

IOI LiVO Programme

Terms & Conditions

IOI Properties means IOI Properties Group Berhad (Company No. 1035807-A), a company incorporated in Malaysia and having its office at Level 25, IOI City Towers 2, Lebuhr IRC, IOI Resort City, 62502 Putrajaya and shall include its subsidiaries.

Members means all the members of the IOI LiVO Programme and a member means any one of them.

IOI LiVO Programme means the loyalty programme administered by IOI Properties (“hereinafter referred to as “IOI LiVO Programme”) for the purpose of fostering a sustainable relationship between the business and residential communities within the townships developed by IOI Properties whereby special discounts and offers are given to members of IOI LiVO programme when they buy, dine or use any services rendered by the participating outlets during the validity period of the IOI LiVO programme and the participating outlets in turn benefit from the repeated patronage of Card Holders (“Special Offers”).

Participating Outlets means the merchants, suppliers or establishments participating in the IOI LiVO Programme.

The IOI LiVO Programme membership is non-transferable and non-assignable and is for the exclusive use of the Member only.

The IOI LiVO Programme point accumulation will only be available in our future/next phase. Our current phase (2018) does not allow or require the Member to accumulate points for gift exchange or similar purposes.

The IOI LiVO Programme is NOT a credit card or debit card or charge card or the like. It cannot be used to obtain or exchange for cash, cash vouchers or other products or services.

In order to enjoy the Special Offers at the Participating Outlets, Member MUST identify himself/herself with the IOI LiVO Programme app at the Participating Outlets before entering into any transaction. The Special Offers are only applicable to current transactions and not previous or back-dated transactions.

The Special Offers are given by the Participating Outlets subject to such restrictions, exclusions, terms and conditions as may be prescribed by the Participating Outlets and/or IOI Properties from time to time at their absolute discretion.

The Participating Outlets may at their absolute discretion cancel, suspend, terminate, reduce or otherwise change the Special Offers or any one of them at their absolute discretion or disallow the use of the Special Offers by the Member together with such sales or promotions and/or discounted items offered by the Participating Outlets from time to time.

IOI Properties shall not be liable to the Member in any manner whatsoever and howsoever for any goods and/or services procured/obtained by the Member from any of the Participating Outlets and does not warrant the giving of such Special Offers by the Participating Outlets.

The IOI LiVO sticker displayed at the Participating Outlets shall not be taken as a warranty by IOI Properties that the Special Offers will be given or that any goods and/or services offered at the Participating Outlets are subject to discount or such Special Offers.

Unless otherwise specified, discounts are generally not applicable to tax, service charges and other miscellaneous charges that are not included in the price of the goods or services purchased.

IOI Properties gives no representation or warranty (either implied or express) with respect to any goods and/or services provided by the Participating Outlets under the IOI LiVO Programme. In particular, IOI Properties gives no warranty (either implied or express) in respect of the quality of goods and/or services purchased from or rendered by the Participating Outlets or their suitability for any purpose. Any dispute concerning goods and/or services procured from and/or rendered by the Participating Outlets shall be settled between the Member and the Participating Outlets involved. IOI Properties shall bear no responsibility for resolving such disputes or for the dispute itself.

IOI Properties is merely the administrator of the IOI LiVO Programme and all offers are offered directly by the Participating Outlets.

Unless otherwise specified, benefits and privileges offered under the IOI LiVO Programme are not valid for use with other ongoing promotions and discounts of the respective Participating Outlets.

IOI Properties gives no representation or warranties or endorsements for the goods or services shown in the IOI Properties' newsletters, magazines, IOI Properties' website or any advertisements pertaining to the IOI LiVO Programme or the Participating Outlets with respect to the pricing, discounts, promotions and the availability of such goods and services advertised therein as such pricing, discounts, promotions, privileges and availability may be changed, varied, suspended, terminated or withdrawn without prior notice by the Participating Outlets.

IOI Properties reserves the right to withdraw, suspend, terminate, substitute or vary any of the Participating Outlet or benefits offered under the IOI LiVO Programme from time to time without prior notice to the Members. Any substitution or variation by IOI Properties or the Participating Outlets or any Special Offers shall not entitle the Members to any claims or compensation from IOI Properties for any and all losses or damages suffered or incurred by the Members , whether directly or indirectly caused.

In addition to para 4.4 above, IOI Properties is not liable for any loss or damage incurred or suffered by the Members due to any unauthorised use of the IOI LiVO Programme; any of the Special Offers not made available for any reason; any failure to notify Member of any changes in these Terms and Conditions, the IOI LiVO Programme, the Participating Outlets and/or IOI LiVO Programme printed materials; and the suspension, variation and/or termination of the IOI LiVO Programme or any part thereof.

IOI Properties reserves the absolute right to add, delete or amend these Terms and Conditions at anytime without prior notice.

IOI Properties reserves the right to withdraw, suspend, terminate or cease the IOI LiVO Programme at any time it deems necessary without assigning any reasons thereto. In such a case, IOI Properties shall give advance notice to the Member in the manner which IOI Properties deems appropriate. Upon notification of such suspension or termination, the membership shall be nullified and invalidated and IOI Properties shall have no obligation to extend any benefits to the Member.

Any request to re-verify or reinstate the membership for any reasons whatsoever, shall be subject to a fee of RM30.00/membership.

The use of the IOI LiVO Programme by the Member automatically infers acceptance of the prevailing terms and conditions contained herein as may from time to time be varied or amended by IOI Properties as it deems fit and proper and without prior notice to the Member.