

JCC REWARDS PROGRAMME

TERMS & CONDITIONS

1. ELIGIBILITY

1. Principal members whose memberships are in active status shall be eligible to participate in the JCC Rewards Programme, hereinafter referred to as “the Programme”.
2. Principal members whose memberships are absent or suspended shall not be eligible to participate in the Programme during their period of absence or suspension.
3. Principal members whose memberships are withdrawn, terminated or expired shall not be eligible to participate in the Programme.
4. Notwithstanding any matters stated herein, Jurong Country Club, hereinafter referred to as “JCC” shall have the absolute discretion to determine which member shall be eligible to participate in the Programme and shall be entitled to disqualify any member from participating in the Programme without subscribing any reasons thereof.

2. ISSUANCE OF JCC POINTS

1. The JCC points shall be calculated on a monthly basis on the amount of transactions charged to the member’s Club account or paid in cash at the participating outlets. One (1) JCC point shall be issued for every \$1 spent (exclusive of GST, where applicable) except for the following spending:
 - a. Purchases from Pro-shops,
 - b. Lesson fees from Heartland Golf Schools, Kindergolf and local golf professionals,
 - c. Ballsweep, tombola and jackpot,
 - d. Charity events,
 - e. Membership entrance, conversion, transfer and subscription fees,
 - f. Insurance premiums,
 - g. Angpow,
 - h. Minimum spending levy, interest charges, late payment charges, locker rental fee and administration fees.

JCC shall have the right to amend from time to time the spending that is included or excluded from the issuance of the JCC points.

2. All JCC points are awarded at the end of the month and are reflected in the member’s statement of accounts. The JCC points shall be valid for 12 months from the month of award. Any valid unredeemed JCC points shall be carried forward to the following month.
3. The JCC points are not transferable, and cannot be traded, exchanged or redeemed for cash or credited to a member’s account. The JCC points can only be used for rewards redemption through the redemption channel(s) as specified under the JCC Rewards Programme.
4. JCC is entitled, for any reason, and at any time without liability or prior notice, to suspend the calculation and accrual of the JCC points, to rectify any errors in the calculation or otherwise to adjust such calculation.

3. REDEMPTION OF POINTS

1. Only members whose memberships are active and have no outstanding bills can redeem their JCC points.

2. Members may, subject to the Terms and Conditions herein and the respective qualifying JCC points, select and redeem any one or more of the Rewards which may from time to time be featured in the Programme catalogue, newsletter, JCC's Website or in any of JCC's publications in whatsoever medium, via such redemption channel(s) as JCC may from time to time inform its members.
3. A principal member may in writing, authorise a family member under the same membership to make a redemption. JCC shall not be responsible for any JCC points redeemed by members.
4. The estimated period for the processing of a redemption request is up to 5 working days. Reward voucher(s) for a successful request may be collected from the Membership Department or mailed to the member upon his/her request.
5. Redemption requests shall be processed on a first-come, first-served basis, and are subject to the availability of the Rewards at the time of redemption.
6. A redemption request made via any JCC's redemption channel shall be deemed to be duly made by the member upon confirmation of the reward(s). The reward(s) shall not be exchanged, refunded or replaced.
7. Under exceptional circumstances and at the member's written request, JCC may, but shall not be obliged to, replace a lost, damaged or stolen Rewards Voucher(s), upon the member's production of the original Rewards Voucher(s). JCC reserves the right to charge a service fee of S\$10 (or such other amount as JCC may determine in its sole discretion) for the replacement or exchange of any Rewards Voucher(s).
8. JCC may in its absolute discretion, at any time and from time to time without prior notice, vary the Rewards featured or substitute any Reward with another of a similar value.

4. ADJUSTMENT AND FORFEITURE OF POINTS

1. A member's points will be forfeited upon cessation, expiry or transfer of his/her membership.
2. Any unredeemed points beyond its 12 months' validity shall be forfeited. No extension of points beyond their validity period shall be entertained.
3. JCC reserves the right to revoke and/or deduct and/or re-compute any JCC points earned to the member's account in its sole discretion in the event that the member fails to effect due payment for his/her transactions.
4. Adjustments will be made to the JCC points if there are any credit adjustments posted to member's account including those arising from returned goods or billing disputes.

5. REDEMPTION OF REWARDS

1. A Rewards Voucher issued to the member may be used by the member or his/her proxy.
2. To redeem a Reward, the member, or his/her proxy, must present the relevant original Rewards Voucher as proof of eligibility at the participating outlets. For a transaction exceeding the Voucher value, the member, or his/her proxy, shall settle the difference through a charge to his/her membership account (permissible only in the case of the member) or pay in cash. There shall be no refund, in any form whatsoever, if the value of the transaction is below that of the Rewards Voucher.
3. Rewards Vouchers shall not be used to purchase any item on special offer, sale or discount; nor used in conjunction with any discount card, offer voucher or similar scheme as stipulated by the participating outlets.

4. The redemption of a Reward is subject to availability and to such other conditions as may be specified on the Rewards Voucher and by the respective participating outlet. If the participating outlet is, for any reason, unable to supply the product or service stated in the Rewards Voucher, the participating outlet may supply alternative product or service of a similar quality and price to the member.
5. JCC shall not be in any way responsible for any aspect of the products or services provided under this Programme by any participating outlets to provide such Rewards.

6. OTHERS

1. JCC's decision on all matters pertaining to the Programme is final and no correspondence will be entertained.
2. JCC reserves the right at any time and at its absolute discretion, without giving any reason or notice, to vary the Terms and Conditions, and/or to terminate the Programme.
3. JCC does not assume any liability for, nor make any representation or warranty on any product or service offered as a redemption item hereunder.
4. In the event of any abuse or fraud in respect of the issuance of the JCC points or redemption of Rewards, JCC may, in its absolute discretion, cancel the accrued JCC points and any Rewards Voucher already issued.