



Programme Rules

1. INTRODUCTION

1.1 Q Lifestyle Ltd (hereinafter referred to as "QLL") offers an online reservation programme which allows Members and Preferred Customers to utilise their savings dollars (defined herein) purchased or allotted to their **tripsavr 2.0** Account (defined herein) in conjunction with reservation(s) made for various products and/or services which are available through the Website (defined herein).

1.2 **tripsavr 2.0** Programme is subject to the Programme Rules set forth herein.

2. DEFINITIONS

"**IR**" means an Independent Representative of QNET who has purchased the **tripsavr 2.0** package(s) through the QNET eStore and will be automatically registered as a Member of the **tripsavr 2.0** Programme.

"**QNET eStore**" means the online electronic store of QNET.

"**tripsavr 2.0 Package**" means Savings Dollars package(s), that may include a **tripsavr 2.0** account or the renewal of an existing account, offered in the QNET eStore, for purchase by the IR of QNET in different denominations.

"**Savings Dollars**" means dollar amount of savings off public pricing for the various products and services available on the **tripsavr 2.0** website.

"**Public Price**" means the pricing of the products and services when sold to the end users not through **tripsavr 2.0** Programme.

"**Savings Bank Balance**" means an account assigned to each Member of **tripsavr 2.0** or Preferred Customer to store their Savings Dollars.

"**tripsavr Travel Credits**" means a percentage of discount between the public pricing and **tripsavr 2.0** Member's pricing for the hotels and car rental reservations made by the Referral.

"**Referral**" means the person who is introduced to the **tripsavr 2.0** programme by the Member of **tripsavr 2.0**.

"**Register**" means creating an account on the **tripsavr 2.0** website by the Referral.

"**Preferred Customer**" means the Referral who is registered with **tripsavr 2.0**.

"**Programme Rules**" means the **tripsavr 2.0** Programme Rules contained herein.

"**Website**" means the **tripsavr 2.0** website at www.tripsavr.com.



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3. TRIPSAVR 2.0 PACKAGES

3.1 There are 8 different types of **tripsavr 2.0** packages which can be purchased from the QNET eStore:

| Package Name | Inclusions | Validity |
|--------------------|------------------------|-----------------|
| tripsavr Lite | 1,000 Savings Dollars | 5 years |
| tripsavr Basic | 2,000 Savings Dollars | 5 years |
| tripsavr Advance | 6,000 Savings Dollars | 5 years |
| tripsavr Pro | 10,000 Savings Dollars | 5 years |
| tripsavr Mega | 14,000 Savings Dollars | 5 years |
| tripsavr Renewal | 125 Savings Dollars | 3 months |
| tripsavr Reload 1* | 200 Savings Dollars | *Not applicable |
| tripsavr Reload 2* | 600 Savings Dollars | *Not applicable |

*Note: * Only applicable for purchase by existing Member of tripsavr 2.0 with a valid account. Savings Dollars remain valid as long as the tripsavr 2.0 account is valid.*

3.2 Each of the **tripsavr 2.0** Package is allotted with different values of Savings Dollars and validity depending on the type of package purchased from the QNET eStore. Details of these packages are also available on the QNET eStore.

3.3 You will automatically be registered as a Member of the **tripsavr 2.0** Programme once you purchase a **tripsavr 2.0** Package, other than tripsavr Renewal, tripsavr Reload 1 and 2 and receive a Welcome email with your login credentials to the **tripsavr 2.0** website. The credentials include your IR ID and a temporary Password.

3.4 Participation in the **tripsavr 2.0** Programme is subject to the Programme Rules and other rules, regulations, policies and procedures that QLL may, at its discretion, adopt from time to time. QLL may amend the Programme Rules at any time without notice. QLL has the sole discretion to interpret and apply the Programme Rules.

3.5 QLL reserves the right to amend the prices, types and availability of the **tripsavr 2.0** packages without prior notice.

4. VALIDITY AND RENEWAL

4.1 Each of the **tripsavr 2.0** Package and the account are valid for a specific period of time from the date of purchase.

4.2 You may refer to the validity of each package mentioned above in Section 3.1 or to the eCertificate that is issued upon your purchase(s) from the QNET eStore.



