

OLDTOWN Membership Rewards Programme

Terms & Conditions

These Terms & Conditions (hereafter T&C) is for use of OLDTOWN Membership Rewards Programme and form the general principles for access and participation in the aforesaid Programme. Signing up and participating in the Programme are subject to accepting and complying with the T&C. By joining the Programme, you are deemed, as a member (hereafter, 'Member'), to have read, understood the T&C and accepted them unreservedly.

Membership Glossary of Terms

In these T&C, unless clearly stated otherwise: -

“Member(s)” means all OLDTOWN members whom registered via apps OR web as members have agreed to all terms and conditions on this Programme.

“OLDTOWN outlets” refer to all OLDTOWN outlets in Malaysia.

“Programme” refers to the OLDTOWN membership Programme with the benefits and privileges’ offered to members from time to time at OLDTOWN discretion, which shall include but not be limited to the membership eligibility and rewards and benefits.

“Qualifying purchases” refer to any purchase above RM30 per receipt at OLDTOWN by Member which allow Member to earn an OLDTOWN stamp and is applicable for Dine-In and Take-Away only. Accrual of stamp will not be applicable for delivery service, partner (3rd party) promotion(s) and discount.

“OLDTOWN Stamps” means the benefit count (stamp) earned for each qualifying purchase which will be automatically tracked in your account with registered Phone Numbers in Malaysia.

“OLDTOWN Rewards” means the reward issued automatically after the required OLDTOWN stamps accumulation have been achieved which Members can redeem (Subject to Terms & Conditions) for FREE Drink and FREE Meal

“Birthday Reward” means the birthday treat that the Member may redeem on his/her birthday month at all OLDTOWN Kopitiam outlets except OLDTOWN Express outlets and is limited to Dine-In with any purchase.

“Site” refers to the OLDTOWN membership platform collectively.

Membership

1. The Programme is a loyalty programme by OLDTOWN to reward its customers and is only valid in Malaysia. Upon registering as a member of OLDTOWN Rewards, you will enjoy various benefits from OLDTOWN which may change from time to time. Each benefit may be subjected to additional terms and conditions.
2. Membership is free and it is for lifetime which will not expire unless the terms and conditions is amended to state otherwise.
3. This membership is only applicable in Malaysia, and it is not transferable.

4. You can register at member.oldtown.com.my or in-store at any OLDTOWN outlets in Malaysia. No physical membership will be issued; Members will be issued with a digital card which the Member can access on the website.
5. A customer can only sign up with the Programme once as multiple accounts are not allowed. Applicants are required to provide correct and genuine information when signing up and updating their account profile. OLDTOWN reserves the option to request any document needed to prove a person's identity.
6. By accessing the site, you are responsible for maintaining the confidentiality and security of your account, password and any personal information.
7. Earning OLDTOWN stamps and Redeeming OLDTOWN Rewards
8. The earning of OLDTOWN stamps is only applicable for Dine-In and Takeaway (valid for Self-Pick-Up Order) at any OLDTOWN outlets in Malaysia.
9. The earning of OLDTOWN stamps and/or redeeming of OLDTOWN rewards are not applicable to all delivery orders, bank or partner promotions and any other promotions UNLESS otherwise specified.
10. OLDTOWN Rewards' validity varies according to type of Rewards and cannot be extended after expiry.
11. OLDTOWN Rewards are only valid for redemption at OLDTOWN outlets in Malaysia. Redemption of OLDTOWN Rewards is on a per member per receipt basis only. Next redemption can be done in the next day. Any OLDTOWN Rewards redemption will not entitle you to earn any OLDTOWN stamps.
12. You must inform your Membership details to the cashier at the time of purchase in order to earn OLDTOWN stamps or redeem OLDTOWN Rewards. Request to credit OLDTOWN stamps or Rewards will not be entertained.
13. All OLDTOWN Rewards are subject to availability and OLDTOWN reserves its right to replace other items of approximately the equivalent value without prior notice.
14. Once OLDTOWN accepts any redemption request, it cannot be revoked, amended, cancelled, returned, or exchanged for other item. OLDTOWN shall not be liable for any OLDTOWN Rewards deducted in furtherance to redemption that may be made by persons other than the OLDTOWN Member under whatever circumstances.
15. You may check your OLDTOWN stamps and/or OLDTOWN Rewards by logging into your account at member.oldtown.com.my
16. In the event that OLDTOWN has reasonable suspicion that the OLDTOWN Stamps/ OLDTOWN Rewards were earned and/or redeemed fraudulently or in error, OLDTOWN reserves the right at any time without prior notice to suspend and/or terminate the member's account and all OLDTOWN Stamps/ OLDTOWN will be removed.
17. Earning of OLDTOWN Rewards Stamps applies only to Dine-In & Takeaway orders (valid for Self-Pick-Up Order only) at any OLDTOWN outlets in Malaysia.
18. Redemption Catalog is subject to each outlet availability and OLDTOWN reserves its right to replace other items of approximately the equivalent value without prior notice.

