

SR 25th Anniversary Spin & Win + Grand Lucky Draw 2022

Terms & Conditions

Secret Recipe Cakes & Café Sdn Bhd or Secret Recipe, ("The Organiser")'s 25th Anniversary Spin & Win + Grand Lucky Draw ("the contest") is open to all Malaysian citizen who registered as SR Rewards members aged 18 years old and above. This contest is valid for purchases made at all participating Secret Recipe Malaysia outlets, excluding Pearl Point, Kompleks Pusat Bandar Pasir Gudang, AEON Mall Taman Universiti, Taman Suria, City Square & AEON Mall Taiping outlets.

Contest

Secret Recipe 25th Anniversary Spin & Win + Grand Lucky Draw

A. Contest Period:

The Contest will run from 1 September 2022 to 31 October 2022, both dates inclusive ("Contest Period").

B. Eligibility:

- a. Contestant(s) must be a Malaysian citizen aged 18 years old and above with a registered SR Rewards membership account and residing in Malaysia.
- b. The following categories of persons are not eligible to participate in the Contest and The Organiser reserves the right to disqualify the contestant(s) from participating in the contest:
 - i. Permanent and/or contract employees of The Organiser and/or its Affiliates ("Affiliates" shall mean each of its franchisee, subsidiaries, holding companies and subsidiaries of such holding companies) and immediate family member(s) (i.e. spouse(s), child/children, parent(s), brother(s) and sister(s)) of The Organiser and/or its Affiliates' permanent and/or contract employees;
 - ii. Representative(s) of The Organiser and/or its Affiliates, the permanent and/or contract employees of Secret Recipe and/or its Affiliates' representative(s) and/ or the immediate family members of the parties above referred;
 - iii. The Organiser related service providers (shall include, but not limited to, advertising agencies, public relations agencies, event management agencies and suppliers), the permanent and/ or contract employees of the related service providers and/ or the immediate family members of the parties above referred.

C. Contest Mechanism:


1. To participate in the Contest, contestant(s) is required to register/ login as SR Rewards member and get one (1) spin for each receipt with a minimum spend of RM30 nett at any participating Secret Recipe outlet during the Contest Period.
2. Valid for dine-in, takeaway and SR GO! Pick Up. Not valid purchases under third party vendors (GrabFood, Lazada or Shopee).
3. SR Rewards membership QR (via app/ website) **MUST** be presented for staff to scan upon making payment.
4. For SR GO! Pick Up, customer must login upon ordering.




5. Contestant(s) need to login SR Rewards via app/ website and tap on Spin & Win Icon to spin the wheel.
6. Each spin entitles for a guaranteed prize and an entry to win Grand Lucky Draw Prize.
7. The more times the contestant(s) participates, the higher the chance of winning the prize in Grand Lucky Draw.
8. All entries from qualified contestant(s) will be accumulated on 1 November 2022, 12:00 AM.
9. The winner(s) of the Grand Lucky Draw will be randomly selected through a digital draw system based on random algorithm.
10. The total number of entries received shall be based on transactions captured in Secret Recipe's system during the Contest Period.
11. The Grand Lucky Draw announcement will be made on 8 November 2022.
12. Any transaction that is reversed or cancelled during the contest period is not eligible for the Contest.
13. The Organiser reserves the right to amend the terms and conditions without prior notice.




D. Prizes



Spin & Win Guaranteed Prize Vouchers and the terms and conditions

1. There will be a total of nine (9) types of guaranteed prize vouchers to be won, consisting of:
 - a. 500 Reward Points.
 - b. 1000 Reward Points.
 - c. RM 3 Cash Voucher.
 - d. RM 5 Cash Voucher.
 - e. 10% Discount Voucher.
 - f. 15% Discount Voucher.
 - g. 50% Off for 2nd Main Course Voucher.
 - h. 50% Off for Chocolate Indulgence (slice cake) with any main course purchased Voucher.
 - i. GrabFood RM3 Discount Voucher.
2. All guaranteed prize vouchers will be instantly issued to contestant(s) via SR Rewards membership account under Rewards section.
3. Reward points will be instantly credited to SR Rewards membership account.
4. All guaranteed prize vouchers are valid for next purchase only.
5. All guaranteed prize vouchers are subject to terms and conditions and are available only whilst stocks last.