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- 4.3 You have up to a maximum of 60 days after the date of expiration to renew your **tripsavr 2.0** account.
- 4.4 Failure to renew will result in your account being automatically deactivated 60 days after expiration date.
- 4.5 Once your account is deactivated, any balance of Savings Dollars and/or tripsavr Travel Credits in your account will be forfeited.
- 4.6 Upon deactivation, you will have to purchase a new **tripsavr 2.0** package from the QNET eStore in order to gain access to your account again.

5. SAVINGS DOLLARS & SAVINGS BANK

- 5.1 The Savings Dollars in your **tripsavr 2.0** Package provides you specific dollar amount of savings off the public price for accommodations and other travel related products and services offered in www.tripsavr.com.
- 5.2 The Savings Dollars are deposited into your Savings Bank of your **tripsavr 2.0** account. You will be able to see your Savings Bank Balance once you login to your account in **tripsavr 2.0** website.
- 5.3 The Savings Dollars can be used in conjunction with reservation(s) made on the **tripsavr 2.0** website or transferred to your selected Preferred Customer.
- 5.4 The Savings Dollars in your Savings Bank will be utilised on a first-in, first-out basis.

6. HOW THE TRIPSAVR 2.0 PROGRAMME WORKS

- 6.1 Each time when you do a search on the **tripsavr 2.0** website, the dollar amount of savings off the public price will be displayed on the website with the products and services offered.
- 6.2 When making a reservation, you will pay the reduced price between the public price and savings dollars. Once the reservation is paid, the amount of Savings Dollars will be deducted from your Savings Bank. The balance remaining in your Savings Bank can be used for other reservations until your Savings Bank balance is zero or until your account expires.
- 6.3 Savings Dollars of products and services found in the **tripsavr 2.0** website are subject to change without notice and only savings posted at the time when a reservation is booked and confirmed will be honoured.

7. PURCHASING ADDITIONAL SAVINGS DOLLARS



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- 7.1 In the event your Savings Bank Balance is low or zero, you may purchase more **tripsavr 2.0** Packages or Reloads at any point of time from the QNET eStore or top up your Savings Dollars from the **tripsavr 2.0** website.
- 7.2 There are 2 different types of Savings Dollars Top Up available for purchase in the **tripsavr 2.0** website.

| SAVINGS DOLLARS TOP UP IN TRIPSAVR.COM | |
|--|----------------------|
| TOP UP PRICING | INCLUSIONS |
| USD50.00 | 220 Savings Dollars |
| USD220.00 | 1000 Savings Dollars |

- 7.3 Payment for the Savings Dollars Top Up can be made using a valid credit card such as Visa or Master Card and QNET eCard.

8. CANCELLATION AND REFUND POLICY

8.1 **tripsavr 2.0** Package

- Any unused **tripsavr 2.0** Package purchased from the QNET eStore can be cancelled and refunded subject to the terms and conditions stipulated in the Purchase Agreement of QNET.
- There shall be no refund if the package is being utilised in part or full.
- To process a refund, please contact Global Support Centre at global.support@qnet.net.

8.2 Savings Dollars Top Up

- Any unused Savings Dollars Top Up purchased from the **tripsavr 2.0** website can be cancelled and refunded within 7 days from the date of purchase, subject to the terms and conditions stipulated at the point of purchase.
- There shall be no refund if the Savings Dollars Top Up is being utilised in part or full.
- To process a refund, please email to customercare@tripsavr.com.

9. RESERVATION ON TRIPSAVR 2.0 WEBSITE

- 9.1 All reservations made on the **tripsavr 2.0** website are subject to availability and strictly on a first-come, first-served basis.
- 9.2 Each reservation has a unique set of conditions and cancellation policy imposed by the relevant Merchant supplying the products and services and it must be agreed upon prior to confirmation.
- 9.3 Please be sure to carefully review all terms and conditions when booking on **tripsavr 2.0** website, paying special attention to the terms for nationality and/or country of residence that can affect certain hotel rates in certain countries. In some



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circumstances, it is possible you and/or your guest(s) will not be allowed to check in and you may be asked to pay additional fees at the point of check-in.

