

# WTS Travel Roam Rewards Loyalty Programme Terms & Conditions

*Effective Date: **13 September 2018**. The following supersedes all prior Terms & Conditions. By participating or continuing to participate after the effective date, you agree to the following:*

## 1 Overview

- 1.1** The following information forms the basis of participation in the WTS Travel Roam Rewards Loyalty Programme ("Roam Rewards" or "Programme"). These Terms and Conditions ("Terms and Conditions") are intended to protect member of Roam Rewards ("Member") and WTS Travel & Tours Pte Ltd ("WTS Travel"). "Eligible Booking" means confirmed booking made with WTS Travel's Retail Outlets in Singapore with full payment made with WTS Travel. Your participation in the programme will be governed by the terms and conditions that follow and it is your responsibility to read and understand all of them. For more information, please send an email to [roamrewards@wtstravel.com.sg](mailto:roamrewards@wtstravel.com.sg).

## 2 General Conditions

- 2.1** Roam Rewards is offered to WTS Travel customers at the sole discretion of WTS Travel & Tours Pte Ltd, and is opened only to individuals who have a valid Singapore mobile phone number and Singapore residential address, and have enrolled in the Programme as Member. By participating in the Programme, Member can earn Reward Points for Eligible Booking made with WTS Travel and redeem available Rewards Points with WTS Travel for selected travel rewards, subject to these Terms and Conditions.
- 2.2** WTS Travel reserves the full right at any time, to terminate the Roam Rewards Loyalty Programme or to make changes without limitation to the Roam Rewards Loyalty Programme's rules, benefits and conditions of participation or Reward Points Structure, with or without prior notice, even though changes may affect the value of Reward Points already accumulated. Changes may include but not limited to:
- (a) Rules for earning or redeeming Reward Points
  - (b) Reward Points structure
  - (c) Methods of redemption
  - (d) Roam Rewards Loyalty Programme's partners, i.e. suppliers, etc.
- 2.3** "Reward Points" are the base unit of measurement for this programme and can be used to redeem rewards or partially offset deductible invoiced amount of new Eligible Booking of the Member only at WTS Travel's Retail Outlets in Singapore.
- 2.4** Programme membership entitles Member the right to earn Reward Points, which can be redeemed for Rewards in accordance with the Terms and Conditions of the Programme. Member benefits and Rewards are offered in good faith, however may not be available if prohibited by law or regulation in Member's country of residence.
- 2.5** The Programme has no predetermined termination date and may continue until such time when WTS Travel decides to terminate the Programme, at any time, with or without notice, even though termination may affect the Member's right to earn or redeem Reward Points. WTS Travel shall not be liable to Member for any loss of value or benefits that may arise as a result of any changes made to the programme. Any balance Reward Points will be forfeited without compensation.
- 2.6** WTS Travel reserves the right to terminate Roam Rewards membership of any Member who appears to be using the Programme in a manner inconsistent with the Terms and Conditions

or intent of the Programme or any portion of the Programme, including, but not limited to, earning and/or redeeming of Reward Points.

