



## TERMS AND CONDITIONS

Application and the use of the Jadeite membership are subject to the following terms and conditions:

### DEFINITIONS

The Terms defined and used herein shall have the following meanings shown next to them:

- “Application” – the process completed and submitted by the applicant, in order to become a Jadeite member.
- “JPoints” – points earned or redeemed by using the membership.
- “Membership” – Jadeite.
- “Transaction” – transaction effected by Member at any Crystal Jade participating restaurants.
- “Participating Restaurants” – Crystal Jade restaurants in Singapore which acknowledges and accepts Jadeite privileges. All Crystal Jade restaurants except Crystal Jade La Mian Xiao Long Bao (Changi Airport T1) and Crystal Jade GO. We reserve the right to make changes to the participating list.
- “We, us, our, Crystal Jade” – Crystal Jade Culinary Concepts Holding.
- “You, your, member” – the person who applied for Jadeite and /or whose membership belongs to.

### MEMBERSHIP APPLICATION

- Membership application fee is at \$18 (inclusive of GST).
- Register online at [www.crystaljade.com/jadeite](http://www.crystaljade.com/jadeite)
- Applicant must be at least 16 years of age in the calendar year of application.
- Only one (1) membership sign-up per person.

### MEMBERSHIP VALIDITY

- 1 year validity from date of application and in Singapore only.
- The membership privileges can only be enjoyed by the member.

### EARNING OF JPOINTS

- Members are entitled to earn 20 JPoints for every S\$1 spent, based on total food bill and do not include set meals, festive and promotional items, beverages, TTP (tea, towel and pickles), online purchases (JPoints, Longevity Buns), miscellaneous charges, service and government taxes, etc. when they dine-in, takeaway or order from Click & Collect at all participating restaurants.
- Members who are our partnering bank cardmembers are entitled to earn 24 JPoints for every S\$1 spent, of their total food bill when they dine-in, takeaway or order from Click & Collect at all participating restaurants.
- To qualify for additional cashback from total food bill, bill must be paid with partnering bank’s debit/credit card. Name on the debit/credit card must be the same as member’s name registered with us.
- Any amount below than S\$1 (S\$0.99 & below) will not earn JPoints.
- Accumulation of JPoints is not applicable for banquet / large group of more than 50 persons.



- Members have to present the barcode on e-card in the Crystal Jade SG Mobile App and inform staff at point of billing / seating to enjoy membership benefits.
- Strictly no accumulation of JPoints if customer fails to present the e-card and after completion of sales transaction.
- Member must be present to earn JPoints. No JPoints will be credited if member is not present at the point of payment. **Date of Birth or mobile number may be requested for verification purposes.**
- The earning of JPoints is allowed for Crystal Jade Cash Vouchers unless otherwise stated.
- The earning of JPoints is not allowed 15 days prior and after Chinese New Year, unless otherwise stated.
- The earning of JPoints is not allowed for JPoints that have been redeemed in the same transaction.
- The earning of JPoints is not allowed when all other vouchers are used i.e. Mall Vouchers, Landlord Vouchers, Bank Vouchers, Merchant Reward Vouchers and In-house Promotional Vouchers, unless otherwise stated. Members can earn JPoints for the rest of the ala carte food bill not paid for using these Vouchers if applicable.
- The earning of JPoints is not allowed for all promotional items (e.g. mooncake, Chinese New Year products) unless otherwise stated.

#### REDEMPTION OF JPOINTS

- Every 200 JPoints is equivalent to S\$1.
- Redemption of JPoints can only be done in lots of 200.
- Member must be present to redeem JPoints (valid for dine-in, takeaway and Click & Collect).
- **Members are required to sign on receipt to acknowledge redemption of JPoints. Date of Birth or mobile number may be required for verification purposes.**
- JPoints can be redeemed from total bill on your next visit at participating restaurants.
- Redemption of JPoints does not include new accumulation.
- JPoints accumulated are not exchangeable for cash or equivalent.
- Redemption of JPoints is not allowed in conjunction with any other credit cards / in-house promotions, promotional vouchers, bank / merchant rewards vouchers 15 days prior and after Chinese New Year, unless otherwise specified.