- 9.4 In some destinations, you and/or your guest(s) may be asked to pay additional taxes or surcharges imposed by the local government of the city. These charges may or may not be made known during the point of reservation on the **tripsavr 2.0** website.
- 9.5 Once a reservation is booked and confirmed, it cannot be changed or modified.
- 9.6 Each reservation must be paid using a valid credit card such as Visa or Master Card, QNET eCard or with tripsavr Travel Credits earned and must be paid at the point of booking.
- 9.7 Accommodation
 - a. The check-in and check-out time may vary from one accommodation to another. You will be advised on the timing by the respective Merchants upon confirmation of the reservation.
 - b. You must comply with the maximum occupancy imposed by the respective Merchants.
 - c. The age limit for children may vary from one accommodation to another. Further details can be obtained from the respective Merchants.
 - d. You and your guest(s) shall be personally liable for payment of all personal charges derived from the use of the accommodation.
 - e. Personal charges may include but not limited to:
 - i. charges related to the use of the telephone incurred by you and/or your guest(s)
 - ii. charges for consumption of food and beverages incurred by you and/or your guest(s)
 - iii. any incidentals requested by you and/or your guest(s)
 - iv. any special services or supplies attributable to you and/or your guest(s) related to the occupancy of accommodation units or the use of other benefits
 - v. the cost of replacing or repairing any damage to the accommodation unit, common furnishings, or the common areas due to loss or damage caused by you and/or your guest(s)
 - vi. any charges or expenses incurred as a result of negligence or intentional act by you and/or your guest(s)
 - vii. the cost of additional services contracted by you and/or your guest(s)
 - viii. any charges, costs or government taxes and fees which have been clearly stated as not being included as part of the reservation. The collection of these charges will be due and payable at check-out and must be guaranteed by an imprint of a credit card or cash whichever requested by the respective Merchant or hotel accommodation operator during check-in.
- 9.8 Travel Advisory



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- a. You shall be solely responsible in ensuring that you have valid travel documents such as passports and visas. Further details required may be provided by the respective Merchant upon confirmation or at the point of reservation. Please read the requirements carefully before proceeding with the reservation.
- b. Prices for travel packages exclude personal/travel insurance, visa fee (if required), room service, optional tours, tour guide and/or driver tipping and all personal expenses unless otherwise stated.
- c. You and/or your guest(s) must strictly comply with the terms and conditions of the respective Merchant (travel agent or tour operator).

9.9 Car Rental

- a. You shall be solely responsible to ensure that the driver for the car rental has a valid driving or international driving licence (if required).
- b. Renters will be required to present a valid, acceptable credit card in the renter's name at the point of vehicle pick-up for security deposit and validation purposes.
- c. Prices for car rental exclude personal insurance, fuel charges, delivery services and other services. Please consult the respective Merchant for further details.
- d. You and/or your guest(s) must strictly comply with the terms and conditions of the respective Merchant (car Rental Company or owner).
- e. Minimum age requirements may vary by vehicle and pick-up location.

10. RESERVATION CANCELLATION AND REFUND POLICY

- 10.1 Confirmed reservation may be cancelled subject to the terms and conditions imposed by the relevant Merchant. Cancellation fees in part or full may apply.
- 10.2 All cancellation must be submitted online by logging into your account on **tripsavr 2.0** website and click on **My Dashboard**, select **View Reservation**, then click on the word **Cancel** next to the reservation you want to cancel.
- 10.3 Once an existing reservation is cancelled, it cannot be reinstated.
- 10.4 Should there be any balance left after deduction of the same as a result of the cancellation of a reservation, it shall be refunded to your credit card, Q Account (if a QNET eCard was used) or tripsavr Travel Credits whichever is used for the payment of the reservation within 4 – 8 weeks.
- 10.5 There shall be no refund of the Savings Dollars used.
- 10.6 No refund will be given for no-show(s), early check-out(s) or unutilised night(s).

11. BEST PRICE GUARANTEE

- 11.1 Each deal for the products and services in the **tripsavr 2.0** website is backed by a Best Price Guarantee.



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11.2 After placing a reservation on the **tripsavr 2.0** website and if you find cheaper pricing online, simply submit a claim within 24 hours from the time you place the reservation. **tripsavr 2.0** will match the price and refund you 110% of the difference, subject to the terms and conditions of the Best Price Guarantee Program.

