

CAUSEWAY LINK EXPRESS BUS LOYALTY PROGRAM

TERMS AND CONDITIONS

Causeway Link Express Bus Loyalty Program ("**Program**") membership and its benefits are offered at the sole discretion of Handal Indah Sdn Bhd, Handal Ceria Sdn Bhd ("**Service Provider**") and its subsidiaries and affiliates, officers, directors, partners, employees and agents. By participating in this Program and receiving and redeeming benefits of the Program, you ("**Customers**") shall be deemed to have understood that you have:

- Read, understood and accepted the Terms and Conditions of these Program;
- Read, understood and accepted the website Terms of Use which are incorporated by reference herein; and
- Provided consent for the Service Provider and their authorized third party agents to process data that is personal to him/her, and to disclose such data to third parties in accordance with Membership Privacy Policy.

1. REWARDS PROGRAM DESCRIPTION

- a. This Program is a free customer loyalty program that allows customer to earn Loyalty Points ("**Points**") on any purchased made at our official Cuaseway Link Express Bus Website.
- b. Customers may also earn Points by participating in promotional activities of the Service Provider that may be offered through the Program from time to time.
- c. Customers may redeem accumulated Points with a minimum of **two hundred (200) Points** from the Causeway Link booking portal.
- d. Points calculation is stated as below:

Spending Calculation		
Spending Rate	Ticket Type	Example
RM1 spent = 1 POINT	Adult Ticket	RM34.10 purchased ticket is equivalent to 34 loyalty points.
*** The system does not applies with decimal points.		

Minimum Redemption: Every **200 Points** accumulated will be entitled for RM10 discounts at the Causeway Link booking portal.

Example:

Loyalty Points Earned	Reward
200 Points	RM10
400 Points	RM20

600 Points	RM30
*** Redemption reward amount can exceed the total ticket price, however rewards/ loyalty points will not be refunded.	

Expiration of Points: 1 year from the date of travelling.

Accumulated Points: Points will be credited by the System one (1) day after the travelling date.

- e. For any inactive Causeway Link Express Bus Loyalty Program Account, Customer can re-activate it by logging into their Causeway Link Booking Account or by making a purchase using their Causeway Link Booking Account. However any Points earned prior to the Program being deemed inactive will be voided.

2. LOYALTY PROGRAM ELIGIBILITY

- 2.1 Participation to this program is open for everyone regardless of race, religion, or nationality.
- 2.2 Customer below **18** years old must obtain a consent from their parents or legal guardians before participating to this Program.
- 2.3 Points are given to Customers who purchase their ticket online.

3. REGISTRATION PROCESS

- 3.1 Register your details such as Name as per your National Registration Identity Card (NRIC) number, Passport Number, mobile number and email address at our <https://express.causewaylink.com.my/>.

4. JOINING THE PROGRAM

- 4.1 No membership fees is required for the Program.
- 4.2 Each customer will only have one account, and it is non-transferable. Customer are responsible for anyone who accesses their account.

5. EARNING LOYALTY POINTS

- 5.1 In case of unclaimed Points during the purchase of ticket for any reasons, Customer may further make the claim within thirty (30) days from the date of travelling, ticket number and the date of purchase to the customer service's email address at (feedback@support.causewaylink.com.my).
- 5.2 Accumulated points shall be based on the actual payment by the user even after deduction of any promotional code for discounts.

- 5.3 For Online Transaction (Causeway Link Express Booking Portal), Customers need to log in their Causeway Link Express Booking Account before making any online purchase. Causeway Link Express Bus loyalty system will capture the transaction and reflect it to the customer loyalty point.
- 5.4 All the Points must be redeemed prior to their expiration date. Any unused Points earned and accumulated will not be carried forward upon the expiry date.

6. COLLECTION OF DATA

- 6.1 Service Provider collect information from the Customers in different ways for this Program. One goal in collecting personal information from the Customer is to provide an efficient, meaningful, and customized experience with the Service Provider. Customer's personal information:
- Helps to make the website easier for Customers to use by not having to enter information more than once.
 - Help Customers to quickly find information, products, and services.
 - Alert Customers on the latest information, products, and services that is offered by the Service Provider.
 - Help the Service Provider to create content that is most relevant to the Customers.
- 6.2 Collection of information is done through online registration options. By signing in as a member, customer hereby agrees to the terms and conditions stated in this Causeway Link Express Bus Loyalty Points

