

# TERMS AND CONDITIONS

By using the TABLEZ REWARDS Loyalty App, you are agreeing to these terms and conditions (the "T&Cs") as published by TABLEZ - The Food Company ("COMPANY", "we", "us").

Please read these T&Cs carefully and keep a copy for your records.

These T&Cs govern the use of the TABLEZ REWARDS Loyalty App by you or anyone else who holds or uses the app.

TABLEZ REWARDS Loyalty App can only be used at all outlets under TABLEZ - The Food Company restaurant in the United Arab Emirates.

## **USE OF THE APP**

The username and password are personal to you and shall not be used by anyone else. We are not responsible for any loss that you may incur as a result of someone else using your username and password, with or without your knowledge, for any activities. However, you agree that you will be liable for any losses howsoever arising incurred by us as a result of someone else using your username and password.

## **GENERAL TERMS**

Use of the TABLEZ REWARDS Loyalty App and this website confirms acceptance of the T&Cs.

- TABLEZ - The Food Company reserves the right to modify these T&Cs or to terminate the loyalty app at any time.
- The membership can be CANCELLED by the management if found to be misused in anyway.
- Loyalty member should agree to share his personal information (like name, phone number, email address, gender, nationality and birthday). Phone number is used as application login.
- Joining TABLEZ REWARDS means you allow to RECEIVE Email, SMS, Push notification or GPS tracking.
- Loyalty members will have access to all his data on mobile application (iOS or Android).
- In the case of dispute, the decision of the management of TABLEZ - The Food Company shall be final and binding.

## **EARNING POINTS**

- For every transaction made in the restaurant or via online ordering, the user receives 10% of the total bill as TABLEZ points.
- TABLEZ REWARDS points can only be earned from in-store dining, takeaway and delivery (made by TABLEZ UAE directly and not through a third party).
- TABLEZ REWARDS points cannot be earned at outside catering events.

- Only one member can earn TABLEZ REWARDS points from each transaction.
- TABLEZ REWARDS points cannot be transferred to any other account or user.
- Maximum time points will be CREDITED on member account is 48 hours after Claim request.
- Any DISCREPANCY in point updating should be pointed out to the store management with 48 hours of the transaction. Management will not be responsible for point updating beyond that.

### **REDEMPTION**

- Members cannot redeem points during the same visit they are earned.
- There is no minimum spend required to redeem TABLEZ REWARDS points.
- TABLEZ REWARDS points can only be redeemed at TABLEZ restaurants as a form of DISCOUNT and are only valid in the United Arab Emirates.
- TABLEZ REWARDS points cannot be exchanged for cash and have no monetary value.

### **VOUCHERS AND OFFERS**

- Offers are sent with a UNIQUE CODE and can be redeemed only once.
- Offers are not convertible to cash or transferable to any person user.
- Initial offer of AED 50 is valid only for 30 days. Additional vouchers are valid for 6 months.
- Offers can be redeemed ONLY at TABLEZ registered restaurant across UAE.

**THESE TERMS OF USE ARE WRITTEN IN ENGLISH AND MAY BE TRANSLATED INTO OTHER LANGUAGES. IN THE EVENT OF ANY INCONSISTENCY BETWEEN THE ENGLISH VERSION AND THE TRANSLATED VERSION OF THESE TERMS OF USE, THE ENGLISH VERSION SHALL PREVAIL.**

## **PRIVACY POLICY**

### **Information we collect:**

- **Information you give us:** mobile number, e-mail, personal data like name, gender, birth, nationality, profile picture
- **Information we get from your use of our services:** your bill/checks data, delivery data like delivery address
- **Location information** Our application use Google localization services, Google may collect and process information about your actual location.

Google use various technologies to determine location, including IP address, GPS, and other sensors that may, for example, provide Google with information on nearby devices, Wi-Fi access points and cell towers.

- **Cookies and similar technologies** A cookie is a small file containing a string of characters that is sent to your device when you visit a website. When you visit the website again, the cookie allows that site to recognize your browser. Cookies may store user preferences and other information.

#### **How we use information we collect**

We use the information we collect to provide and maintain our services.