

QVI TRIPSAVR 2.0 PROGRAMME RULES

1. INTRODUCTION

- 1.1 Q Lifestyle Ltd (hereinafter referred to as "QLL") offers an online reservation programme which allows QVI Tripsavr Members and Preferred Customer to utilise their savings dollars (defined herein) purchased or allotted to their QVI Tripsavr 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 QVI Tripsavr Programme is subject to the Programme Rules set forth herein.

2. DEFINITIONS

"QVI Tripsavr Member" means an Independent Representative of QNET who has purchased the QVI Tripsavr package(s) through the QNET eStore..

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

"QVI Tripsavr Package" means Savings Dollars package, that may include a QVI Tripsavr account or the renewal of an existing account, offered in the QNET eStore, for purchase by the Independent Representative of QNET in different denominations.

"Merchants" means a third-party vendor who supply products and services in the Website.

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

"Public Price" means the pricing of the products and services when sold to the end users not through QVI Tripsavr Programme.

"Savings Bank" means an account assigned to each QVI Tripsavr Member or Preferred Customer to store their Savings Dollars.

"QVI Tripsavr Travel Credits" means a monetary reward earned when the QVI Tripsavr Member places any reservation on the Website or when the Preferred Customer referred by the QVI Tripsavr Member registers and start booking on the Website.

"Referral" means any person other than Independent Representative of QNET, who is introduced to the QVI Tripsavr programme by the QVI Tripsavr Member.

"Register" means to create an account on the Website by the Referral.

"Preferred Customer" or "PC" means the Referral who is registered with QVI Tripsavr.

"Programme Rules" means the QVI Tripsavr Programme Rules contained herein.

"Website" means the QVI Tripsavr website at www.tripsavr.com.

3. QVI TRIPSAVR PACKAGES

3.1 There are 11 different QVI Tripsavr packages which can be purchased from the eStore:

PACKAGE NAME	INCLUSION
QVI Tripsavr Lite	1,000 savings dollars
QVI Tripsavr Basic	2,000 savings dollars
QVI Tripsavr Advance	6,000 savings dollars
QVI Tripsavr Pro	10,000 savings dollars
QVI Tripsavr Mega	14,000 savings dollars
QVI Tripsavr Giga	17,000 savings dollars
QVI Tripsavr Smart	750 savings dollars
QVI Tripsavr Voyage	1,500 savings dollars
QVI Tripsavr Quest	3,000 savings dollars
QVI Tripsavr Reload 1	200 savings dollars
QVI Tripsavr Reload 2	600 savings dollars
Note: * QVI Tripsavr Reload 1 & 2 can only be purchased by members with a valid QVI Tripsavr Account. * All packages are valid for a period of 5 years	

3.2 Each of the package is allotted with different values of Savings Dollars. Details of these packages are also available on the QNET eStore.

3.3 You will automatically be registered as QVI Tripsavr Member once you purchase any one of the packages, other than QVI Tripsavr Reload 1 and 2. You will also be given a QVI Tripsavr account.

3.4 Upon your purchase, you will receive a welcome email with your login credentials to the Website. The credentials include your IR ID and a temporary password.

3.5 Participation in the QVI Tripsavr 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.

3.6 QLL reserves the right to amend the prices, types and availability of the QVI Tripsavr packages without prior notice.

4. VALIDITY AND RENEWAL

4.1 Each of the QVI Tripsavr packages and the QVI Tripsavr account are valid for a period of 5 years from the date of purchase. For avoidance of doubt, your QVI Tripsavr account will automatically renewed every time you purchase a QVI Tripsavr package. The expiry date of your QVI Tripsavr account will be 5 years from the last purchase date.

4.2 Your QVI Tripsavr account will be automatically deactivated when your QVI Tripsavr account expired. Once your account is deactivated, any balance of Savings Dollars and/or QVI Tripsavr Travel Credits in your account will be forfeited.

5. SAVINGS DOLLARS & SAVINGS BANK

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

6. HOW DOES THE QVI TRIPSAVR PROGRAMME WORKS

- 6.1 Each time when you do a search on the Website, the Public Price and the total amount of Savings Dollars applied will be displayed.
- 6.2 When placing the reservation, you will pay the difference between the Public Price and Savings Dollars. Once the reservation is paid, the amount of Savings Dollars applied for that transaction will be deducted from your Savings Bank. The balance remaining in your Savings Bank can be used for other reservations until the balance is zero or your account expires.
- 6.3 Savings Dollars of each product and services found in the Website are subject to change without prior notice. Only savings posted at the time when a reservation is booked and confirmed will be honoured.

7. PURCHASING ADDITIONAL SAVINGS DOLLARS

- 7.1 In the event your Savings Bank balance is low or zero, you may purchase additional QVI Tripsavr packages or Reloads packages at any point of time from the QNET eStore. You can also reload your balance in the Website.
- 7.2 There are 2 different values of Savings Dollars reload in the Website.

SAVINGS DOLLARS RELOAD	
TOP UP PRICING	INCLUSIONS
USD50.00	220 Savings Dollars
USD220.00	1000 Savings Dollars

- 7.3 Savings Dollars reload can be paid using a valid credit card such as Visa or Master Card and/or QNET eCard.

8. CANCELLATION AND REFUND POLICY

- 8.1 QVI Tripsavr Package
 - a. Any unused package purchased from the QNET eStore may be eligible for return and refunded subject to the terms and conditions stipulated in the Purchase Agreement with QNET.
 - b. No refund may be granted if the package is being utilised in part or full.

- c. For inquiries on returns and refunds, please contact Global Support Centre at global.support@qnet.net.