Voucher	Terms & Conditions	Validity
500 Reward Points 	<ul style="list-style-type: none"> • 500 points will be credited to SR Rewards Membership account. • Members may redeem their earned Points in Rewards section in SR Rewards membership account. • SR Rewards points are not transferable to other party, non-refundable and not exchangeable for cash. • Secret Recipe is not responsible and not liable for any loss, theft or destruction of the SR Rewards Points and has no obligation to replace or refund value for lost, stolen or damaged. • Secret Recipe reserves the right to reject Points deemed forged or expired. • Secret Recipe reserves the right to amend the terms and conditions without prior notice. 	

<p>1,000 Reward Points</p> 	<ul style="list-style-type: none"> • 1,000 points will be credited to SR Rewards Membership account. • Members may redeem their earned Points in Rewards section in SR Rewards membership account. • SR Rewards points are not transferable to other party, non-refundable and not exchangeable for cash. • Secret Recipe is not responsible and not liable for any loss, theft or destruction of the SR Rewards Points and has no obligation to replace or refund value for lost, stolen or damaged. • Secret Recipe reserves the right to reject Points deemed forged or expired. • Secret Recipe reserves the right to amend the terms and conditions without prior notice. 	
<p>RM3 Cash Voucher</p> 	<ul style="list-style-type: none"> • E-Voucher must be presented to staff upon redemption. • E-Voucher is valid till 31 December 2022 and must be redeemed within the stated period of validity. • E-Voucher redemption is valid for dine-in or takeaway at all Secret Recipe outlets in Malaysia excluding Pearl Point, Kompleks Pusat Bandar Pasir Gudang, AEON Mall Taman Universiti, Taman Suria, City Square & AEON Mall Taiping outlets. • Additional top up is required for any purchase exceeding the voucher value. • This E-Voucher is not transferable to other party, non-refundable and not exchangeable for cash. • Secret Recipe is not responsible and not liable for any loss, theft or destruction of the E-Voucher and has no obligation to replace or refund value for lost, stolen or damaged. • Secret Recipe reserves the right to reject any voucher deemed forged or expired. • Secret Recipe reserves the right to amend the terms and conditions without prior notice. 	<p>31 Dec 2022</p>
<p>RM5 Cash Voucher</p> 	<ul style="list-style-type: none"> • E-Voucher must be presented to staff upon redemption. • E-Voucher is valid till 31 December 2022 and must be redeemed within the stated period of validity. • E-Voucher redemption is valid for dine-in or takeaway at all Secret Recipe outlets in Malaysia excluding Pearl Point, Kompleks Pusat Bandar Pasir Gudang, AEON Mall Taman Universiti, Taman Suria, City Square & AEON Mall Taiping outlets. • Additional top up is required for any purchase exceeding the voucher value. • This E-Voucher is not transferable to other party, non-refundable and not exchangeable for cash. • Secret Recipe is not responsible and not liable for any loss, theft or destruction of the E-Voucher and has no obligation to replace or refund value for lost, stolen or damaged. • Secret Recipe reserves the right to reject any voucher deemed forged or expired. • Secret Recipe reserves the right to amend the terms and conditions without prior notice. 	<p>31 Dec 2022</p>
<p>10% Discount Voucher</p>	<ul style="list-style-type: none"> • E-Voucher must be presented to staff upon redemption. • E-Voucher is valid till 31 December 2022 and must be redeemed within the stated period of validity. 	<p>31 Dec 2022</p>

