



Romero Group Loyalty Program

myRomero; Romero Group Loyalty Program (the "Loyalty Program") is developed and managed by ePoints in Amman, Jordan.

These general Terms and Conditions hereinafter referred to as the "T&C" govern the eligibility and participation to the Loyalty Program which allows the member of the Loyalty Program to collect Points based on purchases made in any of the **Romero Group** outlets in Jordan as defined hereunder, in order to benefit from offers and promotions under the Loyalty Program in accordance with the Terms and Conditions stated herein.

Please read these T &C carefully and print a copy of them for your records if necessary.

Use of your points Rewarded to you from the Loyalty Program will constitute your acceptance of these T&C.

Your membership of the Loyalty Program shall commence on the date of the receipt of your Loyalty Program Card hereinafter referred to as the "Loyalty Card"; or

The date of the successful registration into the Loyalty Program application hereinafter referred to as (the "Loyalty App")

Thereafter you will become a ("Member") and eligible to collect points in accordance to the Loyalty Program T&C.

Romero Group: means the following restaurants:

- **Romero Restaurant**
- **The Living Room**
- **Loft**
- **Sufra Restaurant**
- **Umm Qais Rest House**
- **The Royal Yacht Club Restaurant**
- **The Red Sea Loft**

Terms & Conditions

1. myRomero Loyalty Program membership

1.1 obtaining and activating your **myRomero** Loyalty Program membership:

in order to become a Member of **myRomero** Loyalty Program you must become a registered account holder through either:



- **myRomero** Loyalty App :

The Loyalty App is available to download for free from the app store for IOS users or play store for android users.

You can activate your account by visiting **myRomero** Loyalty App, complete the “online” registration form, and create a secure password to access your account on the Loyalty App. Your login details and password are confidential information that **will not** be shared or sent to any third party.

Please ensure you keep your User ID and password secure. If you believe someone else has access to, or is using, your User ID and/or password, you must inform us either by E-mail at **myromero@romerogroup.jo** or by phone **0796000016** and create new login details on The Loyalty App by updating your profile information.

- **myRomero** Loyalty Card:

myRomero Loyalty Card Issued for dine-in customers only in any of **Romero Group** outlets,

You can activate your Loyalty Card by creating an account through completing an “offline” registration form in any of **Romero Group** outlets.

1.2 Notification e-mail/ SMS / phone call of the successful and completed full account information will be sent to you upon first transaction.

1.3 Loyalty Program is applicable in the following outlets

- **Romero Restaurant**
- **The Living Room**
- **Loft**
- **Sufra Restaurant**
- **Umm Qais Rest House**
- **The Royal Yacht Club Restaurant**
- **The Red Sea Loft**



2. Points Scheme

2.1 Members of **myRomero** Loyalty Program are rewarded points; each 1 Jordanian Dinar rewarded on bills is equalant to 100 points at any of **Romero Group** outlets.

2.2 Points are calculated based on the **total bill** before service charge and sales tax.

2.3 Newly registered members will get hold of the **First “FRIENDS” Tier** of **myRomero** Loyalty Program

2.4: Upgrading Tiers:

First Tier: FRIENDS

- The **First “FRIENDS” Tier** offers 5 points for every 1 JOD spent which can be redeemed at any of **Romero Group** outlets
- Every point rewarded has an expiration date of 2 years; the point is to be redeemed within a period of 2 years
- No minimum spending is required to remain in the **First “Friends” Tier**
- Once 2500 JOD have been spent within one year, the member of **myRomero** Loyalty Program is automatically upgraded to the **Second “Family” Tier** and will be notified accordingly

Second Tier: FAMILY

- The **Second “FAMILY” Tier** offers 10 point for every 1 JOD spent which can be redeemed at any of **Romero Group** outlets
- Every point rewarded has an expiration date of 2 years ; the point is to be redeemed within a period of 2 years
- To remain in the **Second “FAMILY” Tier** during the following year, a minimum spending of 4,000 JOD needs to be maintained during the year.
- In case minimum spent is not achieved, the member will be downgraded to the **First “FRIENDS” Tier** and will be notified through accordingly
- Once 7500 JOD have been spent within one year or less, the member of **myRomero** Loyalty Program is automatically upgraded to the **Third “PARTNERS” Tier** and will be notified accordingly



