

“Privilege Banking & Wealth Banking – Mandara Spa Program” Terms and Conditions

UNITED OVERSEAS BANK (MALAYSIA) BHD. (Reg. No. 199301017069 (271809-K)) (“UOB Malaysia”) together with **MANDARA SPA** (“Mandara”) are organizing a Program (“Program”) from **1 September 2022 to 31 August 2023** (both dates inclusive) or such other date(s) as may be determined jointly by the organizers from time to time (“Program Period”).

- 1. Eligibility** – The Program is open to all new or existing UOB Malaysia Privilege Banking and Wealth Banking clients Individual customers with the following eligibility (“Clients”):
 - a) Whose account(s) with UOB Malaysia are current, subsisting and not in default in any manner as may be determined by UOB Malaysia.
 - 2. Mechanics** – MANDARA will provide the Clients with the following benefit:-
 - 20% discount on rejuvenating spa treatments
- Program is valid until 31 August 2023
 - Program is valid for multiple redemptions within the birthday month calendar year.
 - Program is not applicable for Spa Manicure, Spa Pedicure, and French Manicure.
 - No minimum spend required.
 - Program is not redeemable or exchangeable for cash.
 - Program is not valid with other spa Programs or discount vouchers.
 - Clients are requested to arrive 15 minutes before their appointed slot.
 - Bookings must be made 24 hours in advance and are subject to availability.
 - Bookings to be made by contacting the respective outlets.
 - List of outlets in this link <http://www.mandaraspaspa.com/>

Disclaimers

- By participating in this Program, Clients agree to be bound by these terms and conditions, the Terms and Conditions Governing Accounts and Services (Conventional Banking), Terms and Conditions Governing Islamic Accounts and Services, Wealth Banking Membership Terms and Conditions and Privilege Banking Membership Terms and Conditions (collectively “T&C Governing Accounts and Services”) including any amendments or variations to it and the decision of UOB Malaysia in connection with any matter relating to the Program shall be final, conclusive and binding on Clients. If there is any inconsistency between these terms and conditions and the T&C Governing Accounts and Services, these terms and conditions will prevail.
- Clients shall seek clarification from UOB Malaysia’s authorized representative if there are any terms and conditions that the Clients do not understand.
- UOB Malaysia shall not be responsible for the quality of services offered and assumes no liability or responsibility for the acts or defaults of MANDARA and services offered above.
- UOB Malaysia is not an agent of MANDARA. Any dispute on the service standard by Clients must be resolved by Clients directly with MANDARA.



- UOB Malaysia shall not be liable for any misinterpretation or misrepresentation of facts by any unauthorized third party in respect of the Program which is published in any mass media, marketing or advertising materials.
- To the fullest extent permitted by law, UOB Malaysia expressly excludes and disclaims any representations, warranties or endorsements, expressed or implied, written or oral, without limitation to those published in any mass media, marketing or advertising materials, including but not limited to, any warranty of quality, merchantability or fitness for a particular purpose in respect of this Program and the services supplied by MANDARA.
- The decisions of UOB Malaysia on all matters relating to this Program are final, conclusive and binding on the Clients. UOB Malaysia shall not be obliged to give any reasons and/or entertain any correspondence with any Clients on any matter concerning this Program.
- UOB Malaysia reserves the rights to withdraw, suspend, extend or terminate the Program prior to the expiry of the duration of the Program, in whole or in part, at any time with prior notice. For the avoidance of doubt, cancellation, withdrawal, suspension, extension or termination by UOB Malaysia of this Program shall not entitle the Clients to any claim or compensation against UOB Malaysia for any and all losses or damages suffered or incurred by the Clients whether as a direct or indirect result of such cancellation, withdrawal, suspension, extension or termination, unless due to UOB Malaysia's gross negligence or wilful misconduct specifically related to this Program.
- UOB Malaysia reserves the right to add, delete, suspend or vary these terms and conditions, from time to time, wholly or in part, with prior notice to the Clients through posting on UOB Malaysia's website, displaying a notice at any of UOB Malaysia's branches or in any other manner as may be determined by UOB Malaysia from time to time.
- These terms and conditions shall be governed by and construed in accordance with the laws of Malaysia and the clients agree to submit to the non-exclusive jurisdiction of the courts of Malaysia.