11.3 Terms and conditions of the Best Price Guarantee Program are available in the **tripsavr** website under [Guarantee](#).

12. TRIPSAVR REWARDS & TRIPSAVR TRAVEL CREDIT

12.1 As a **tripsavr 2.0** Member, you can refer a friend, family member or business associate and earn tripsavr Travel Credits in your account.

- a. To refer someone, simply login to the **tripsavr 2.0** website, click on **My Dashboard**, select **tripsavr Rewards** and follow through the instructions. An invitation email will be generated to the party you refer.
- b. When your Referral successfully registers himself/herself with **tripsavr 2.0**, he/she will become a Preferred Customer (hereinafter referred to as "PC") of **tripsavr 2.0**.

12.2 tripsavr Travel Credits

- a. When the PC makes a booking on the **tripsavr 2.0** website, you will receive tripsavr Travel Credits for all the hotel and car rental reservations.
- b. tripsavr Travel Credits earned will only be available for use and credited towards your **tripsavr 2.0** account after the PC has completed his/her travel.
- c. You are not entitled to earn tripsavr Travel Credits for the PC's reservation(s) that has been cancelled for whatsoever reason(s), not paid in full or where a chargeback is being submitted by the PC.
- d. tripsavr Travel Credits can be used towards placing a reservation(s) on the **tripsavr 2.0** website or cash out.
- e. tripsavr Travel Credits can only be cashed out online through your **tripsavr 2.0** account via www.tripsavr.com in minimum denominations of USD250.00 and will be credited towards your Q Account.
- f. If you do not have Q Account, it would be the discretion of QNET to decide on the mode of payment.
- g. The processing time for tripsavr Travel Credits redemption will take approximately 4 weeks.
- h. tripsavr Travel Credits redeemed cannot be returned to your **tripsavr 2.0** account.
- i. You are responsible to ensure that you keep your **tripsavr 2.0** account valid and active at all times in order to utilise the tripsavr Travel Credits.

13. GENERAL OBLIGATIONS OF THE TRIPSAVR 2.0 MEMBER

The **tripsavr 2.0** Member shall:



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- 13.1 Comply with the provisions of the **tripsavr 2.0** Programme Rules, Terms and Conditions of the **tripsavr 2.0** products, the reservation procedures and any policies issued by any hotels, tour operators, merchants and/or suppliers of any other benefits included in the **tripsavr 2.0** Programme.
- 13.2 Together with their guests and invitees, comply with all provisions, rules, internal regulations, statutory regulations, laws, ordinances, proclamations, decrees or conditions of any licence or permit relating to the use of lodging units or any other benefits, which may be in force from time to time. In the event that any **tripsavr 2.0** Member and/or their guests and invitees may breach the above-mentioned provisions, the **tripsavr 2.0** Member shall be considered responsible and be subject to any penalties established by the Merchant. QLL shall in no case be responsible for the actions, omissions or misconduct of any **tripsavr 2.0** Member and/or their guests and invitees at any time, while using the lodging units and/or other benefits.
- 13.3 Pay any required payments, penalties, bills or fees due to QLL or participating Merchants that may be incurred from the purchase of any **tripsavr 2.0** products and services.
- 13.4 Promptly notify **tripsavr 2.0** Customer Care department of any change in the personal information, including but not limited to, email address, permanent address or telephone numbers in writing to customercare@tripsavr.com.

14. TRANSFER OF USER

- 14.1 The **tripsavr 2.0** Member are not allowed to transfer his/her rights to third party.

15. NOTICES

- 15.1 All notices or other communication or processes given or made herein shall be in writing and email to customercare@tripsavr.com.
- 15.2 Place of service may be at different address as either duly ordered by the court of competence of the address notified in writing by one party to the other.

16. TERMINATION

- 16.1 QLL shall have the sole discretion to revoke or suspend all rights and/or any **tripsavr 2.0** account, which may have been issued to a **tripsavr 2.0** Member if a Member is in breach of any of the provisions set out in this Programme Rules.
- 16.2 Additionally, QLL shall have the right to terminate the **tripsavr 2.0** Programme by providing written notice to its members six (6) months in advance of the **tripsavr 2.0** Programme termination. In that event, the right to use the Savings Dollars may end six (6) months after the termination notice.



