guests observe a smart casual dress code when visiting the ONECARD LUXE Lounge. ONECARD LUXE Lounge reserves the right to deny entry of any parties whose attire is not appropriate.
- V. Napping in the Lounge is strictly prohibited.
- VI. We request for mutual respect of each other's privacy and display of appropriate etiquette while at the Lounge.
- VII. The Management of ONECARD LUXE Lounge reserves the right to request any person to leave the Lounge in the event that he/she becomes unruly or disruptive to other visitors.
- VIII. The Management of ONECARD LUXE Lounge reserves the right to refuse admission and/or revoke the ONECARD LUXE Membership privileges of those who fail to comply with the above stated Rules and Regulations.
- IX. ONECARD LUXE Lounge shall neither be held responsible, nor accountable for any lost or stolen articles/belongings while at the Lounge, any loss, injury, liabilities, expenses or damages whatsoever incurred or sustained by reason of, arising from or in connection with the use of any services, products or facilities at the Lounge or for any reasons whatsoever.
- X. ONECARD LUXE Members shall ensure that kids are supervised at all times, well behaved and does not cause any nuisance in the LUXE Lounge. Standing or climbing on the furniture, as well as running around in the Lounge are strictly prohibited. The safety of kids in the LUXE Lounge remains the sole responsibility of the ONECARD LUXE Member.
- XI. These Rules and Regulations are subject to change by the Operator.