- 2.7** WTS Travel also reserves the right to discontinue membership for any Member whom WTS Travel believes, or if there are reasonable grounds for suspecting, in its sole discretion, has:
- a) acted in a manner inconsistent with applicable local laws
  - b) shown signs of fraud, abuse, theft, suspicious activity or acted fraudulently or in any manner that is unacceptable to WTS Travel in relation to the Member's membership. In addition, Member may be liable for monetary losses to WTS Travel, including litigation costs and damages.
  - c) breached or violated any of these Programme Terms and Conditions
  - d) failed to pay any bills due to WTS Travel, or
  - e) engaged in any abusive, disruptive, fraudulent, hostile, inappropriate or offensive conduct, whether it be physical, verbal or written in nature, towards any WTS Travel employee or their guests or their agents.
- Such discontinued membership may result in the loss of all accumulated Reward Points and the cancellation of all benefits and privileges to members. In addition, WTS Travel shall have the right to take appropriate administrative and/or legal action, including, without limitation, criminal prosecution, as it deems necessary in its sole discretion. Member shall be declined subsequent participation in the Roam Rewards Loyalty Programme. Reward Points will be revoked for fraudulent bookings and the account associated with such fraudulent bookings will be frozen from further activities.
- 2.8** The Member will be held responsible for any taxes, levies or duties that arise in connection with receipt of Roam Rewards Loyalty Programme's rewards and /or other benefits and all additional costs shall be borne by the Member.
- 2.9** The Member has no property rights or other legal interests in Reward Points; the sale or barter of Reward Points, Roam Rewards Loyalty Programme's rewards and/or other benefits is strictly prohibited and will result in forfeiture of Reward Points and cancellation of Roam Rewards Loyalty Programme's benefits. Member who breaches this rule may also be liable for damages, litigation and transaction costs.
- 2.10** WTS Travel shall not be liable for any claims, expenses, loss or damage incurred by the member or any party arising from or in connection with any incorrect Reward Points being awarded to the Member's account in accordance with the terms and conditions stated herein, in respect to any transaction.
- 2.11** WTS Travel and its affiliates make no guarantees, warranties or representations of any kind concerning the Roam Rewards Loyalty Programme. By participating in the programme, Member releases WTS Travel, its affiliates and partners from all claims or liability regarding members' participation, including but not limited to any claims related to the earning, redemption and use of Reward Points.
- 2.12** WTS Travel shall not be liable for any product or service offered or promised from the Roam Rewards Loyalty Programme's partners. WTS Travel will not be held liable for any action that may arise as a result of using Roam Rewards Loyalty Programme's partners' products and services.
- 2.13** It is the responsibility of the Member to keep their mobile phone number, email address and other contact information up to date. Any communication sent to the Member will be regarded as delivered when posted to the Member's preferred contact method on record.

WTS Travel will not be responsible for any delayed, misdirected or lost communication message. Any change in the Member's contact information must be provided in writing to [roamrewards@wtstravel.com.sg](mailto:roamrewards@wtstravel.com.sg).

- 2.14** The English language version shall be the only point of reference if any discrepancy arises on any Roam Rewards Loyalty Programme collaterals.
- 2.15** Forbearance, delay or failure by WTS Travel to enforce any of these Terms & Conditions shall not constitute a waiver of that provision.
- 2.16** All interpretation, application and communication of the Roam Rewards Loyalty Programme's Terms and Conditions shall be at the sole discretion of WTS Travel. All decisions made by WTS Travel shall be final and conclusive in each case.
- 2.17** These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore.
- 2.18** All information contained here is correct and current at the time of publication and is subject to change with or without prior notice.

### **3 Membership**

- 3.1** Membership in Roam Rewards Loyalty Programme is open to any person except if prohibited by law in the province/territory or country of the Member's residence, and subject to change as may be necessary to comply with such law or regulation.
- 3.2** Lifetime membership can be awarded by:
  - a) signing up as a Member via WTS Travel's website or
  - b) registration by WTS Travel's employee(s) at any of the WTS Travel retail outlets.Membership commences upon approval by WTS Travel.
- 3.3** Each Member may maintain only ONE account. Enrolment of several persons in a single account and multiple enrolments by a single person are not allowed.
- 3.4** No corporate membership is offered and allowed.
- 3.5** Roam Rewards Loyalty Membership does not expire.
- 3.6** Member must fill in all the mandatory fields requested for successful application.
- 3.7** By providing your phone number and/or e-mail address during member registration, member consents to receive exclusive offers and news from WTS Travel & Tours Pte. Ltd. via email, SMS and mail. Member may choose to opt-out by writing in to [roamrewards@wtstravel.com.sg](mailto:roamrewards@wtstravel.com.sg).
- 3.8** Individuals who are under the age of 18 are required to seek parent or guardian approval before signing up for Roam Rewards Loyalty Programme. WTS Travel shall not be held responsible for the verification of the parent's and/or guardian's signature, nor for the validation of the parent's and/or guardian's authority to give consent to said Member.
- 3.9** WTS Travel reserves the right to approve or reject membership application.
- 3.10** WTS Travel will comply with all the relevant obligations under Personal Data Protection Act 2012 (PDPA) governing the collection, use, disclosure and care of Members' data in accordance with WTS Travel's privacy statement.
- 3.11** WTS Travel Roam Rewards Loyalty Programme's member will be given an option to receive a physical card after a successful registration. Member will be informed with details regarding card collection if a request for a physical card has been made through the member portal. The membership card remains the property of WTS Travel and must be returned upon request.
- 3.12** The WTS Travel Roam Rewards member portal can be accessed at: <https://roamrewards.wtstravel.com.sg/>

