

Family Leisure Pte Ltd - Orchid Bowl
U Bowling

Terms and Conditions

Family Leisure Pte Ltd operates the “U Bowling”. By applying for the membership, you have agreed to the following terms & Conditions.

1. Orchid Bowl will set up a membership account for you after receiving a fully completed application form, and payment of any membership fee as from time to time prescribed. Orchid Bowl reserves the right to reject any application or to terminate any membership account without assigning any reason therefor.
2. All discount rates including special bowling rates and benefits will only be offered to current valid U Bowling members.
3. Orchid Bowl reserves the right to use any or all the information provided by you in the application form for marketing purposes for itself and its related companies.
4. Orchid Bowl may add, amend or change any of these terms and conditions at its sole discretion and without prior notice. Orchid Bowl may also, without assigning any reason therefor, suspend, modify or terminate the U Bowling members’ programme or replace it with another.
5. The amendment and supplement in the terms and conditions shall be binding on the U Bowling member as long as his/her membership is valid under these terms and conditions.
6. Orchid Bowl reserves the rights to add, amend, change or remove any of the benefits or/and discount rates without prior notice.
7. Benefits will be awarded for qualifying purchases at all Orchid Bowl centres under such conditions that may be stated by Orchid Bowl from time to time.
8. Orchid Bowl disclaims all liability howsoever arising for any loss or damage occasioned by or resulting from U Bowling membership.
9. Applicants for U Bowling membership are required to provide correct and true information in the application form.
10. This membership is applicable to Union members only and is not transferable.
11. Only nEbO, NTUC, NTUC Plus, U and U Plus card holders are eligible to sign up as U Bowling members.
12. Membership valid for a year from the date of sign-up. There will be no grace period to utilise any balanced U Bowling value in the U card after U Bowling membership expires.
13. U Bowl membership registration has to be done at any Orchid Bowl centres.
14. A minimum amount of S\$10.00 is required for each value top-up and the maximum amount would be S\$100.00.
15. The maximum value in each (U Bowling) U card is S\$900.00.
16. Top-up amount must only be in tens, e.g. \$10, 20, 30 etc.
17. There will be an S\$5.00 administration fee for any refund of card value. 10% of the card value will also be retained.
18. U Bowling members are able to earn LinkPoints base on their top-up amount, e.g. \$1 top-up = 2 LinkPoints earned.
19. Non-Union members will get their (U Bowling) U card within 2 months from date of sign-up.
20. All prepaid value does not include goods and services tax or any other taxes/charges imposed from time to time by regulatory or governmental bodies.
21. The U card with U Bowling value will be accepted at all Orchid Bowl centres.
22. No changes to be made after transactions have been recorded and done by U cards, using U Bowling value.
23. U Bowling members may check the balance of his/her U Bowling value at all Orchid Bowl centres.
24. U Bowling value in U card will automatically expire after 1 year from the date of the first top-up.
25. Any dispute on the U Bowling value balance shall be notified Family Leisure Pte Ltd within 30 days from the date of the relevant transaction.
26. The U Bowling value available in each U card cannot be combined.
27. U Bowling value of U card shall be automatically cancelled without further notice if the validity period of U Bowling membership expires.
28. U Bowling value will not be usable if Union membership has been terminated. Any refund of U Bowling value will incur a \$5.00 administration charge.
29. Family Leisure Pte Ltd shall not be liable for any prepaid value deducted in furtherance to usage that may be made by persons other than U Bowling members under whatever circumstances.
30. Any lost / stolen of U Bowling member’s U card must be reported to NTUC at 6213 8008 immediately and the member will then get a replacement U card with the same amount of balanced U Bowling value within 7-14 working days after all necessary documents/payments are in place. This telephone number operates from Mondays to Fridays from 9am to 6pm and Saturday from 9am to 1pm. This hotline will be closed on Sundays and public holidays.

31. When someone picks up a lost / stolen (U Bowling) U card, they can utilize the store value amount inside if the member did not call in to report about his / her missing card.
32. If members called in to report on their missing card immediately, the person whom picks up the cards will not be able to utilize the store value amount inside.
33. The previous top-up amount and the LinkPoints in any lost / stolen (U Bowling) U card will be transferred to the new replacement cards.
34. The U Bowling members shall immediately notify Family Leisure Pte Ltd in writing of any change of his/her Database whereupon Family Leisure Pte Ltd shall take all practicable steps to update the Database within a reasonable time provided that Family Leisure Pte Ltd shall not be liable for any losses or damages that may be suffered by the U Bowling member arising whether directly or indirectly from Family Leisure Pte Ltd's delay or failure in updating the members' database for any reasons whatsoever.
35. Any notice to be given to U Bowling members shall be deemed to have been properly given if sent by prepaid post to the address recorded in the Database.
36. Any application is subject in fulfilment of any other conditions set by Family Leisure Pte Ltd.