	<ul style="list-style-type: none"> • E-Voucher redemption is valid for dine-in or takeaway at all Secret Recipe outlets in Malaysia excluding Pearl Point, Kompleks Pusat Bandar Pasir Gudang, AEON Mall Taman Universiti, Taman Suria, City Square & AEON Mall Taiping outlets. • Only ONE redemption is allowed per bill. No bills splitting allowed. • Discount will only be applied for purchase above RM50 in single receipt on ala carte items excluding whole cake and brownies (tray). • This E-Voucher is not valid with other on-going promotions, bank discounts, privileges and promotional vouchers. • This E-Voucher is not transferable to other party, non-refundable and not exchangeable for cash. • Secret Recipe is not responsible and not liable for any loss, theft or destruction of the E-Voucher and has no obligation to replace or refund value for lost, stolen or damaged. • Secret Recipe reserves the right to reject any voucher deemed forged or expired. • Secret Recipe reserves the right to amend the terms and conditions without prior notice. 	
<p>15% Discount Voucher</p> 	<ul style="list-style-type: none"> • E-Voucher must be presented to staff upon redemption. • E-Voucher is valid till 31 December 2022 and must be redeemed within the stated period of validity. • E-Voucher redemption is valid for dine-in or takeaway at all Secret Recipe outlets in Malaysia excluding Pearl Point, Kompleks Pusat Bandar Pasir Gudang, AEON Mall Taman Universiti, Taman Suria, City Square & AEON Mall Taiping outlets. • Only ONE redemption is allowed per bill. No bills splitting allowed. • Discount will only be applied for purchase above RM50 in single receipt on ala carte items excluding whole cake and brownies (tray). • This E-Voucher is not valid with other on-going promotions, bank discounts, privileges and promotional vouchers. • This E-Voucher is not transferable to other party, non-refundable and not exchangeable for cash. • Secret Recipe is not responsible and not liable for any loss, theft or destruction of the E-Voucher and has no obligation to replace or refund value for lost, stolen or damaged. • Secret Recipe reserves the right to reject any voucher deemed forged or expired. • Secret Recipe reserves the right to amend the terms and conditions without prior notice. 	31 Dec 2022
<p>50% Off for 2nd Main Course Voucher</p> 	<ul style="list-style-type: none"> • E-Voucher must be presented to staff upon redemption. • E-Voucher is valid till 31 December 2022 and must be redeemed within the stated period of validity. • E-Voucher redemption is valid for dine-in or takeaway at all Secret Recipe outlets in Malaysia excluding Pearl Point, Kompleks Pusat Bandar Pasir Gudang, AEON Mall Taman Universiti, Taman Suria, City Square & AEON Mall Taiping outlets. • Only ONE redemption is allowed per bill. No bills splitting allowed. • Main course selection is valid for Asian Classic, Chicken, Pasta & Western category. • Discounted main course must be of equal or lower value. • This E-Voucher is not valid with other on-going promotions, bank 	31 Dec 2022

	<p>discounts, privileges, set meals and promotional vouchers.</p> <ul style="list-style-type: none"> • This E-Voucher is not transferable to other party, non-refundable and not exchangeable for cash. • Secret Recipe is not responsible and not liable for any loss, theft or destruction of the E-Voucher and has no obligation to replace or refund value for lost, stolen or damaged. • Secret Recipe reserves the right to reject any voucher deemed forged or expired. • Secret Recipe reserves the right to amend the terms and conditions without prior notice. 	
<p>50% OFF – Chocolate Indulgence Slice Cake</p> 	<ul style="list-style-type: none"> • E-Voucher must be presented to staff upon redemption. • E-Voucher is valid till 31 December 2022 and must be redeemed within the stated period of validity. • E-Voucher redemption is valid for dine-in or takeaway at all Secret Recipe outlets in Malaysia excluding Pearl Point, Kompleks Pusat Bandar Pasir Gudang, AEON Mall Taman Universiti, Taman Suria, City Square & AEON Mall Taiping outlets. • Only ONE redemption is allowed per bill. No bills splitting allowed. • Valid with purchase of any ala carte main course selection from Asian Classic, Chicken, Pasta & Western category. • This E-Voucher is not valid with other on-going promotions, bank discounts, privileges, set meals and promotional vouchers. • This E-Voucher is not transferable to other party, non-refundable and not exchangeable for cash. • Secret Recipe is not responsible and not liable for any loss, theft or destruction of the E-Voucher and has no obligation to replace or refund value for lost, stolen or damaged. • Secret Recipe reserves the right to reject any voucher deemed forged or expired. • Secret Recipe reserves the right to amend the terms and conditions without prior notice. 	31 Dec 2022
<p>GrabFood RM3 Discount Voucher</p> 	<ul style="list-style-type: none"> • Promo code is valid till 31st December 2022. • Valid with a minimum spend of RM20 using GrabPay wallet at any Secret Recipe stores on GrabFood, excluding whole cake stores. • Promo code must be entered upon checkout on GrabFood App. • Valid for 1 transaction per user, per Grab account or per device. • Promo code is not valid for Self-Pick-Up or Cash on Delivery orders. • This promo code is not valid with other on-going promotions and vouchers. • Grab reserves the right to alter, extend or terminate the promotion, or amend the terms and conditions at its sole discretion at any time without prior notice. In case of any disputes directly or indirectly arising from the promotion, the decision of Grab shall be final. • These terms and conditions shall be governed by the laws of Malaysia and any dispute arising out of or in connection with promotion shall be referred to the exclusive jurisdiction of courts of Malaysia. 	31 Dec 2022

