

Terms & Conditions
Tiger Rewards: Resort Membership

Definitions

'Member' means a person whose application to participate in the Non-Gaming tier of Tiger Palace Resort's loyalty program has been accepted and has not ceased to be a Member as outlined in the terms and conditions of the Loyalty Program.

'Loyalty Program' means the rewards program administered by Tiger Palace Resort and is called Tiger Rewards.

'Tiger Rewards' mean the 5% earned discount by a Member when dining in any of the outlets.

'Card' means the white card issued to a Member in connection with their membership.

'Excluded Person' means a person who has been excluded or otherwise prohibited from entering Tiger Palace Resort or any part thereof.

Resort Membership

1. Resort Membership is a Non-Gaming tier of the Tiger Rewards Loyalty Program offered by Tiger Palace Resort, Bhairahawa, Nepal.

2. Resort Members are exempt from entering the Casino and are exempt from participating in gaming promotions and events.

3. You do not need to be a Member of Tiger Rewards to use the resort facilities at Tiger Palace Resort.

4. Joining Tiger Rewards, a prospective Member must have first spent an amount of NPR 50'000 to become eligible to a membership, and must show the receipts to confirm the purchases.

5. To apply, proposed Members are required to complete an application form approved and provided by Tiger Palace Resort which requires a proposed Member to submit appropriate identification and permit Tiger Palace Resort to take a photograph of the proposed Member for record purposes. A limit of one Resort Membership per person applies. Only eligible persons may join.

6. A person's Membership is effective from the time and date we accept their application to become a Member.

7. Membership is granted at the discretion of Tiger Palace Resort.

Eligibility

8. Membership with Tiger Rewards is only available to individuals aged 18 years or over.

9. Membership is granted and maintained at the sole and absolute discretion of Tiger Palace Resort.

10. Tiger Palace Resort employees and employees of its related bodies corporate are not eligible to join Tiger Rewards.

11. Excluded Persons are not eligible to become a Member.

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Tiger Rewards Terms

12. Tiger Rewards terms – these terms, Tiger Rewards brochures and promotional material included on Tiger Rewards and Tiger Palace Resort websites and mobile app, premises terms of entry, guidelines and codes of conduct as issued by Tiger Palace Resort from time to time ("Terms") govern your Membership with Tiger Rewards.

13. The Terms (including benefits) may be changed at any time by Tiger Palace Resort. If we do this, we will endeavor to give Members prior notice, however, this is not always possible or practical. Members are therefore encouraged to obtain updated information available at Tiger Palace Resort and sometimes on our website.

14. It is the Member's responsibility to ensure they keep up to date with the Terms.

Card's Benefits

15. The way you can receive discounts at Tiger Palace Resort may vary from time to time and we may partner with others to provide benefits. For details see Tiger Palace Resort, the Tiger Palace mobile app or our website.

16. Membership cards remain the property of Tiger Palace Resort and must be returned upon our request.

17. A Membership card is issued for your personal use only and is strictly non-transferable. You must not lend or share your card at any time, for any reason.

18. We reserve the right to charge a fee for replacement Membership cards.

19. You are responsible for keeping your Membership card secure as use of discount and other Member benefits is, at all times, your responsibility including where there is misuse of your card or if your card is lost or stolen.

20. You must promptly notify us of changes in your details, of any lost, stolen or malfunctioning Membership card or any unauthorised use of your Membership card. Membership cards that are reported as being lost, stolen, misused or malfunctioning will be suspended to restrict further use and we will make arrangements with you for the issue of a replacement Membership card. You may be required to confirm details of the loss, theft, misuse or malfunction in writing (and to provide particular information in the confirmation) and you must comply with this requirement.

21. If any lost or stolen Membership card is subsequently found it must not be used and must be returned to Tiger Palace Resort.

22. You must not interfere with any magnetic stripe or integrated circuit on your Tiger Rewards Membership card.

23. We reserve the right to adjust your discount percentage, benefits or cancel your Membership if you misuse your card, benefits or facilities or allow or enable someone else to do so.

24. Tiger Rewards Membership, cards, discount and any other benefits and privileges are not transferable and cannot be used by any person other than the Member named on the card.

25. Tiger Rewards Membership, cards, discount and any other Member benefits and privileges will lapse on a Member's death or that Member becoming an Excluded Person.

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26. Discount and any other Member benefits and privileges cannot be used in conjunction with other discount programs or offers, unless otherwise specified by us.

Ending Resort Membership and Tiger Rewards Program

27. You may end your Membership at any time at no charge, including if you do not agree to any changes made to Tiger Rewards program, including its terms and benefits. We ask that you return your Membership card to Tiger Palace Resort when ending your Membership.

28. Upon ending your Membership, all discounts and benefits are immediately stopped.

29. Tiger Palace Resort may end your Membership or limit your participation in any or all benefits (including cancelling discounts) if:

i. you commit a material breach of the Terms or any other terms for the services (including casino game rules) of Tiger Palace Resort;

ii. you are no longer permitted to enter any part of any of Tiger Palace Resort, including if you have been asked to leave or refused entry to any part of Tiger Palace Resort;

iii. you are dishonest or offensive or you bring Tiger Rewards into disrepute as considered by Tiger Palace Resort;

30. If your Membership is cancelled or otherwise comes to an end, your discount will be forfeited from the date your Membership ends.

31. In the event of any dispute arising out of or relating to these Terms and Conditions, Tiger Rewards, the Membership or Loyalty Program, an amicable settlement will try to be reached by all parties concerned, failing which, Tiger Palace Resort will have the final say, absolutely.

Privacy

32. Information about you, including information provided on the Membership form and about your Membership will be held in a database with Tiger Palace Resort in order to administer the Loyalty Program and evaluation to improve our services. Tiger Palace Resort uses this information for the intention of which it was collected and for other purposes for which the Member may expect such as:

i. Administering the program;

ii. Planning, market research and promotion of our goods and services;

iii. The provision or performance of goods and services offered under the Loyalty Program;

iv. Sending information about goods and services, including emails, unless the Member has advised Tiger Palace Resort that they do not wish to receive such Member information.

While Tiger Palace Resort will not use personal information for any other reason, Tiger Palace Resort reserves the right to use the information in circumstances relating to:

i. A legal demand from a law enforcement agency;

ii. A public or individual health and safety issue;

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- iii. The protection of Tiger Palace Resort's rights and property including the protection of the integrity of the operation at Tiger Palace Resort.

Members may request access to their personal information and request that it be corrected at anytime. If a Member wishes to request access or speak with someone in regards to their private information, they may contact The Privacy Officer at +977 71512000 or email enquiries.bwa@tigerpalace.com.