

WBH Restaurant Group Membership Terms of Use

These Membership Terms of Use (“Terms”) govern your participation in the WBH Restaurant Group Membership Programme (“Membership Programme”) operated by White Beehoon Restaurant Pte Ltd (“WBH Restaurant Group”, “we”, “us”, or “our”).

By signing up for or using the Membership Programme, you agree to be bound by these Terms.

1. Eligibility & Registration

1.1 The Membership Programme is open to individuals who are at least 18 years old at the time of registration.

1.2 Each individual may register one (1) membership account only, identified by a valid mobile number.

1.3 You agree to provide accurate, current, and complete information during registration and to keep your details updated.

2. Membership Account

2.1 Your registered mobile number serves as your unique membership identifier.

2.2 Membership accounts are personal, non-transferable, and may not be shared with others.

2.3 You are responsible for safeguarding access to your account, including any verification codes or login credentials. Any activity carried out using your registered mobile number will be deemed authorised by you.

3. Membership Benefits

3.1 Membership benefits may include, but are not limited to:

- Points or rebates
- Rewards and coupons
- Exclusive offers or promotions
- Membership tiers or privileges

3.2 Membership benefits:

- Are subject to specific conditions, validity periods, and redemption rules
- Have no cash value and are not exchangeable for cash unless expressly stated
- May not be combined with other promotions unless otherwise specified

3.3 Benefits are applicable only at participating WHITE Restaurant and Souper Tang Singapore outlets under the Membership Programme and may exclude third-party delivery and other e-commerce platforms.

4. Earning & Redemption of Points / Rewards

4.1 Points and rewards are earned only when:

- You are present at the point of payment, and
- You identify yourself using your registered mobile number.

4.2 Points may be earned only on eligible transactions, as determined by WBH Restaurant Group from time to time.

4.3 Redemption of points or rewards:

- Is subject to availability and stated conditions
- Cannot be reversed once redeemed
- Does not include points earned from the same transaction

4.4 WBH Restaurant Group reserves the right to:

- Adjust earning or redemption rates
- Introduce or remove rewards
- Set blackout dates or exclusions with reasonable notice.

4.5 W Points earned at participating WHITE Restaurant outlets may also be redeemed at participating Souper Tang Singapore outlets, vice versa.

4.6 Membership tiers and W Points wallet are shared across participating brands under the Membership Programme.

4.7 Brand-specific vouchers, rewards, and promotional benefits may only be redeemed at the issuing brand unless otherwise stated.

4.8 Reward items available for redemption may vary across participating brands and outlets.

5. Promotions & Communications

5.1 Service-related messages (e.g. account verification, transaction confirmations, points updates) will be sent as part of your membership participation.

5.2 Marketing communications will be sent only if you have provided explicit consent, in accordance with our PDPA Notice.

5.3 You may withdraw marketing consent at any time, subject to the PDPA Notice.

6. Suspension, Termination & Forfeiture

6.1 You may request termination of your membership at any time by contacting us through our official channels.

6.2 WBH Restaurant Group membership benefits, points, rewards and coupons are intended for personal use only. WBH Restaurant Group reserves the right to suspend or terminate your membership if it reasonably determines:

- The account is found to be shared, misused, or fraudulently operated
- There is a breach of these Terms
- There is suspected abuse of membership benefits including but not limited to the attempt to resell, transfer, or commercially exploit membership benefits.

In such cases, WBH Restaurant Group may, without liability, cancel or forfeit any affected points, rewards, or coupons.

6.3 Upon termination or cancellation of membership:

- All unused points, rewards, coupons and privileges will be forfeited
- The termination is final and irreversible
- You will no longer be entitled to any membership benefits

7. Changes to the Membership Programme

7.1 WBH Restaurant Group may amend, suspend, or discontinue:

- Membership benefits
- Earning or redemption rules
- Membership tiers
- These Terms

7.2 Any updates will be communicated via our official channels. Continued participation in the Membership Programme constitutes acceptance of the updated Terms.

8. System Errors & Adjustments

In the event of a system error, technical malfunction, or administrative mistake that results in the incorrect issuance, accumulation, or redemption of points, rewards, or coupons, WBH Restaurant Group reserves the right to correct such errors, including reversing or adjusting affected benefits, without prior notice.

9. Limitation of Liability

9.1 To the fullest extent permitted by law, WBH Restaurant Group shall not be liable for:

- Loss of points or rewards due to system errors, force majeure events, or third-party service interruptions
- Any indirect or consequential loss arising from participation in the Membership Programme

9.2 Nothing in these Terms limits liability for matters that cannot be excluded under Singapore law.

10. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the Republic of Singapore. Any disputes shall be subject to the exclusive jurisdiction of the Singapore courts.

11. Contact Us

For questions regarding the Membership Programme or these Terms, please contact us at:

Email: friends@whiterestaurant.com.sg

Company: White Beehoon Restaurant Pte Ltd