Third Tier: PARTNERS

- The **Third “PARTNERS” Tier** offers 15 points for every 1 JOD spent which can be redeemed at any of **Romero Group** outlets
- Every point rewarded has an expiration date of 2 years ; the point is to be redeemed within a period of 2 years
- To remain in the **Third “PARTNERS” Tier** during the following year, a minimum spending of 7501 JOD needs to be maintained during the year.
- In case minimum spending is not achieved, the member will be downgraded to the **First “FRIENDS”** or **Second “FAMILY” Tier** depending on the minimum spent throughout the year and will be notified accordingly

3. Registration Information

3.1 when you register with the Loyalty Program, you will be required to provide the following information: email address, name, date of birth, gender, address and mobile phone number.

3.2 You are to provide current, accurate, truthful and complete information about yourself during the registration process, as prompted by the Registration Form. You shall also update such information when needed to ensure that it remains current, accurate, truthful and complete at all times.

3.3 Romero Group shall not be responsible for any untoward incidences resulting from incomplete and insufficient information on Members.

3.4 Any information provided by you in the Registration Form or gathered by Romero Group shall be subject to the terms of the Loyalty Program's Privacy Policy which are incorporated herein.

3.5 In the event **Romero Group** determines or has reason to believe that the information you provide is not current, is inaccurate, incomplete in any way or that you have provided **Romero Group** with false or misleading registration information, **Romero Group** reserves the right either to suspend or terminate your membership of **myRomero** Loyalty Program.

3.6 Personal information are collected to:

- Administer the Loyalty Card Program - including the management of Member accounts, to accurately record and update Points balances
- Process Member spend
- Communicate information and offers to Members



- Understand and analyze Member needs and preferences
- Develop, enhance, market and provide products and services to meet these needs
- Enable Members to participate in promotions, draws...

4. Collecting Points

4.1 The Points are obtained only when presenting the card or app for purchases made at any Romero Group outlets in Jordan. The Points are then credited to the Member's account. Points are awarded only for services actually supplied and paid for.

4.2 Accrued Points have no monetary value and cannot be sold, transferred or otherwise dealt with except in accordance with these Terms and Conditions.

4.3 No Points will be earned for any purchase through redemption of Points, except if and to the extent the Member has paid in part for such purchase, in addition to the redemption of Points.

4.4 Romero Group shall, from time to time, at its own discretion, within reasonable means, amend and revise the number of Points required for Reward without prior notice to Members.

4.5 Should any transaction be null and void or a reversal be conducted, whether immediately or at a later time, or should the Member receive a refund from the transaction, the Points earned with respect to such transactions will be deducted from the Member's account without any notification to the Member.

4.6 The Points will only become valid when notification of such Points has been received and recorded in the Member's account.

4.7 The outstanding balance of Points as recorded in the Member's account maintained by **Romero Group** will be deemed correct. If a Member believes that there is an error in his/her account records, the Member must inform **Romero Group** in writing within fourteen (14) days of the date when the relevant account details were provided to the Member. Failing to do so, means the Member shall be deemed to have accepted the account. Any claim, must be sent by e-mail to the following address: **myromero@romerogroup.jo**

4.8 **Romero Group** reserves the right, at its own discretion, within reasonable means and belief, to classify selected transactions as fraudulent transactions until proven otherwise, to protect the interest of **myRomero** Loyalty Program.



5. Intellectual Property Rights

5.1 **myRomero** Loyalty Program will continue till the time **Romero Group** will run the program. **Romero Group** has the sole authority to dissolve **myRomero** Loyalty Program at anytime. Entitlements to **myRomero** Loyalty Program's existing Members will cease to be available on and from that particular date forward. **Romero Group** is not liable to inform the Members of dissolution or closing **myRomero** Loyalty Program in the event such situation arises.

