

ION ORCHARD
'ION & YOU' Spend and Redeem
31 May to 28 July 2024

Terms and Conditions

1. For the purposes of these Terms and Conditions, “**Members**” shall refer to ION+ Rewards Members, ION^{PRIVILEGE} Members, ION^{PRIVILEGE ELITE} Members and The 100 Members. “**Qualifying Members**” shall refer to Members except for such Members who are (a) employees and staff of Orchard Turn Developments Pte Ltd and their immediate families (ie. parents, siblings, spouses and children), and (b) employees and staff of tenants of ION Orchard. “**ION+ Rewards Tourist Members**” shall refer to the Members who are visiting Singapore and not a local resident of Singapore.

2. **Daily and Weekly Spend and Redeem from 31 May to 28 July 2024:**
(Applicable for receipts scanned via ION+ Rewards terminal at participating Easy Earn stores only):

- (i) Promotion 1: First 100 Members daily with a minimum accumulative same-day spend of \$400 will earn 50 ION+ Points (worth \$20 shopping vouchers).
- (ii) Promotion 2: First 50 Members weekly with a minimum accumulative same-day spend of \$5,000 will earn 375 ION+ Points (worth \$150 shopping vouchers).

The following terms and conditions shall apply:

- 2.1 This promotion is open to **Qualifying Members** only.
- 2.2 There will be no roll-over of the daily and weekly batch of ION+ Points that are released, if they are not fully redeemed.
- 2.3 The first batch of the weekly ION+ Points will be released on 31 May 2024 and subsequent weeks will be released every Monday.
- 2.4 Both Promotion 1 and Promotion 2 start at 10am daily and weekly respectively. Issuance of receipt and scanning of *Earn ION+ Points* QR code at the ION+ Rewards Terminal before 10am will not be eligible for the earning of the additional ION+ Points for both promotions.
- 2.5 Receipt(s) submitted via other platforms such as Concierge Counter will not be eligible for both promotions. This applies to both *Easy Earn* and *non-Easy Earn* participating stores.
- 2.6 Refer to illustration below on the no. of ION+ Points awarded based on the Member’s spend behavior (subjected to promotion tier availability):

	Same-Day Transaction 1		Same-Day Transaction 2		Same-Day Total Transactions	
	Amount spent	ION+ Points awarded	Amount spent	Additional ION+ Points awarded	Total accumulative spend	Total ION+ Points awarded
Member A	\$400	50 ION+ Points	NA	NA	\$400	50 ION+ Points
Member B	\$5,000	50 ION+ Points + 325 ION+ Points	NA	NA	\$5,000	375 ION+ Points (50 ION+ Points + 325 ION+ Points)
Member C	\$400	50 ION+ Points	\$4,800	YES	\$5,200	375 ION+ Points (50 ION+ Points + 325 ION+ Points)
Member D	\$6,000	50 ION+ Points + 325 ION+ Points	\$800	NA	\$6,800	375 ION+ Points (50 ION+ Points + 325 ION+ Points)

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2.7 To earn the additional ION+ Points per Promotion 1 and Promotion 2, Members must follow the steps below:

- a. Collect the printed receipt and launch the ION Orchard mobile app.
- b. Tap on the "scan" (middle) icon of the bottom bar of the ION Orchard mobile app.
- c. Tap on the "Earn ION+ Points" icon to generate the QR code. Members must scan the "Earn ION+ Points" QR to earn the ION+ Points and not their "Virtual Membership Card" QR code.
- d. Scan the QR code at the ION+ Rewards Terminal installed at participating *Easy Earn* stores on date of spend.
- e. A beep sound or a visual on the scanning device will display once the QR code has been successfully captured.
- f. Member's mobile device should display a "Success" screen for valid earn transactions. Member's mobile device will show a summary of the transaction and corresponding ION+ Points earned, if applicable.
- g. Refer to the "History" tab in the "Profile" (bottom right) icon of the bottom bar to view the transaction.

2.8 ION+ Points will be awarded to Qualifying ION+ Rewards Members, ION^{PRIVI} Members, ION^{PRIVI ELITE} and The 100 Members based on the successful submission of all applicable and accumulated same-day receipt(s), submitted on the same-day, on date of spend per paragraph 2.7, subject to ION Orchard's sole and absolute discretion.