8.2 Savings Dollars Reload

- a. Any unused Savings Dollars reload purchased from the QVI Tripsavr may be cancelled and refunded within 7 days from the date of purchase, subject to the terms and conditions stipulated at the point of purchase.
- b. There shall be no refund if the Savings Dollars reload is being utilised in part or full.
- c. For inquiries on returns and refunds, please contact customercare@tripsavr.com.

9. RESERVATIONS ON QVI TRIPSAVR

- 9.1 All reservations made on QVI Tripsavr are subject to availability and strictly on a first-come, first-served basis.
- 9.2 Each reservation has a unique set of terms and conditions and cancellation policy imposed by the relevant Merchant(s) 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, paying special attention on terms concerning nationality and/or country of residence that can affect certain hotel rates in some countries. In some circumstances, it is possible that you and/or your guest(s) will not be allowed to check in and may be asked to pay additional fees.
- 9.4 Other charges may include taxes or surcharges imposed by the local government of the city. These charges may or may not be made known at the point of reservation.
- 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 QVI Tripsavr Travel Credits earned.
- 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 Merchant upon confirmation of the reservation.
 - b. You must comply with the maximum occupancy imposed by the respective Merchant.
 - c. The age limit for children may vary from one accommodation to another. Further details can be obtained from the respective Merchant.
 - 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

- a. You shall be solely responsible in ensuring that you have valid travel documents such as passports and visas.
- 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 cancellations must be submitted online by logging into your QVI Tripsavr account.
- 10.3 Once an existing reservation is cancelled, it cannot be reinstated.
- 10.4 Should there be any balance left after deduction of the penalty 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 QVI 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 Website is backed by a Best Price Guarantee.
- 11.2 If you have reserved a room through QVI Tripsavr and then show that you could book the same room for the same rates with the same conditions at a lower rate that can be viewed and bookable on another website, you will be refunded 110% of the difference.
- 11.3 Terms and conditions of the Best Price Guarantee Program are available in [Price Guarantee](#).

12. QVI TRIPSAVR REWARDS (REFER A FRIEND) & TRAVEL CREDIT

12.1 QVI Tripsavr Rewards (Refer a Friend)

As a QVI Tripsavr Member, you can share the benefits of QVI Tripsavr by referring a friend, family member or business associate and earn QVI Tripsavr Travel Credits in your account.

- a. To refer someone, simply login to your QVI Tripsavr account, go to **My Dashboard**, and on the left-hand panel, select **tripsavr Rewards (Refer a Friend)**. Follow through the instructions and an invitation email will be generated to the party you refer.
- b. When your Referral successfully registers with QVI Tripsavr, he/she becomes a Preferred Customer of QVI Tripsavr.

12.2 QVI Tripsavr Travel Credits

- a. QVI Tripsavr Travel credits are monetary rewards earned when: -
 - i) Your PC registers and start booking with QVI Tripsavr; or
 - ii) You as a member place any reservation with QVI Tripsavr.
- b. QVI Tripsavr Travel Credits earned will be credited to your QVI Tripsavr account.
- c. You are not entitled to earn QVI 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. You are also entitled to earn QVI Tripsavr Travel Credits for all your reservations booked on QVI Tripsavr.
- e. Earned QVI Tripsavr Travel Credits can be used towards placing reservation(s) with QVI Tripsavr or redeem it for cash.
- f. QVI Tripsavr Travel Credits can be cashed out in minimum denominations of USD250.00 and will be credited towards your Q Account.
- g. If you do not have Q Account, it would be the discretion of QNET to decide on the mode of payment.
- h. The processing time for QVI Tripsavr Travel Credits redemption will take approximately 4 weeks.
- i. Once QVI Tripsavr Travel Credits is redeemed it cannot be returned to your QVI Tripsavr account.
- j. You are responsible to ensure that you always keep your QVI Tripsavr account valid and active in order to utilise the QVI Tripsavr Travel Credits.

13. GENERAL OBLIGATIONS OF THE TRIPSAVR 2.0 MEMBER

The QVI Tripsavr Member shall:

- 13.1 Comply with the provisions of the QVI Tripsavr Programme Rules, Terms and Conditions of the QVI Tripsavr products, the reservation procedures and any policies issued by any hotels, tour operators, Merchants and/or suppliers of any other benefits included in the QVI Tripsavr 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 QVI Tripsavr Member and/or their guests and invitees breach the above-mentioned provisions, the QVI Tripsavr 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 QVI Tripsavr 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 QVI Tripsavr products and services.
- 13.4 Promptly notify QVI Tripsavr 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 & QVI Tripsavr Account

- 14.1 The QVI Tripsavr Member is 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 QVI Tripsavr account, which may have been issued to a QVI Tripsavr Member if a QVI Tripsavr 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 QVI Tripsavr Programme by providing written notice to its members six (6) months in advance of the QVI Tripsavr Programme termination. In that event, the right to use the Savings Dollars may end six (6) months after the termination notice.
- 16.3 QLL may terminate the QVI Tripsavr 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

Please refer to our [Privacy Policy](#).

19. MISCELLANEOUS

- 19.1 The Programme Rules stated herein constitute the entire agreement between QLL and the QVI Tripsavr Member. All obligations of the Member herein shall be joint and several.
- 19.2 The Programme Rules are legally binding. The QVI Tripsavr Member is deemed to have read and accepted these Programme Rules once he/she utilises the Savings Dollars in the QVI Tripsavr 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 QVI Tripsavr 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.
- 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 the Programme Rules. Any implied representations or warranties are hereby excluded to the fullest extent permitted by law.

19.12 The QVI Tripsavr 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 QVI Tripsavr Member.

20. ACKNOWLEDGEMENT BY QVI TRIPSAVR MEMBER

20.1 The QVI Tripsavr 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.