5.2 **Romero Group** may, at its own discretion, terminate Members (including their **myRomero** Loyalty Card or App) from **myRomero** Loyalty Program without prior notice. **Romero Group** may also terminate a Members access or suspend his/her eligibility for **myRomero** Loyalty Program and its benefits, without notice, for any conduct that **Romero Group**, in its sole discretion, believes is in violation of any applicable law or is harmful to the interests of **myRomero** Loyalty Program. Upon termination, all accumulated and remaining Points shall become void and irredeemable for redemption items.

5.3 Should any of the following events occur, **Romero Group** reserves the right to terminate a Member's membership and revoke any accrued points:

- Failing by a Member to comply with these Terms and Conditions which includes any variation and/or addition thereto
- Supplying false or misleading information
- Abuse of any Member's privileges
- Death or bankruptcy of the Member
- **Romero Group** suspects that the Points were fraudulently accumulated provided in connection to **myRomero** Loyalty Program

5.4 The **Romero Group** has the right to change, limit, modify or cancel **myRomero** Loyalty Program at any time, without notice, even though such changes may affect the value of Points, or the ability to obtain certain rewards. The **Romero Group**, among other things: a) increase or decrease the number of points received for a stay or required for a reward; b) withdraw, limit, modify or cancel any reward; c) change program benefits, locations served by the **Romero Group**, conditions of participation, rules for earning, redeeming, retaining or forfeiting Points, or rules governing the use of rewards; d) change or cancel **myRomero** Loyalty Program. In accumulating Points, Members may not rely upon the continued availability of any reward or reward level, category or tier.

5.5 A Member may cancel his/her membership at any time by writing to **Romero Group** at myromero@romerogroup.com.

6. Privacy Policy

6.1 As the operator of **myRomero** Loyalty Program **Romero Group** recognizes the Member's trust is fundamental to the value of **myRomero** Loyalty Program, therefore **Romero Group** is committed to protecting the Member's privacy.



6.2 This privacy commitment demonstrates how **Romero Group** will ensure the confidentiality and privacy of the information the Member entrusts **Romero Group** with. Personal information are collected to:

- Administer the Loyalty Card Program - including the management of Member accounts, to accurately record and update Points balances
- Process Member's spend
- Communicate information and offers to Members
- Understand and analyze Members' needs and preferences
- Develop, enhance, market and provide products and services to meet these needs
- Enable Members to participate in promotions, draws...

6.3 Members also irrevocably consent to receive short message service (SMS) broadcast and other text, image, multimedia, email and other types of broadcast from **Romero Group** and/or its partners on promotions and other matters.

7. General

7.1 **Romero Group** reserves the right to amend these Terms and Conditions, the products or services to be purchased through Points' redemption, and/or the participating outlet at any time without prior notice to the Members, therefore the Member understands that These T&C are subject to modification, cancellation, or limitation at the sole discretion of **Romero Group**, without notice. The number of points required to redeem any Reward may be substantially increased, any Reward may be withdrawn, and restrictions on any Reward or reward redemption ("Reward Redemption") may be imposed at any time.

7.2 Membership in myRomero Loyalty Program and all related benefits are offered at the sole discretion of **Romero Group**. **Romero Group** reserves the rights, from time to time, to restrict, suspend or otherwise alter aspects of these Terms and Conditions without notice to the Members.

7.3 Every effort is made to ensure that information supplied to Members is correct. However, **Romero Group** will not be held liable for any inaccuracy or erroneous description or information on **myRomero** Loyalty Program and these Terms and Conditions.

7.4 **Romero Group** is the final authority as to the interpretation of these Terms and Conditions and as to any other questions or disputes regarding **myRomero** Loyalty Program.

7.5 **Romero Group** assumes no responsibility for any loss of any nature resulting from Member participation in **myRomero** Loyalty Program.

7.6 **Romero Group** assumes no responsibility for any technical failure of **myRomero** Loyalty Program system, e-mail system and mobile short-messaging-service system.

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7.7 **Romero Group** assumes no responsibility for any system malfunction and/or permanent loss of the database system and Points database due to malicious activities including, but not limited to war, sabotage, and/or attacks to **Romero Group** data centers and/or any unfortunate events such as natural disasters affecting the System, and/or database system and/or Points database. As such, **Romero Group** will not be held liable for any form of compensation regarding the above.