

SFERA PRIVILEGE CLUB

TERMS & CONDITIONS

A. MEMBERSHIP:

1. Applications are open to all residents of Malaysia and only individuals above 18 years of age are allowed to be a member.
2. Membership is valid for up to a maximum period of one (1) year only from the date joined. Membership renewal can be validated within seven (7) days and no later than the EVE of expiry date. The card is renewable at an annual membership fee of RM100.00.
3. The card is not a credit, debit or charge card.
4. The card is not transferable and is for the exclusive use of the registered member thus is strictly prohibited from allowing non-members to use their MEMBERSHIP CARD to enjoy its privileges. Thus it's used to earn points for rewards and gain privileges and/or discounts are exclusively for the members with valid membership.
5. Hotel Sfera Sdn. Bhd. reserves the right to cancel/withdraw the MEMBERSHIP CARD and forfeit all accumulated Reward Points on the Sfera Privilege Club membership of any member who is found to have manipulated the usage of their membership in any unacceptable manner in violation of the Terms & Conditions.
6. In the event that the card expires or is terminated by either party, its benefit used to earn points for rewards and gain privileges and/or discounts will be considered null and void. To the same, all reward points already earned will subsequently be forfeited and considered null & void unconditionally.
7. Hotel Sfera Sdn. Bhd. reserves the right to decline the issuance or withdraw the card at anytime or terminate membership as and when necessary without notice.

8. Hotel Sfera Sdn. Bhd. reserves the right to suspend or terminate the program at any time it deems necessary. In such a case, Hotel Sfera Sdn. Bhd. shall give advance notice to members in the manner Hotel Sfera Sdn. Bhd. deems appropriate.
9. Hotel Sfera Sdn. Bhd. reserves the right to omit, add or amend the card Terms and Conditions with no prior notice. Any new or amended terms and conditions will supersede the existing card Terms and Conditions.
10. If the card is stolen, lost or damaged, a fee of RM50.00 will be charged for a replacement card.
11. Hotel Sfera Sdn. Bhd. reserves the right to use and utilize the database information for marketing purposes.
12. All correspondence and promotional information will be forwarded to principal members only.
13. Members must present the card before every transaction to enjoy privileges and discounts at the point of use (Hotel Sfera, Seri Manjung) to ensure that membership benefits are appropriately extended.
14. Members are advised to keep all their receipts for 6 months in the event of any discrepancy in the purchase value versus Reward Point accumulation.
15. Hotel Sfera Sdn. Bhd. will not replace any lost, stolen or damaged Privilege Club discount vouchers or extend expiry date of the expired vouchers.

B. BENEFITS

PRIVILEGES & DISCOUNTS

Based on goods and services offered, privileges and discounts vary from each and every individual facility within the hotel premise as operated and offered to a member. The card when in used is subject to the individual terms and conditions of the facilities apart from whatever is already stipulated herein.

REWARD POINT

1. For every one (1) Ringgit Malaysia spend, a member will accumulate 2 Reward Points which is convertible into CASH at the value of:

1 Reward Point = RM0.01

- The Reward Point/s earned is entitled to redeem into payment for Room Stay, Food and Beverage consumption and/or validating Annual Membership Renewal upon request.
2. Accumulation of purchase value for Room Stay and Food and Beverage consumption is based on the final Ringgit Malaysia of the nett purchase (e.g. with nett purchase of RM168.80, the card member will be entitled to accumulate 168 Reward Points. "Nett" denotes the purchase value before Goods & Services Tax.
 3. Reward Points earned if unutilized shall expire at the end of the one (1) year term of membership. All unutilized point/s will be forfeited, thus considered null and void. Similarly, with reference to above article 6. of the MEMBERSHIP Terms & Conditions will be invoked.
 4. Reward Points earned are non-transferable, assignable and/or not for sale to any other persons however, with the exception that if and when the membership RENEWAL is validated with reference to above article 2. of the MEMBERSHIP Terms & Conditions only then the already accumulated Reward Points is allowed to carry forward.
 5. During each purchase, please present your Sfera Privilege Club Membership Card to the Receptionist or Cashier to accumulate the Reward Point/s each time you spend Room Stay or Food and Beverage consumption respectively.