

Terms & Conditions

1. Applicants must be of 18 years and above and reside in Malaysia to be eligible to apply for The Gardens Club Emerald Card (“TGCEC”) membership.
2. Applicants are eligible to apply for and hold only one (1) membership of The Gardens Club at any one time.
3. All application forms must be completed with the applicants’ own signature and personal identification card must presented upon sign up.
4. Complimentary sign up applications require proof of purchase of RM100,000.00 spent in single or multiple receipts within one month duration in The Gardens Mall, Mid Valley City. Relevant receipts must be submitted along with the application form for new application of membership within seven (7) days from the receipt date.
 - i. Purchases from push carts & mini-kiosk, top-up, reloads, online spending, purchased Vouchers, deposit / partial payment, cellular bill payments, concert tickets, money changers will not be accepted for new sign ups, renewals and any redemptions.
5. Validity of the membership card is for 1 year.
6. Complimentary renewal applications require proof of purchase of a minimum accumulated spend of additional RM50,000.00 (excluding the sign up spending amount) within 12 months’ time frame in The Gardens Mall. Receipts are strictly not transferable. Renewal of the membership is subject to the discretion of the Management of The Gardens Club. Members are responsible for renewal of membership at The Gardens Club one month prior to or one month after the expiry date of the membership.
7. Members will be given a grace period of one month from date of expiry to renew their membership, after which the membership will be considered null and void and all benefits/privileges will be cancelled. Expired members will be required to spend RM100,000.00 spent in single or multiple receipts within one month duration for renewal.
8. Expired TGCEC have to be returned upon renewal. Otherwise a penalty of RM10.00 will be charged for the card replacement.
9. Members are responsible for renewal of membership at The Gardens Club. Member is required to notify The Gardens Club immediately of any changes in the member’s profile, i.e. change of address or contact details. This is to ensure uninterrupted communications from The Gardens Club to their member.
10. Staff of tenants is strictly prohibited from using receipts from their own outlets.
11. TGCEC is valid for use at all participating outlets listed in the TGCEC booklet. All information is subject to change without notice.
12. Members must present TGCEC to the cashier of the participating retail outlets at the time of purchase in order to record the transaction and to enjoy all the privileges offered to members.

13. For any dispute on a transaction in relation to TGCEC, members must submit the relevant request with all supporting documents to The Gardens Club Concierge within seven (7) days from the date of the transaction. The Gardens Club is not obliged to process a request relating to a disputed transaction if the request is received after seven (7) days from the date of the transaction.
14. Advanced reservations have to be made for hotel offers and promotions and shall be subject to room availability. Terms & conditions apply.
15. Dining offers are for dine-in only unless specified otherwise.
16. The Gardens Club gives no representation or warranty with respect to any goods or services provided. Notwithstanding any provisions to the contrary herein contained, any dispute concerning goods or services received shall be settled between the members and the participating retail outlets. The Gardens Club will bear no responsibility for resolving such disputes.
17. All privileges and offers are subject to the terms and conditions of the respective participating retail outlets of The Gardens Mall.
18. The Gardens Club reserves the right to terminate or cancel any of the offers, promotions or discounts without prior notice or assigning any reasons whatsoever.
19. Upon expiry, cancellation or termination of TGCEC memberships, any benefits by TGCEC will be automatically forfeited and The Gardens Club will not be liable for any compensation to the members.
20. Members must present the membership card in person with original receipt/s from the retail outlet/s of The Gardens Mall as proof of spending for redemption of any privileges at The Gardens Club Lounge, 4th Floor.
21. A penalty fee of RM10.00 will be charged for the replacement of any lost, stolen or damaged card. If TGCEC has been lost, stolen or damaged, members must immediately report to The Gardens Club at 603-2297 0233.
22. TGCEC is not a credit or charge card.
23. TGCEC and membership is non transferable. The Concierge staff and each participating outlet reserve the right to request member/s to provide additional identification for validation purposes.
24. The Gardens Club, related companies and/or its agents are authorized to use the personal information disclosed by the member for marketing and other purposes.
25. The Gardens Club shall have the sole and absolute discretion, without prior notice and assigning any reasons at any time, to:
 - a. reject any application / renewal for TGCEC;
 - b. amend the terms and conditions herein contained;
 - c. cancel, deduct or refuse to credit any amount of transaction earned; and
 - d. suspend or terminate this loyalty program without assigning any reasons, refund any monies paid and/or compensating any of its members.

26. The Gardens Club and the participating retail outlets are not liable for any loss, damage, cost and expenses incurred by applicants, members or any third parties arising from this programmed.

27. In the event of any inconsistency between the English version and the Bahasa Malaysia version of these terms & conditions, the English version shall prevail to the extent of such inconsistency.

Benefits and Privileges:

28. Car Parking Privileges in Mid Valley City:

- a. Free one day parking or valet parking for day of entry only.
- b. Limited to one redemption per day.
- c. Note: These privileges are not exchangeable for cash and redemption is subject to the management's discretion.
- d. Parking privileges are non-transferable.

29. Members are entitled to exclusive invitations to special events / activities organized by The Gardens Club.

30. Members are entitled to exclusive sale previews in participating retail outlets from time to time.

31. Members are entitled to use The Gardens Club Emerald Lounge, located on 4th Floor of the Gardens Mall and enjoy the following benefits and facilities on a first-come-first-served basis (Terms & conditions apply):

- a. complimentary tea lady service for little refreshments;
- b. shopping storage facilities;
- c. mall tour arrangements;
- d. car valet services;
- e. taxi and limousine arrangements;
- f. gift wrapping services;
- g. baby stroller, wheelchair and power scooter on loan.

32. The Gardens Club reserves the right to deny entry to any member/s at its absolute discretion.

33. The Gardens Club reserves the right to withdraw, terminate, substitute or vary any of the privileges stated herein from time to time without prior notice.

34. The Gardens Club reserves the right at its absolute discretion to vary, delete or add to any of these terms & conditions without prior notice.

35. Additional terms & conditions are governed by The Gardens Club in the house rules.