#### EXCLUSIVE PRIVILEGES

- For every \$1 spent, you will earn:
  - 2X cashback on your first transaction (exclusive for partnering bank cardmembers only).
  - 2X cashback during your birthday month over unlimited visits (Birthday Rebate is not applicable on eve of and on 15 days of Chinese New Year unless otherwise stated).
  - 2X cashback during Members' Day promotion for first transaction of the day.
- Members' Day promotion will not be applicable during the member's birthday month.
- Additional 2% cashback is not applicable during birthday month and Members' Day regardless of member being partnering bank cardmembers.



#### **MEMBERSHIP EXPIRY AND RENEWAL**

- The membership can be renewed at any participating restaurants or via online [www.crystaljade.com/jadeite](http://www.crystaljade.com/jadeite)
- Free auto renewal for members who have an accumulated nett spend of S\$1,000 within the membership year. Otherwise, there will be a renewal fee of S\$8 and the renewed membership will be valid for 1 year. (Nett spend refers to the ala carte food bill excluding festive and promotional items, set menus, steamboat buffet, beverages, desserts, alcoholic drinks, TTP (Tea, Towel, Peanut), online purchases (JPoints, Longevity Buns), service and government taxes unless otherwise stated.
- Expiry reminders will be sent via SMSes and email notifications. For members who opt not to be reached via both marketing preference, you may wish to refer to the bottom of your recent transaction receipt in our restaurants or logged on to your membership account at [www.crystaljade.com/jadeite](http://www.crystaljade.com/jadeite) to check your membership expiry date.
- All accumulated JPoints will be forfeited upon membership expiry.
- Members can renew from the month of expiry and the new membership cycle will commence from the following month.
- New membership cycle will commence from the date of renewal if renewal of membership is performed after membership's expiry.

#### **JADEITE PREMIUM MEMBERSHIP EXPIRY AND RENEWAL**

- The Jadeite Premium Membership is for existing members who accumulate a nett spend of S\$12,000 and more within their 12-month membership cycle.
- The Jadeite Premium Membership is valid for one year. Members need to spend a nett minimum of S\$12,000 to qualify for an auto renewal in the premium tier the following year.
- Premium Members who do not qualify for an auto renewal will be automatically converted back to the regular Jadeite Membership, provided their nett spend in one year is S\$1,000 and above. If their spending is below S\$1,000, their membership will be converted back to the regular Jadeite Membership and marked as expired.
- All Premium Tier welcome e-vouchers are only issued once per member at the point of initial membership upgrade. There will be no re-issue of welcome e-vouchers for subsequent membership tier upgrades and downgrades.

#### **PURCHASE OF JPOINTS**

- Members can purchase JPoints from Crystal Jade's e-store in denominations of \$50, \$100 and \$1000.
- Purchased JPoints will be issued to member's account within 24 hrs.
- JPoints are valid until membership expires and will continue to remain in member's account should renewal be made before expiry.
- JPoints can only be redeem in outlets or for takeaway orders and are not to be used for e-store transactions.
- JPoints are not exchangeable or transferable. JPoints bought can only be redeemed by the person whose name is stated on the membership account that JPoints are awarded to.
- Earning of JPoints is not allowed when JPoints are purchased.



- Not valid with other promotion, discount, voucher or loyalty programmes unless stated otherwise.

#### **USE OF VOUCHERS**

- All membership welcome e-vouchers are valid for 6 months from date of sign up and valid for 1 time use only.
- Limited to one voucher redemption per table per bill. Strictly no splitting of bills is allowed.
- Valid on weekdays excluding eve of/and PH and the 15 days of Chinese New Year.
- Valid for dine-in only and while stocks last.
- Not valid with other promotions, discount, vouchers or loyalty programmes unless otherwise stated.
- Earning of JPoints is not allowed for entire bill when e-voucher is used.
- Strictly no extension of validity period.