- 3.13** All membership is personal, non-transferable and non-exchangeable for cash. By redeeming any Reward Points collected, Member is bound by the redemption and Reward Point structure as well as these Terms and Conditions.
- 3.14** WTS Travel reserves the right to audit any account at any time and without notice to ensure compliance with the Terms & Conditions.
- 3.15** Members may cancel their membership at any time by sending an email to [roamrewards@wtstravel.com.sg](mailto:roamrewards@wtstravel.com.sg) with their membership details. Personal data collected will then be removed as per PDPA policy in a reasonable amount of time after acknowledgement of email. Any balance Reward Points, benefits and privileges will also be cancelled without entitlement to compensation.
- 3.16** Membership will end automatically upon the death of the Member. Balance Reward Points earned but not redeemed at the time of death, as well as benefits and privileges, will be automatically cancelled without compensation.

#### **4 Earning of Reward Points**

- 4.1** Reward Points will only be awarded for Eligible Bookings after the official launch of the WTS Travel Roam Rewards Loyalty Programme on 10th September 2018.
- 4.2** Reward Points are only rewarded and operated by WTS Travel.
- 4.3** Only Eligible Bookings made through WTS Travel's Retail Outlets in Singapore are eligible for Reward Points.
- 4.4** All Members will have their personal account to which Reward Points earned will be credited.
- 4.5** Member must be present during the booking process at any WTS Travel retail outlets for points to be credited into the member's account.
- 4.6** Membership ID must be mentioned during booking in order for Reward Points to be credited into the member's account.
- 4.7** Member must travel as part of the booking in order for points to be awarded.
- 4.8** Reward Points are only awarded to one member per booking, regardless of the number of members travelling on the same booking. This means that only one member is to be awarded the Reward Points per invoice.
- 4.9** Reward Points will be credited to a Holding Balance upon confirmation and full payment of Eligible Booking.
- 4.10** The holding balance points will automatically be transferred to active balance after 2 calendar weeks from the member's departure date of the Eligible Booking. WTS Travel reserves the right in its sole discretion to award Reward Points at a later date if additional time is needed for any reason.
- 4.11** Should any Eligible Booking be cancelled for any reason, WTS Travel reserves the right to deduct the Reward Points credited for the particular booking.
- 4.12** Member may email to [roamrewards@wtstravel.com.sg](mailto:roamrewards@wtstravel.com.sg) within 1 calendar week of the award date to the active balance if the Reward Points earned were not properly accrued into the Member's account. WTS Travel will make the final determination as to whether Reward Point adjustments of any kind are justified for the booking in question.
- 4.13** For every S\$1 spent on an Eligible Booking, 1 Reward Point will be earned by the member. Decimal place value will not be counted.  
For example, an eligible booking of value \$886.50 will earn 886 Reward Points; an eligible booking of value \$6886.49 will earn 6886 Reward Points.
- 4.14** Reward Points are not awarded for the following charges:

- a) Government Taxes & Levies including but not limited to: GST, Airport Tax, Tourism Tax
- b) Administrative charges pertaining to but not limited to: Visas, Credit Cards, Penalties, Services
- c) Additional surcharges such as but not limited to: Fuel, Port, Gratuity
- d) Any other additional charges deemed by WTS Travel as and when

**4.15** In addition, the following products / items are not eligible for Reward Points

- a) Purchase and Redemption of WTS Travel Gift Voucher
- b) Purchase of standalone air tickets
- c) Hotel Accommodation
- d) Purchase of attraction tickets
- e) tour products and services booked through WTS Travel from MICE (Meetings Incentives Conferencing Exhibitions) Department
- f) tour products and services booked through WTS Travel from Inbound Department
- g) tour products and services booked through WTS Travel from Wholesale Department
- h) selected Europe & US packages
- i) Purchase of Travel insurance
- j) Invoices issued to Corporate Companies, Associations, Community Centres, Residents' Committees, etc.
- k) Any other product / item determined by WTS Travel as and when

**4.16** Bookings made during the following events and/or under the following conditions are not eligible for earning of Reward Points, as specified by WTS Travel from time to time:

- a) Industry discount
- b) Agency discount
- c) Promotional events such as NATAS Travel Fair, Travel Malaysia Fair and other travel fairs from time to time, subject to the sole discretion by WTS Travel.

