

Caltex Rewards Hotel Credits Campaign 2023 - Malaysia

TERMS & CONDITIONS

1. Caltex Rewards Hotel Credits Campaign 2023 (**the "Promotion"**) is organized by Chevron Malaysia Limited (195902000060 (992309-U)) of Level 3 Tower, Menara Milenium, 8 Jalan Damanlela, Bukit Damansara, 50490 Kuala Lumpur, Malaysia (**"Chevron" or the "Organizer"**).
2. The Promotion is administered by TLC Marketing Worldwide (Singapore) Pte Ltd, a company duly organized and existing under the laws of Singapore (UEN: 201923399W) 1 HarbourFront Ave, Keppel Bay Tower, #05-02 Singapore 098632 (**"TLC"**).
3. Participation in this Promotion is deemed acceptance of these Terms and Conditions.

CONDITIONS OF ENTRY

4. An eligible entrant must meet all of the following conditions of entry (**"Entrant"**):
 - i. This Promotion is only open to Malaysian citizens aged 18 years and over, who is registered member of Caltex Rewards; and
 - ii. fulfil the requirements in Clause 8.

PROMOTION PERIOD

5. The Promotion is open for Qualifying Purchases (defined below) made between 12.01am (local time) on 03/10/2023 and 11.59pm (local time) on 31/12/2023 (**"Promotion Period"**).
6. The redemption period for the voucher code and pin issued pursuant to Clause 13 starts at 12.01am UTC+8 on 3/10/2023 and ends at 11:59pm UTC+8 on 15/1/2024 (**"Redemption Period"**).
7. The hotel credits are valid for 12 months from the date of issuance or until 15/1/2025, whichever is earlier.

QUALIFICATION MECHANICS

8. To be eligible to participate in the Promotion, Entrant must,
 - i. during the Promotion Period, visit any Caltex site across Malaysia and make a qualifying purchase monthly with an accumulation of RM200 of mogas excluding diesel (**"Eligible Products"**) with payment methods of cash, credit card and e-wallet, within the same calendar month (**"Qualifying Purchase"**); and
 - ii. be a Caltex Rewards members who opted in for promotional/subscription email throughout the Promotion Period and Redemption Period.
9. The total hotel credits allocation for the Promotion is limited to RM50,000,000. The Promotion will cease once the allocation is fully utilized.
10. Entrant can win up to RM200 hotel credits, fixed on monthly basis or RM600, accumulated over the whole Promotion Period. Refer to clause 17 for cumulation of hotel credits.
11. Spend amount will not be carried forward to the following month of Promotion Period.
12. Entrant will receive an email confirmation with the hotel credits voucher code and pin after the required accumulated spend is reached at each calendar month.

HOW TO REDEEM AND ACCESS THE HOTEL CREDITS

13. Entrant will receive an email/eDM with voucher code and pin to redeem RM200 hotel credits and instructions on redemption.
14. Once the Entrant has received the voucher code and pin:
 - i. Visits the Travel Credits booking microsite <https://en-my.travelcredits.com> and log in to their account with the voucher code and pin. Voucher code to be entered as Username.
 - ii. Search for the desired hotel location within Malaysia only and the dates to finalise booking.
 - iii. Entrant can enjoy savings of up to 25%, capped at RM200 per every booking made.
15. Entrant is allowed to re-log in with the same voucher code and pin and access their remaining hotel credits on other hotel bookings.
16. For cumulation of hotel credits,
 - i. Entrant must email Travel Credits customer service at customerservice_my@travelcredits.com.
 - ii. Provide their original voucher code and pin and the new set of voucher code and pin received via email/ eDM for verification purposes.
 - iii. Upon verification, Travel Credits to action the top up of hotel credits into entrant's original voucher code and pin.
 - iv. Upon fulfilment of the requirements in clause 10.
17. Should the Entrant have any questions regarding their hotel credits or have misplaced their voucher code and pin, are to contact customerservice_my@travelcredits.com.

HOTEL CREDITS

18. Direct access to the Travel Credits booking microsite where Entrant can choose from thousands of hotels across Malaysia <https://en-my.travelcredits.com>.
19. RM200 hotel credits can be utilised to offset up to 25% off per hotel booking.
20. The hotel credits must be used before the expiry date, partial redemption is permitted.
21. The hotel credits cannot be used in conjunction with any other offers or promotions.
22. This voucher is personal and non-transferable and can only be used by the person who is the holder of the voucher, who must be over 18 years of age.
23. Voucher code cannot be exchanged for cash and is non-transferable.
24. Standard SST, service & credit card fees may apply when hotel credits are used.
25. In the event of cancellation or amendment request, the request must be sent in writing, by email to customerservice_my@travelcredits.com between 09.00 – 16.00 weekdays only, requests must be received no later than an hour before close of business. Request of cancellation or amendment cannot be guaranteed, some supplier/principals do not allow changes and therefore full cancellation charges will apply.
26. Terms & Conditions apply via the Travel Credits booking website <https://en-my.travelcredits.com>.