#### **FOR JADEITE TIER**

- The 20% Casual Dining e-voucher is only valid for use at Crystal Jade Hong Kong Kitchen or La Mian Xiao Long Bao.
- The 15% Dining e-voucher is only valid for use at Crystal Jade Palace, Golden Palace, Pavilion, Hong Kong Kitchen or La Mian Xiao Long Bao.
- The 2 complimentary appetiser e-vouchers are only valid for use at Crystal Jade Hong Kong Kitchen (Crispy White Bait with Salt & Pepper U.P \$8.80) and La Mian Xiao Long Bao (Wuxi Deep-fried White Bait U.P \$9.90).
  - The existing Crystal Jade Hong Kong Kitchen complimentary appetizer e-vouchers have been changed from Deep-fried Fish Skin in Salted Egg Yolk to Crispy White Bait with Salt & Pepper (U.P \$8.80) with effect from 15 May 2024.
- The \$1.99 Baked Egg Tart (3pcs) e-voucher is only valid for use with any spend at Crystal Jade Hong Kong Kitchen.
- The \$1.99 Steamed Shanghai Xiao Long Bao (6pcs) e-voucher is only valid for use with any spend at Crystal Jade La Mian Xiao Long Bao.
- Refer to Terms and Conditions of e-vouchers for the list of redemption outlets.

#### **FOR JADEITE PREMIUM TIER**

- A minimum spend of \$400 (before service charge & GST) is required to use the \$88 Casual Dining e-voucher at Crystal Jade Hong Kong Kitchen or La Mian Xiao Long Bao.
- A minimum spend of \$900 (before service charge & GST) is required to use the \$188 Fine Dining e-voucher at Crystal Jade Palace, Golden Palace or Pavilion.
- A minimum spend of \$1,200 (before service charge & GST) is required to use the \$288 Fine Dining e-voucher at Crystal Jade Palace, Golden Palace or Pavilion.
- Complimentary bottle of birthday champagne e-voucher is redeemable during member's birthday month and applicable for one-time use at Crystal Jade Palace, Golden Palace, Pavilion or Hong Kong Kitchen Causeway Point. Subject to availability.
- All welcome e-vouchers are only issued once per member at the point of sign up/ initial upgrade. There will be no re-issue of welcome e-vouchers for subsequent membership tier upgrades and downgrades.



#### **TERMINATION AND CANCELLATION**

- Members may, at any time, terminate the membership before the expiry date by written notice via email to [jadeite@crystaljade.com](mailto:jadeite@crystaljade.com)
- In the event of an early termination, membership expiry will be as of date of termination.
- The Membership may be terminated in the event of any breach of the terms and conditions contained herein.
- We reserve the rights to terminate the Membership if found to be shared by member and his / her family and friends etc.
- Upon termination of the Membership either by member or by us, member shall not attempt to use the Membership. Such act shall be deemed as fraudulent.
- Upon the termination or cancellation of the account for whatever reasons, all JPoints will be forfeited and member shall have no further claim against us.

#### **COMMUNICATION**

- Member agrees that we shall be entitled to disclose personal particulars to the cooperatives and the organizations affiliated or related to us.
- Member agrees to allow us to use his / her contact details and personal particulars in order to facilitate Membership privileges and entitlement.

#### **CONFIDENTIALITY OF MEMBERSHIP INFORMATION**

- Members are to keep his / her membership information confidential at all times.

#### **DISCRETION**

- Membership is the sole property of Crystal Jade.
- Notwithstanding any other provisions herein, if the Membership privileges have been wrongfully or fraudulently utilised, the member shall be liable to refund us the value of the said privileges without dispute.
- Any dispute on the Membership privileges shall be notified to us within 30 days from the date that the dispute had taken place.
- We reserve the rights to amend, reserve and / or withdraw any of the Membership privileges without prior notice.
- We are entitled at any time, in our absolute discretion without liability to you, to request for identification, suspend or terminate the membership should any of the Membership privileges be abused.
- Member shall indemnify and hold us harmless against any liability or loss, penalty, damage, costs and expenses, including but not limited to legal costs, arising directly or indirectly from any breach on the part of the member in using the Membership and non-compliance or observation of the terms and conditions.

#### **PERSONAL DATA PROTECTION ACT**

- Crystal Jade respects your privacy and recognises that your personal data is important to you.



- Crystal Jade collects, uses and discloses your personal data for the purposes of providing updates on promotions, entitlements and services to you, to enhance your experience with us, to improve our services and to offer you rewards and benefits.