7. PRIVACY POLICY

- 7.1 This Privacy Policy explains the steps needed in securing the Customer personal information.
- 7.2 This Privacy Policy also explains the options regarding the collection, use and disclosure of the Customer's personal information.
- 7.3 This privacy policy applies to the use of Causeway Link Website
- 7.4 Causeway Link is not responsible for the content or privacy practices on any website not operated by Handal Indah Sdn Bhd, Handal Ceria Sdn Bhd and its associate companies under the Handal Indah Group of Companies.
- 7.5 This program follows ACT 709 PERSONAL DATA PROTECTION ACT 2010 PUBLISHED ON 10TH JUNE 2010 including the privacy policy published at the Causeway Link Website. (as per stated in this link) http://www.pdp.gov.my/images/LAWS_OF_MALAYSIA_PDPA.pdf

8. CANCELLATIONS, REFUND, AND CHANGE OF TICKET

- 8.1 Cancellation and Refund of Causeway Link Express Bus Ticket due to Operation issue is accepted.
- 8.2 Points system will not count on the cancelled trip of Causeway Link Express Bus Ticket.
- 8.3 The amount of Refund for any Causeway Link Express Bus Ticket will be based on the original Causeway Link Express Bus ticket price. Changing of Express Bus ticket route under this section is not accepted.
- 8.4 Changing of Causeway Link Express Bus Ticket route will only credit the Points of the latest route used one (1) day after the travelling date.

9. DISQUALIFICATION OF LOYALTY PROGRAM ACCOUNT

- 9.1 The Company reserves the right to suspend or terminate Customer Loyalty Program Account and/or Customer's participation in the Program if the Company determines in its sole discretion that:
 - 9.1.1 Customer have violated these Terms or Customer has more than one express bus service loyalty account.
 - 9.1.2 Customer's participation in the Program is unauthorized, abusive, deceptive, fraudulent or otherwise unlawful.
- 9.2 Handal Indah Sdn Bhd may in its sole discretion, suspend, cancel or combine Loyalty Program Accounts that appear to be duplicative. In the event that the Customer's participation in the Program is terminated, the customer will not be able to redeem any accumulated Points.
- 9.3 The Company reserves the right to "delete" any Loyalty Account that is inactive and that the account will be ineligible for this Program.
- 9.4 In the event that the Loyalty Account is unregistered due to inactivity, then the Customers will no longer be eligible for the Program.
- 9.5 Points is not convertible to cash. Other case may arise under this clause may be stipulated under Clause 8.3.
- 9.6 Non-compliance to the Terms and Conditions within the Program may result to disqualification.

10. PROMOTIONAL MATERIALS

- 10.1 Customers allows the Service Provider to use their name, photos and likeness from the social media platform for advertising and promotional purposes without compensation or whatsoever unless prohibited by law.

- 10.2 By participating in this Program, Customers and their respective parents or legal guardians forever release, discharge and hold harmless to the Service Provider, its subsidiaries, affiliates, directors, officers, employees and agents from all liabilities, costs, injuries, loss, or damages of any kind arising from or in connection with the Program.
- 10.3 All materials including the photos, artworks used in this program shall become the sole property of the Service Provider.
- 10.4 The invalidity, illegality or unenforceability of any terms hereunder shall not affect or impair the continuation in force of the Terms and Conditions of this program.

11. AMENDMENT

- 11.1 The Service Provider reserves the right to change, amend, delete or add at any time the Terms and Conditions including the mechanism of this Program at its absolute discretion.

12. LOYALTY PROGRAM DISCLAIMER

- 12.1 The Service Provider and its technical team including the software used in this program maybe be facing technical glitches. This site maybe subject to unforeseen technical issues however, we will try our best to provide the best service to maintain the points earned by each customer.
- 12.2 The company assumes no responsibility or liability for any errors or omission in the content stated under our Causeway Link Express Loyalty Program. The information provided in our loyalty program stated at our <https://express.causewaylink.com.my/> has no guarantees for completeness, accuracy, usefulness or timeliness.

TERMS

Customers are considered as the passengers of Causeway Link Express Bus Service or buyer of Causeway Link Express Bus ticket.

The service providers for this bus service is under Handal Indah Sdn Bhd and Handal Ceria Sdn Bhd and other Companies related to Handal Indah Group of Companies.

The **Express Bus Ticket** is considered as a commercial document for the Customers to be entitled to board the bus. Express Bus Ticket is obtainable at

any Causeway Link counters (including website) of Handal Indah Sdn Bhd to sell Causeway Link Express Bus Ticket. Other mode of purchases is through the official website of Causeway Link under Express bus booking page.

Express Bus Loyalty Program is designed to reward Causeway Link Express bus customers and passengers who has registered at <https://express.causewaylink.com.my/>.

Causeway Link Express Booking Account is where customer can access the booking portal for any Causeway Link Express Bus Services.

Points is referring to the loyalty points earned by the customer when using Causeway Link Express Bus Loyalty Program.

Causeway Link Express Bus ticket types:

Ticket Type	Age Range/ Details
Child Ticket	7-12 years old
Adult Ticket	13-59 years old
Senior Citizen	60 years old and above
OKU Ticket	Show OKU ID