3. Elevate Your Rewards from 1 to 30 June and 1 to 28 July 2024:

(Applicable for L4 Concierge Counter receipt submission only, DO NOT SCAN MEMBERSHIP QR IN-STORE):

- (i) Promotion 3: First 45 Members monthly with a minimum accumulative same-day spend of \$35,000 at participating *Easy Earn* stores will earn 2,500 ION+ Points (worth \$1,000 e-vouchers) and receive an exclusive ION Orchard 15th Anniversary Vanity Box in collaboration with Bobbi Brown, Estée Lauder and Jo Malone London. First five (5) Members monthly who made payment by American Express® Card will receive earn additional 500 ION+ Points (worth \$200 e-vouchers).
- (ii) Promotion 4: First 20 Members monthly with a minimum accumulative same-day spend of \$150,000 at participating *Easy Earn* stores will earn 11,250 ION+ Points (worth \$4,500 e- vouchers) and receive an exclusive ION Orchard 15th Anniversary Vanity Box in collaboration with La Mer. First five (5) Members monthly who made payment by American Express Card will receive earn additional 1,250 ION+ Points (worth \$500 e-vouchers).
- (iii) Promotion 5: First five (5) ION+ Rewards Tourist Members monthly with a minimum accumulative same-day spend of \$35,000 at participating *Easy Earn* stores will earn 2,500 ION+ Points (worth \$1,000 e-vouchers).
- (iv) Promotion 6: First five (5) ION+ Rewards Tourist Members monthly with a minimum accumulative same-day spend of \$150,000 at participating *Easy Earn* stores will earn 11,250 ION+ Points (worth \$4,500 e- vouchers).

The following terms and conditions apply:

- 3.1 This promotion is open to **Qualifying Members** only.
- 3.2 Each Member can only redeem one (1) promotion tier per month on separate days within the month. For avoidance of doubt, one (1) Member can only redeem Promotion 3 once and Promotion 4 once per month. Each Member can redeem Promotion 3 and Promotion 4 again in the following month.
- 3.3 Each ION+ Rewards Tourist member can only redeem one (1) promotion tier per month on separate days within the month. For avoidance of doubt, one (1) Member can only redeem Promotion 5 once and Promotion 6 once per month. Each Member can redeem Promotion 5 and Promotion 6 again in the following month.
- 3.4 Additional ION+ Points for payment by American Express® Cards for Promotion 3 and Promotion 4 is only applicable to American Express Cards issued by American Express International Inc. in Singapore only.

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- 3.5 Members must submit all receipts via L4 Concierge Counter on date of purchase. Only full payment receipts will be accepted. For the avoidance of doubt, 'day' in this paragraph refers to the date of the receipt and not the date of redemption.
- 3.6 A redemption letter for the ION Orchard 15th Anniversary Vanity Boxes will be issued at L4 Concierge Counter together with the redemption of the Elevate Your Rewards promotion. Only one (1) official redemption letter for the Vanity Box redemption will be issued per Elevate Your Rewards redemption, per Member per month.
- 3.7 Vanity Boxes are to be redeemed from 7 June 2024 by presenting the official redemption letter at the store stated in the letter for Promotion 3 and at La Mer (#B1-17/18) for Promotion 4.
- 3.8 Lost or defaced official redemption letters for the Vanity Boxes will not be replaced.
- 3.9 Vanity Boxes unredeemed by the expiry date stipulated on the redemption letter will not be entertained/reissued.
- 3.10 Each Member must obtain a queue number from L4 Concierge Counter for the respective promotion, strictly one queue number per Member per redemption only.
- 3.11 ION+ Points must be redeemed personally by the Member.
- 3.12 Queue number may not be called in sequence.
- 3.13 Member must obtain a new queue number if they have missed their queue.
- 3.14 Qualifying receipt(s) must be presented personally at L4 Concierge Counter to complete the ION+ Points redemption.
- 3.15 Campaign and ION+ Rewards Membership Programme terms and conditions apply.

4. Culinary Rewards from 1 June to 31 July 2024:

(Select the preferred reward voucher in the ION Orchard mobile app to earn ION+ Points)

- (i) Promotion 7 (from 31 May to 28 July 2024): Members enjoy 1-for-1 dining deals at participating stores, available while stocks last.
- (ii) Promotion 8 (from 1 to 30 June 2024): First 500 Members with a minimum \$8 same-day spend in a single receipt from 8am to 5pm at participating *Easy Earn* stores in the Dining category at the basement levels will earn 3 ION+ Points (worth \$1.20 e-vouchers).
- (iii) Promotion 9 (from 1 June to 31 July 2024): First 500 Members monthly with a minimum \$80 same-day spend in a single receipt on weekdays at participating *Easy Earn* stores in the Dining category will earn 20 ION+ Points (worth \$8 e-vouchers).

The following terms and conditions apply:

- 4.1 Promotion 7 is open to **Members and ION+ Rewards Tourist Members**. Promotion 8 and Promotion 9 are open to **Qualifying Members and ION+ Rewards Tourist Members** only.
- 4.2 Refer to the ION Orchard mobile app for list of participating stores for Promotion 7, Promotion 8 and Promotion 9, and the respective reward voucher for the terms and conditions of each voucher.
- 4.3 A minimum spend of \$8 is required for Promotion 8.