OTHER GENERAL TERMS & CONDITIONS

27. The Organizer (including its directors, officers, employees and agents), TLC, their respective agents, promotional partners and distributors are not liable for lost, stolen or dysfunctional

- hotel credit, and to the extent permitted by law do not make any contractual promise or representation regarding the quality and/or availability of the hotel credit offered and cannot be held liable for any resulting loss or damage.
28. Hotel credit is not transferable, exchangeable or redeemable for cash. If a hotel credit is unavailable, for whatever reason, the Organizer reserves the right to substitute the hotel credit for a reward of equal value and/or specification, subject to any written approval from the relevant regulatory authorities.
 29. Without limiting any other terms of these Terms and Conditions, all hotel credits must be taken as and when specified or will be forfeited with no replacement.
 30. In the event the Promotion is unable to proceed as set out in these Terms and Conditions, the Organizer reserves the right to vary these Terms and Conditions, subject to any written notice as may be published in the Organizer's website.
 31. TLC is solely operating the Travel Credits booking sites and Organizer is not responsible for the content of Travel Credits booking microsite. Any issues relating to Travel Credits booking microsite or redeeming the hotel credits should be directed to TLC.
 32. Any additional or ancillary costs associated with redeeming hotel credits are to be solely borne by the Entrant.
 33. Entrant must not:
 - i. tamper with the entry or claim process;
 - ii. engage in any conduct that may jeopardise the fair and proper conduct of the Promotion;
 - iii. act in a disruptive, annoying, threatening, abusive or harassing manner;
 - iv. do anything that may diminish the good name or reputation of the Organizer or any of its related entities or of the agencies or companies associated with this Promotion;
 - v. breach any law; or
 - vi. behave in a way that is otherwise inappropriate in the sole discretion of the Organizer.
 34. Except for any liability that cannot be excluded by law, the Organizer (including its directors, officers, employees and agents), TLC and the promotional partners (including their respective officers, employees and agents) are not responsible for and exclude all liability (including negligence) for any personal injury, death or harm suffered by the Entrant or other person who redeems the hotel credits (and the Entrant or such person releases Organizer and TLC from any such liability) or any loss or damage (including loss of opportunity), whatsoever, whether direct, indirect, special or consequential, arising in any way out of:
 - i. any technical difficulties or equipment malfunction (whether or not under the Organizer's or TLC's or promotional partners' control);
 - ii. any theft, unauthorised access or third-party interference;
 - iii. any claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Organizer or TLC or promotional partners) due to any reason beyond the reasonable control of the Organizer or TLC;
 - iv. any variation in hotel credits value to that stated in these Terms and Conditions;
 - v. any tax liability incurred by an Entrant; or
 - vi. the use of hotel credits.
 35. The total and aggregate of the Organizer, (including its directors, officers, employees and agents), TLC and the promotional partners (including their respective officers, employees and agents), to the extent not otherwise excluded in these Terms and Conditions, shall be limited to RM100 only.

36. Personal Data Protection Act 2010 (“PDPA”):
- i. By entering this Promotion, all Entrants consent to the use of their Personal Data by the Organizer for the running of this Promotion, for any publicity of the Promotion in any form and through any media, and to receive notices on future promotions and marketing campaigns by Chevron.
 - ii. The Entrant acknowledges that Chevron and TLC are authorized to process his/her personal data provided pursuant to this Promotion in accordance with their respective data privacy policies. For Chevron’s data privacy policy, please refer to <https://www.caltex.com/my/privacy-statement-and-personal-data-protection.html>
 - iii. Any failure by the Entrant to disclose the personal data required may result in disqualification from the Promotion.
37. The Organizer’s decisions in respect of the Promotion are final and no correspondence will be entered into.
38. CUSTOMER CARE: For enquiries regarding this Promotion, please email campaignsupport@tlcrewards.com during the Promotion Period, Monday to Friday 9:30am-5pm, excluding weekends and Public Holidays. For general enquiries, please contact Caltex Malaysia Customer Service Center at 1800883188 or email at MYHCSC@chevron.com on Monday to Saturday 8:30am - 4:30pm.