

MOUNT PLEASANT VETERINARY GROUP BONUS POINTS PROGRAM TERMS AND CONDITIONS

1. DEFINITIONS

1.1 In this agreement, the definition of the terms shall be set out as below, except where the context otherwise requires:

1.1.1 "Program" means the Mount Pleasant Veterinary Group's Bonus Points Program

1.1.2 "Client" means any customer or client of Mount Pleasant Veterinary Group.

1.1.3 "Bonus Points" means rebate points awarded under the Program.

1.1.4 "Clinic" means clinics or subsidiary clinics under the Mount Pleasant Veterinary Group.

1.1.5 "Patient" means registered pets under the Client's account with the Clinic.

1.1.6 "Redemption" means the redemption of Bonus Points by the Client at the Mount Pleasant Veterinary Group.

2. ELIGIBILITY

2.1 Subject to the terms of this Agreement, Bonus Points will be awarded to Clients of Mount Pleasant Veterinary Group.

2.2 Any Client whose account is in good standing, as determined by Mount Pleasant Veterinary Group in its sole discretion, will automatically extend the privilege to participate in the Program.

3. AWARD OF BONUS POINTS

3.1 Bonus Points are awarded at a rebate of 1-3 %.

3.2 Bonus Points shall be awarded for the purchase of goods and/or services, excluding prescription diets and 3rd party services for that specific Clinic. The Clinic shall make Award by crediting the Client's account with the relevant number of Bonus Points. Bonus Points cannot be credited into any account other than the Client's. Notwithstanding the foregoing, the Clinic may, in its sole and absolute discretion, award Bonus Points to the Client pursuant to these Terms and Conditions and subject to such additional terms as may be imposed by the Clinic in its discretion.

3.3 Bonus Points are awarded nett of GST.

3.4 Awards will only be made:

3.4.1 To a Client who makes prompt and full payment for out-patient services; and upon discharge for in-patient services.

3.4.2 Based on the amount paid by the Client after deducting any redemption of Bonus Points.

3.5 Awards will not be made for:

3.5.1 Instalment payment plans.

3.5.2 Partial or full delay in payments.

3.5.3 Internet bank payments.

- 3.5.4 Any other transactions effected via any medium or channels the Clinic may in its sole and absolute discretion choose to disallow.
- 3.6 Unless otherwise specified, all Awards are not to be used in conjunction with any other promotions, discounts or vouchers.
- 3.7 Bonus Points are not redeemable for cash or credit. Bonus Points are not transferable.
- 3.8 The Clinic may require a Client to produce a valid identification (NRIC/Passport/Driver's license, etc) before making and/or redeeming an Award.

4. VALIDITY PERIOD OF BONUS POINTS

- 4.1 Bonus Points awarded are valid for 12 months from date of issue.

5. REDEMPTION OF BONUS POINTS

- 5.1 Redemption may only be made upon verification of the Client's identity by the Clinic in accordance with these Terms and Conditions.
- 5.2 The Clinic may require a Client to produce a valid identification before processing any Redemption.
- 5.3 Bonus Points belonging to other Clients may not be combined for the purpose of Redemption.
- 5.4 Bonus Points can only be redeemed from the Clinic that awards it, ie. Bonus Points earned in one branch can only be redeemed at that same branch.

6. OTHER CONDITIONS

- 6.1 The Clinic shall not be responsible or liable to any Client for any inconvenience, loss or damage or embarrassment incurred or suffered by Client as a consequence of:
 - 6.1.1 any malfunction, defect or error in any terminal, or other machines, or system of authorisation, howsoever caused; or
 - 6.1.2 any malfunction of the Award system to effect or complete any transaction howsoever caused; or
 - 6.1.3 any delay or inability on the part of the Clinic to perform any of its obligations pursuant to this Agreement because of any electronic, mechanical, system, data processing or telecommunication defect or failure, or any event outside its control.
- 6.2 The Clinic may at any time vary, modify or amend these terms and conditions as it may, in its absolute discretion, think fit, and the Client shall be bound by such variations and amendments provided such amendments or set of variations or revised terms are exhibited at the Clinic or website (www.mountpleasant.com.sg). Upon such exhibition or publication, the Client shall be deemed to have notice such amended terms and conditions.
- 6.3 By participation in the Program, the Client shall be deemed to have read, understood, and accepted these Terms and Conditions.
- 6.4 The Clinic's decision on all matters relating to the Program is final and binding on the Client.