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- 4.4 A minimum spend of \$80 is required for Promotion 9.
- 4.5 Spending made for Promotion 8 and Promotion 9 must be in a single receipt and is not applicable for accumulative spend.
- 4.6 Members must redeem the respective promotion via the ION Orchard mobile app and apply the reward voucher at point of payment through the following steps:
- a. (Before payment) Select the promotion
 - b. Redeem the "Reward Voucher"
 - c. (At point of payment) Tap on "Earn ION+ Points"
 - d. Apply "Reward Voucher"
 - e. Generate QR code
 - f. Scan at the participating *Easy Earn* stores' terminal
- 4.7 Limited to four (4) redemptions per member for Promotion 8 throughout the campaign period and while stocks last.
- 4.8 Promotion 9 is available for multiple redemptions throughout the campaign period and while stocks last.
- 5. American Express Exclusives from 1 June to 28 July 2024:**
(Applicable for receipts scanned via ION+ Rewards terminal at participating Easy Earn stores only)
- (i) Promotion 10: First 200 Members monthly with a minimum accumulative same-day spend of \$400 will earn 80 ION+ Points (worth \$32 e-vouchers). Redeem at B1 or L4 Concierge Counter.
- (ii) Promotion 11: First 100 Members monthly with a minimum accumulative same-day spend of \$1,500 will earn 200 ION+ Points (worth \$80 e-vouchers). Redeem at B1 or L4 Concierge Counter.
- The following terms and conditions apply:**
- 5.1 Payment must be made by American Express Cards issued by American Express International Inc. in Singapore only.
- 5.2 This promotion is applicable to Cardmembers who signed up as an ION+ Rewards Member.
- 5.3 The same-day receipt(s), credit /debit card charge slip(s) and American Express Card must be presented in person by the Cardmember, who is also the Member, on the day of purchase at B1 or L4 ION Orchard Concierge Counter from 10am to 10pm daily, for the redemption of the qualifying promotion.
- 5.4 Limited to one redemption per Cardmember per day and while stocks last.
- 5.5 The first batch of the monthly ION+ Points will be released on 1 June and 1 July 2024.
- 5.6 Campaign and ION+ Rewards Membership Programme terms and conditions apply.
- 6. Applicable to all promotions unless otherwise stated, the following terms and conditions shall apply:**
- 6.1. Each receipt submission must be a minimum spend of \$20.

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- 6.2. Members must spend from *Easy Earn* participating stores and scan their membership QR code at the ION+ Rewards Terminal to qualify for the above promotions, unless otherwise stipulated. The list of participating *Easy Earn* stores can be found on ION Orchard's [website](#) and the list is subject to change.
- 6.3. Members who submit the receipt(s) via Concierge Counter will not be eligible for all the promotions except Promotion 3 to 6. This includes receipt(s) from both *Easy Earn* or *non-Easy Earn* participating stores.
- 6.4. All redemptions will start at 10am onwards.
- 6.5. Each Member can only redeem one promotion per day unless stipulated. Members can make one redemption each day.
- 6.6. All purchases must be made at participating *Easy Earn* stores in ION Orchard only, unless otherwise stipulated.
- 6.7. ION+ Rewards Tourist Members are not eligible for Promotion 1 to Promotion 4 and Promotions 10 and 11.
- 6.8. Submission of credit / debit card charge slip(s) will not be accepted. Only submission with the original tax invoice / receipt will be eligible for the earning of ION+ Points redemptions for Promotion 3 to 6 unless otherwise stipulated.
- 6.9. The receipt image should contain the following information: Store Name and Address, Receipt Number, Date and Time, Total Amount Spent and Payment Mode, where applicable. The criteria for qualifying purchases and earning of ION+ Points shall be determined by ION Orchard at ION Orchard's sole discretion and may vary between participating stores.
- 6.10. ION Orchard may cancel and/or delete and/or otherwise deduct the ION+ Points that have already be credited into your membership account in ION Orchard's absolute discretion.
- 6.11. ION+ Points will not be awarded until the submitted receipt(s) are determined to be valid. ION Orchard may reject any receipt as invalid at its sole and absolute discretion, and such determination shall be final and conclusive.
- 6.12. Redemption of the applicable promotion is on a first-come-first-served basis and while stocks last. It is not exchangeable for any other shopping vouchers, gifts nor ION+ Points.
- 6.13. The [ION+ Rewards Terms and Conditions](#) apply, including the expiry of ION+ Points earned in conjunction with this promotion. ION Orchard's decision for any and all matters in relation to this spending promotion is final and no correspondence will be entertained.
- 6.14. ION Orchard may at its sole and absolute discretion amend, revise, vary or supplement any of the promotions and terms and conditions herein at any time without any liability to any party, without prior notice. Other terms and conditions of ION Orchard and its tenants or stores apply. Information stated is correct at the time of print.
- 6.15. The Member agrees that ION Orchard, its affiliates, subsidiaries, agents and respective officers and employees shall not be liable for any actions, claims, demands, injuries, proceedings, liability, losses, damages, costs and expenses of any nature sustained by the participant directly or indirectly by reason of or in connection with this promotion. The Member will indemnify and keep fully indemnified ION Orchard and its

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officers, servants, agents and employees ("the Indemnified Parties") against any and all loss, damage, liability, claims, expenses and costs (including legal costs on a full indemnity basis) suffered and/or incurred by any of the Indemnified Parties as a result of the breach of any of the terms and conditions herein by the participant.