**4.17** WTS Travel reserves the right to allow Reward Point accrual subject to terms & conditions during certain Travel Fairs at the sole discretion of WTS Travel.

**4.18** WTS Travel reserves the right to modify items and/or conditions which qualify and/or do not qualify for Reward points at any time.

**4.19** All Reward Points earned expire two (2) years after the month of accrual, upon the Member's departure date of the Eligible Booking.

**4.20** WTS Travel may periodically conduct Member's special offers which give extra Reward Points to Members. Reward Points are governed by the Terms and Conditions of specific promotions.

**4.21** Member may not combine or transfer Reward Points with other Member's Account. Member may not transfer, sell, perform any other action in any manner in violation or attempted subversion of these Terms & Conditions. Any attempt to combine or transfer Reward Points will result in disqualification from the Programme and forfeiture of all Reward Points in any Member's Account. WTS Travel reserves the right to take any other or additional action it deems appropriate in its sole discretion in the event that WTS Travel believes (in its sole discretion) that a Member (or Members) have violated this provision.

**4.22** Reward Points are non-exchangeable for cash.

**4.23** Once a Member earns Reward Points, the validation of the potential Reward Points earned will be subject to verification by WTS Travel's internal auditing department whose decisions on the outcome are in its sole discretion and are final and binding. Reward Points will not be awarded until after the verification process is complete. Reward Points are void if:

- (a) Member does not meet the eligibility criteria;
- (b) Member is not a Roam Reward Loyalty Programme Member in good standing;
- (c) Member has not earned the Reward Points in accordance with these Terms & Conditions and through legitimate channels;
- (d) if the Reward Points are counterfeit, altered, defective, tampered with or irregular in anyway;
- (e) Member is not listed as per the booking number

**4.24** WTS Travel reserves the right to charge an administrative fee for lost membership card replacement.

**4.25** With effect from 18 February 2019, member will earn double points on their birthday month. Capped at maximum 20,000 points rewards (\$10,000 purchase) for the month per booking.

## **5 Reward Points Redemption**

- 5.1** Reward Points in the holding balance are not allowed to be used for redemption.
- 5.2** Only Reward Points in the active balance are allowed to be redeemed.
- 5.3** Reward Points may be redeemed for Roam Rewards E-Voucher(s).
- 5.4** WTS Travel reserves the right to include or exclude any additional items that are redeemable by Reward Points at any time.
- 5.5** "Roam Rewards E-Voucher(s)" is/are vouchers redeemed by Roam Rewards members using Reward Points for exclusive use at WTS Travel retail outlets solely by the member whom has redeemed it.
- 5.6** WTS Travel reserves the right to amend the value of Roam Rewards E-Vouchers and the number of Reward Points required to redeem them at any time.
- 5.7** Roam Rewards E-Vouchers are only eligible for use by the member whom redeemed it and is non-transferable.
- 5.8** Roam Rewards E-Vouchers can be only be used to offset any booking made by the member at any WTS Travel retail outlets.
- 5.9** Roam Rewards E-Vouchers cannot be redeemed during travel fairs.
- 5.10** In any transaction in which the Roam Rewards E-Voucher is used, the member whom redeemed the voucher must travel as part of the booking made.
- 5.11** Unused portions of Roam Rewards E-Voucher(s) are strictly non-refundable.
- 5.12** Roam Rewards E-Vouchers are only valid for 6 months from the date of redemption.
- 5.13** For bookings paid in part or fully by Roam Rewards E-Vouchers for which cancelled by the member for any reason, replacement E-Voucher(s) will be issued as part of the refund process. These vouchers will have the same expiry date as the vouchers used during the booking by the member.
- 5.14** Bookings paid in part of fully by Roam Rewards E-Vouchers for which cancelled by WTS Travel for any reason will be issued with replacement E-Vouchers with a 6 month validity period as of the date of issue.
- 5.15** Roam Rewards E-Voucher refunds may take up to 1 calendar month to be processed.