Birthday Privilege

1. The Birthday treat offered as part of the Programme's benefit is issued to member once a year and redeemable for meal with any purchase. The redemption is valid for use within the birthday month and for Dine-In only. OLDTOWN may request Member to present his/her IC for verification at its discretion.
2. The OLDTOWN Birthday treat is subject to availability and OLDTOWN reserves its right to replace other items of approximately the equivalent value without prior notice

Privacy

1. When you signed up as OLDTOWN Member, we will collect, store and use certain information as described in our Privacy Policy (available at the member.oldtown.com.my). You hereby accept and agree to the said Privacy Policy.

Marketing

2. We will send you information containing advertisement and promotion of OLDTOWN, our affiliates and partners. If you wish to unsubscribe, please contact us via email kpcst@oldtown.com.my
3. At any time the Member can end their participation in the Programme by notifying their decision by e-mail to kpcst@oldtown.com.my by giving proof of identity and quoting the OLDTOWN Membership Rewards Number.
4. Ending membership of the Programme will permanently delete OLDTOWN Stamps and/or OLDTOWN Rewards collected, and the benefits earned or associated with the Programme.
5. OLDTOWN reserves the right to suspend and deactivate the account of a Member, particularly in the event of:

Fraud, attempted fraud or theft by the Member in-store or online;

- An abnormally high number of transaction on the same purchasing day and/or over several days;
- Action such as to disrupt operation of the Internet site, the Programme or stores;
- Non-compliance with these Terms & Conditions;
- Applications for multiple membership accounts by the same person;
- Death of the Member;
- All collected OLDTOWN Stamps/ OLDTOWN Rewards will be permanently deleted and no compensation will be provided for the deleted OLDTOWN Rewards.

General Conditions

1. OLD TOWN shall not be liable for any damage in the event the OLD TOWN Rewards Membership including the Site could not be used due to any reason including but not limited to technical issues such as IT and communication system failure as OLD TOWN may not be able to credit OLD TOWN Stamps/ Rewards instantly and/or allow Members to redeem OLD TOWN Rewards during such events.
2. OLD TOWN reserves the right to modify the T&Cs at its sole discretion and without prior notice. You are therefore advised to refer to the latest version of the T&Cs accessible on our website.
3. Without prejudice to any of OLD TOWN's rights or remedies, OLD TOWN may at any time, at its absolute discretion, and without giving any reason or notice, terminate this Programme, withdraw, cancel, or invalidate any cardmember account, OLD TOWN Stamp (s) and/or OLD TOWN Reward (s) issued.
4. In no event shall OLD TOWN be liable to any Member or any third party for any loss or injury or any special, direct, indirect, incidental, exemplary or consequential losses or damages whatsoever or howsoever caused under any cause of action arising directly or indirectly in connection with the Programme, usage of OLD TOWN Rewards Card and/or in becoming a OLD TOWN Member.
5. These T&Cs shall be governed and construed in accordance with the laws of Malaysia and the parties hereto agree to submit to the exclusive jurisdiction of the courts of Malaysia.
6. OldTown members can earn and redeem stamps at all OldTown outlets except below:
 - OldTown Langkawi International Airport
 - OldTown Basic Simpang Empat
 - OldTown Cyberjaya
 - OldTown KLIA CP
 - OldTown KLIA 2 Gateway
 - OldTown KLIA 2 Arrival
 - OldTown IOI Mall
 - OldTown D Pulze Cyberjaya
 - OldTown Genting Highlands
 - OldTown Genting Premium Outlets
 - OldTown MidValley 3 (1F)
 - OldTown Senai Airport
 - OldTown Johor Premium Outlet (JPO)
 - OldTown Jetty Point Langkawi
 - OldTown Malim Jaya
 - OldTown Melaka Cheng
 - OldTown Seremban Prima
 - OldTown Taman Maluri 2