Grand Lucky Draw Prizes

1. Each eligible contestant will stand a chance to win a maximum of one (1) prize in Grand Lucky Draw throughout the Contest Period.

2. The winner(s) of Grand Lucky Draw will be announced via The Organiser's official Facebook Livestream on 8 November 2022 or such other date and platforms as decided by the organiser at its absolute discretion.
3. The winner(s) will be contacted by the organiser to retrieve further details after Facebook Livestream.
4. The winner(s) agrees to attend prize ceremony and appear in all promotional materials related to the Contest if requested by the organiser.
5. There will be a total of one hundred (100) prizes to be won consisting of :

Prize	Item	Specifications	No. of Winners
Grand Prize	Proton X50	1.5T Premium Passion Red	1
Second Prize	Samsung Galaxy S22+	S22+ 5G (8GB + 256GB)	5
Third Prize	Sharp 60" Smart TV	Android UHD TV	5
Fourth Prize	HP Laptop	HP Pavilion 15	5
Fifth Prize	Dyson Pure Cool Air Purifier Tower Fan	-	5
Sixth Prize	Philips Premium Air Fryer	7.3L Premium Air Fryer XXL	5
Seventh Prize	Xiaomi Robot Vacuum	-	5
Eighth Prize	Samsung Galaxy Watch4 Bluetooth	40mm	5
Ninth Prize	Dyson Supersonic Hair Dryer		5
Tenth Prize	Hamilton Beach Cast Iron Dutch Oven		5
Eleventh Prize	Secret Recipe RM250 e-Cash Voucher		54

6. The winner shall be responsible for any additional costs, duties, taxes, which shall include but not limited to car registration fee, road tax, insurance, special car registration number and other expenses which may be incurred as a result of and/or related to their acceptance of the Proton X50 1.5T Premium Passion Red.
7. Secret Recipe RM250 Cash Voucher will be issued as E-cash vouchers to winner(s) via SR Rewards membership account under Rewards section. Each E-cash voucher denomination is RM50, the winner(s) will receive 5 e-vouchers in total.
8. Visuals shown are for illustration purposes only. The size, colour and model of the prizes are subject to availability. Actual specifications of the prizes may vary from the visuals portrayed in any marketing collaterals displayed.
9. In the event of unavailability of the prize portrayed in marketing collaterals, the organiser reserves the right to change or replace the prize with another prize of a similar value.
10. The winner(s) will be contacted by the organiser or its appointed representative via telephone based on the phone number that contestants filled in the SR Rewards membership database. All contestants shall ensure their phone number is valid and reachable.
11. In the event if the winner(s) cannot be contacted at least five (5) attempts and/or days, the prize will be forfeited and the organiser will award the prize to the next person who will be selected through the digital draw system.

