

#MyCommunityHeroes Be The Hero Today – Voucher Redemption Lucky Draw Terms & Conditions

- 1 In these Terms and Conditions, unless the context otherwise requires, the following words and expressions shall have the following meanings:
 - The “Voucher Redemption Lucky Draw” shall refer to the campaign – where 30 lucky redeemers are selected to receive 2 vouchers worth RM 10 each (Total Value: RM 20)
 - The “Organiser” shall refer to Sunway Property
 - The “Lucky Redeemers” shall refer to the selected registrants that are chosen using a random name generator by Sunway Property to receive the vouchers from participating merchants
 - The “Registrants” shall refer to a person who successfully registers to participate in the Voucher Redemption Lucky Draw via “Our Events” in Sunway Property app.
 - The “Participating Merchants” shall refer to the local F&B/other small businesses that are featured in the campaign during the whole campaign duration.
- 2 The Voucher Redemption Lucky Draw will be governed by the following terms and conditions (the "Terms") set by the Organiser and participating merchants as well as registrants agree that they have read and understood these Terms and by their participation in the Voucher Redemption, agree to be bound by the Terms.
- 3 The Voucher Redemption Lucky Draw will run from 31 August 2021 to 31 October 2021.
- 4 There will be a total of thirty (30) lucky redeemers for each Voucher Redemption Lucky Draw for each participating merchant.
- 5 Those who have registered as a redeemer will stand a chance to redeem 2 vouchers worth RM 10 each (Total Value: RM 20).
- 6 Registrations will only be considered valid if they have signed up for the Redemption via the Sunway Property App under "Our Events" before 10:00PM on the same day.
- 7 Each voucher is subject to the respective merchant's T&Cs. The Organiser and merchant will not be liable to extend the validity of vouchers upon its expiry.
- 8 The Organiser may send a private message or an email to the lucky redeemers to attain their Sunway Pals Card ID. Should the registrant fail to reply within three (3) working days, the eligibility to claim, receive or redeem the voucher will be considered as null or void.
- 9 Lucky redeemers will be notified for the redemption of their voucher through email or through a notification via the Pals for Life app.
- 9 To be eligible as a participating merchant and to be considered by the Organiser, the merchant will need to or have obtained a permitted business license to operate in Malaysia. Any decision made by the Organiser on which merchant to feature shall be final at the sole discretion of the Organiser.
- 10 To participate in the Voucher Redemption Lucky Draw, registrants must be a minimum of eighteen (18) years of age at the date of participation.
- 11 All recording, transportation, accommodation, personal costs, and/or any other costs, fees, and/or other expenses that are incurred to participate in the Voucher Redemption Lucky Draw and to redeem the voucher is at the sole responsibility of the registrant.
- 12 By participating, registrants and the participating merchants agree that the Organiser may use their participation, name provided, and/or any statement made by them concerning the Voucher Redemption Lucky Draw and/or the vouchers for future advertising and publicity purposes in connection with the Voucher Redemption Lucky Draw in any and all media without additional compensation, notification, or permission. By submitting the details for the Voucher Redemption Lucky Draw, all registrants agree and acknowledge that all intellectual property rights thereto shall belong to the Organiser.

- 13 By participating in the Voucher Redemption Lucky Draw, registrants and participating merchants agree to be bound by the decisions of the Organiser. Persons who violate any rule, gain unfair advantage in participating in the Voucher Redemption Lucky Draw, or obtain redeemer status using fraudulent means will be disqualified. Unsportsmanlike, disruptive, annoying, harassing, or threatening behaviour is prohibited.
- 14 The Organiser will interpret these rules and resolve any disputes, conflicting claims, or ambiguities concerning the rules of the Voucher Redemption Lucky Draw and the Organiser's decisions concerning such disputes shall be final. If the conduct or outcome of the Voucher Redemption Lucky Draw is affected by human error, any mechanical malfunctions or failures of any kind, intentional interference or any event beyond the control of the Organiser, the Organiser reserves the right to terminate this Voucher Redemption Lucky Draw, or make such other decisions regarding the outcome as the Organiser deems appropriate. All decisions will be made by the Organiser and are final.
- 15 The Organiser may waive any of these rules at its sole discretion. Any attempt by an entrant or any other individual to deliberately circumvent, disrupt, damage, or undermine the legitimate operation of this Voucher Redemption Lucky Draw is a violation of criminal and civil laws. Should such an attempt be made, the Organiser reserves the right to seek civil and/or criminal prosecution and/or damages from any such person to the fullest extent permitted by law.
- 16 Any accepted redemption shall not be cancelled and the redeemed vouchers are not exchangeable for cash and non-returnable, unless otherwise stated. Any dispute concerning goods and services received from the participating merchant shall be settled between the Lucky Redeemer and the participating merchant, service establishment and/or supplier, from which the goods or services were purchased. The Organiser will bear no responsibility for resolving such disputes, or for the dispute itself.
- 17 The Organiser's decision is final with respect to any aspect of the Voucher Redemption Lucky Draw and selection of merchants including without limitation, the determination of the Redeemers.
- 18 These Terms & Conditions shall be governed by and construed in accordance with the laws of Malaysia.
- 19 The Organiser reserves the right to change the Voucher Redemption Lucky Draw Terms & Conditions at any time without prior notification.