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16.3 QLL may terminate the **tripsavr 2.0** Programme earlier in whole or part in any jurisdiction(s) if required to do so by applicable law.

17. FORCE MAJEURE

QLL shall not be liable in damages for any delay or default which is caused by conditions or events beyond its control, including but not limited to Acts of God, governmental restrictions, terrorist attacks/events, continuing domestic or international problems such as war or insurrections, strikes, fires, floods, work stoppages, embargoes, and/or lack of materials.

18. PERSONAL DATA POLICY

Refer to the website's **Privacy Policy**.

19. MISCELLANEOUS

19.1 The Programme Rules stated herein constitute the entire agreement between QLL and the **tripsavr 2.0** Member. All obligations of the **tripsavr 2.0** Member herein shall be joint and several.

19.2 The Programme Rules are legally binding. The **tripsavr 2.0** Member is deemed to have read and accepted these Programme Rules once he/she utilises the Savings Dollars in the **tripsavr 2.0** Account.

19.3 The Programme Rules constitutes the entire understanding of the parties relating to the subject matter of the Programme Rules and supersedes, cancels and replaces all prior agreements between the parties which relate to the same subject matter whether written, oral, implied or which would be inferred from the correspondence, oral statements or conduct of the parties.

19.4 QLL may revise and amend these Programme Rules without prior notice to the **tripsavr 2.0** Member.

19.5 Failure on the part of either of the parties to exercise or enforce any right conferred by the Programme Rules shall not be deemed to be a waiver of any such right or operate so as to bar the exercise or enforcement thereof at any time.

19.6 Nothing in the Programme Rules shall create or be deemed to create a partnership or a joint venture between the parties, or to establish a relationship of a principal and an agent or any other relationship of a similar nature between the parties.

19.7 The Programme Rules shall be governed by and construed in accordance with the laws of Singapore.



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- 19.8 If any provision of the Programme Rules is held to be void and/or unenforceable for any reason, it shall be severed without impairing or affecting any other provision of the Programme Rules and/or in order to achieve the intent of the parties to the extent possible. In any event, all other provisions of the Programme Rules shall be deemed valid and enforceable to the full extent possible.
- 19.9 Any dispute concerned with the formation, performance, interpretation, nullification, termination or invalidation of the Programme Rules or arising from, or related to, the Programme Rules in any manner whatsoever shall be referred to arbitration in accordance with the Rules adopted by Singapore International Arbitration Centre (SIAC), which Rules are deemed to be incorporated by reference into this clause. For the purposes of any arbitration proceedings commenced pursuant to this clause:-
- a. The number of arbitrators shall be one (1);
 - b. The place at which the arbitration takes place shall be in Singapore; and
 - c. The language to be used in the arbitral proceedings shall be in English
- 19.10 Each party agrees that:
- a. It will submit to the non-exclusive jurisdiction of the courts of Singapore for the purposes of ratifying any award made pursuant to arbitration proceedings conducted in accordance with clause 19.9;
 - b. It will not challenge any arbitral award made pursuant to arbitration proceedings conducted in accordance with clause 19.9; and
 - c. It will not object to or challenge any application to enforce any arbitral award made pursuant to arbitration proceedings conducted in accordance with clause 19.9 in any court.
- 19.11 The parties represent and warrant that they are free to enter into the Programme Rules. Any implied representations or warranties are hereby excluded to the fullest extent permitted by law.
- 19.12 The **tripsavr 2.0** Member shall not assign the benefit of the Programme Rules or any interest herein, nor delegate any obligation under the Agreement or these Rules hereunder, without the prior written consent of QLL. QLL may assign its rights and obligations under the Programme Rules to a subsidiary, parent, successor or affiliate of QLL without the consent of the **tripsavr 2.0** Member.

20. ACKNOWLEDGEMENT BY TRIPSAVR 2.0 MEMBER

- 20.1 The **tripsavr 2.0** Member agree that:
- a. You have read, understood and accepted these Programme Rules; and
 - b. You consent QLL's processing data that is personal to you, and disclosure of such data to third parties, in accordance with QLL's Privacy Policy.