12. In the event if the winner(s) is unable to collect the prize within one (1) month from the announcement date specified by the organiser, the prize shall be forfeited, and the organiser shall not reimburse to the winner as the collection period will not be extended.
13. In the event if the winner(s) chooses not to accept the prize, they forfeit all claims to the prize, the prize will be dealt with at the absolute discretion of the organiser.
14. The winner(s) must claim the prize physically in person or nominate someone to replace at the location specified by the organiser, either prize giving ceremony or any other event required at his/her own costs and expenses. The organiser reserves the right to forfeit the prize if the winner(s) fail to do so.
15. Winner(s) needs to present his/her identity card or passport or any identification material and SR Rewards membership page for verification to claim the prize. The organiser reserves the right to forfeit the prize if the winner(s) fail to do so.
16. All costs and expenses to be incurred by the winner(s) in relation to the Contest and/or to claim the prize, including costs for transportation, accommodation, meals, courier, personal costs and/or any other costs, are at the sole responsibility and cost of the winner(s).
17. The prize won is non-refundable and non-exchangeable for cash or any items.
18. The organiser is not responsible and not liable for any loss, theft or destruction of prize and has no obligation to replace or refund value for lost, stolen, defect or damaged of prize is not due to the fault of the organiser.
19. The organiser reserves the right to publish the names and photographs of the winner(s) and audio/visual recording for marketing purposes without compensation even after Contest Period and that he/she shall not be entitled to claim ownership or copyright.
20. The winner(s) must comply with all laws and regulations currently in place and the terms and conditions of the prize. The organiser has no responsibility for any tax obligations that may arise from the prize. The winner(s) is advised to consult professional advice regarding tax filing and legal implications that may have on the winner's own financial situation by accepting the prize.
21. Each contestant(s) and winner(s) agree that he/she shall be responsible for all risks of participating in the Contest and/or usage of the prize. The organiser is not responsible for any accident, damage, loss, claim, action, penalty or proceeding incurred and/or suffered by any person(s) as a result of the participation in the Contest and/or usage of the prize. Neither the organiser nor any of its officers, employees, representatives and/or third-party service provider engaged by the organiser for this Contest shall be liable to any person participating in this Contest for any direct or indirect consequential loss arising from or in relation with this Contest.
22. The organiser's decision is final and conclusive, the winner(s) agree to the decisions and terms & conditions prior joining the contest. No correspondence will be entertained and no contestant(s) shall appeal to review the organiser's decisions in court.

Personal Information

1. By submitting an entry, contestant(s) agrees to give consent for their personal information in line with Personal Data Protection Act 2010, for the following purposes: -
 - For the processing of the contest
 - For marketing and research purposes
 - For any purposes required by law
 - To update you the latest promotion, products and services
 - To respond to your queries

2. By submitting an entry, you are indicating your consent to allow the organiser to send you updates on any other products, services, promotions and upcoming events.
3. All personal information submitted must be complete, true and accurate.

Additional Terms:

1. All terms and conditions applicable to the SR Rewards membership (app/ website) shall apply here.
2. The organiser shall not be responsible or liable for any error, omission, interruption, deletion, defect, delay in transmission, communications line failure, theft or destruction, unauthorized access to, or alteration of, or any problems or technical malfunction of any telephone network or lines, computer equipment, online systems or software, servers or providers, failure of e-mail or players on account of technical issues on the internet and/or websites.
3. The organiser reserves the right to verify the validity of any entry and disqualify the contestant(s) from participating in the contest or receive the prize if any dishonest activities or violation of terms and conditions are found. The contestant might risk being excluded from all the organiser's activities, at the organiser's sole and absolute discretion.
4. The organiser has the sole and absolute discretion to amend any of the terms and conditions and/or to cancel this contest at any time without prior notice. For the avoidance of doubt, suspension, termination, or cancellation of this Contest shall not entitle the contestant(s) to claim for compensation against the organiser for any losses or damages suffered or incurred by the contestant(s) as a direct or indirect result of the act of suspension, termination, or cancellation of this contest.
5. These terms and conditions shall be governed by the laws of Malaysia and all dispute arising out of or in relation with the Contest are subject to the exclusive jurisdiction of the courts of Malaysia.