

FAQs on the Sports Barn Membership Program

1. What is the membership program all about?

Sports Barn Membership program is designed to reward our loyal customers who have been supporting us for the past three years in the industry. Members can choose **EITHER** to enjoy a flat discount on court rental **OR** to start accumulating points which can be redeemed with varieties of gift.

Option A – Flat Discount On Court Rental

Court A RM90.00 (Non-Member) / RM85.00 (Member)

Court B RM115.00 (Non-Member) / RM105.00 (Member)

Court C RM125.00 (Non-Member) / RM115.00 (Member)

Option B – Points Accumulation

For every one (1) Ringgit spend on court rental at Sports Barn, you will earn one (1) Sports Barn (SB) point. Accumulate enough points and exchange for selected gift/s.

2. What do I get if I become a member?

On top of the discounts / points accumulation privileges, a Sports Barn member will enjoy the following:

- 20% discount on any Adidas products at Adidas Stores in KLCC or KL Sentral
- 10% discount on all products at the Sports Barn Sports Kiosk
- Waiver of registration Fee at our Fitness Studio
- 50% discount for the first month of the monthly fee for the Jazzercise Fitness Program
- 10% discount of our Kids Birthday Package
- Discount on Registration Fee for all our in house competitions

3. I want to be a member. How do I apply for the membership program?

Just ask for the membership application form from our friendly crew at the Sports Barn Customer Service Counter, fill in the details and submit it to the counter.

4. Do I have to pay any fees to join as member?

Yes. RM10.00 membership fee is required and it is chargeable on a yearly basis.

5. Is there any expiry date for the membership? If so, when does my membership card expire?

Yes. Your membership period is valid for one year from the date of registration. You may renew your membership by paying the RM10.00 membership fee.

6. Is there any expiry date for the points? Can I bring it forward to the next following year?

Yes. Your points are valid for one year and you need to redeem your gifts within this period. You may only bring forward 20% of your point balance to the following year.

7. Can I choose both privileges at the same time?

No. You have to choose EITHER ONE of the privileges.

8. Why do I need to insist on getting my receipts?

You need to show proof of purchase/booking paid when updating your point at the Customer Service Counter. This would mean that you need to show your valid receipts (issued by Sports Barn and has been fully paid) together with your membership card, before you can update your point.

9. I am a student. Do I need to apply for the membership to enjoy the benefits? If so, how much is the fee? Will I get to enjoy the student's rate after I join the membership program?

Yes. You need to apply for the membership to enjoy the privileges. The student membership fee is RM5.00 per annum. You will still get to enjoy student's rate (during student's hour) after you join the membership program.

10. I want to update my points. How do I update the points?

As describe above, points can only be accumulated when proof of purchase has been shown (i.e. in the form of Sports Barn valid receipts) and submitted to the customer service crew who will update it in the Members Gift Redemption Card.

When updating the points, member should produce his membership card to the crew on duty to be verified. Crew will proceed to update the Members Gift Redemption Card using the membership no as a basis for search.

11. Can I update my points using my old receipts? Is there any expiry date for the receipts? Can I come back after one month and update my points using last month's receipts?

No. You cannot update your point using old receipts. You have to update your point on the same day you purchase product / play at Sports Barn.

12. How can I be sure that the point balance is accurate?

We believe in transparency when doing our transaction. Every points updated by our crew is done in the presence of our member. Our crew will explain the update process, how it is calculated and proceeds to update the new balance. You are required to acknowledge the new updated balance by signing the Membership Gift Redemption Update Card

13. I want to redeem the gifts offered. How do I redeem? What is the procedure?

Firstly, you need to check you available point balance before determining the gift that you want to redeem. You may check your balance at the Sports Barn Customer Service Centre. Once you have determined the balance is enough to redeem the preferred gift, ask for the Redemption Form from the counter and fill in the particulars and submit it to our crew at the Customer Service Centre. The crew will advise you on whether you may get to redeem the gift instantly or you may have to wait for 3-4 weeks before you can collect it.

14. I want to redeem the gifts offered but I am not sure about my point balance. How do I check on my point balance? Can I call in or do I have

to be in Sports Barn in-person to check on the balance?

You do not have to be at Sports Barn in-person to check on your point balance. You can call in to check on your balance.

15. Can I redeem more than one gift at one time?

You may do so PROVIDED that you have enough points to redeem more than one gift.

16. When can I collect my gift? Do I have to go to Sports Barn in-person to collect it? Can it be delivered to me instead?

Some gifts can be redeemed instantly while some others require 3-4 weeks before it can be collected. For the non-instant gifts, we will encourage you to come personally to collect the gift. However, your friend may collect the gift on your behalf PROVIDED he must show some proof that you have authorized him/her to collect on your behalf. We will ask him/her to provide us with your I.C Number and hand phone and we will call you to double check the person's identity

17. Why does it take 3-4 weeks to collect certain items in the list? Why can't I collect it instantly?

Some products are not kept in our store and it may require us to order from our supplier.

18. I have just lost my membership card. Can I get a replacement for it? What is the procedure? Is there any penalty imposed on me? Do I get to transfer my points accumulated from the loss card to the new one? Can I still retain the same card number?

You can get a replacement for your lost card by applying for a new card. You will be charged an administration fee of RM5.00 and your point will be transferred to the new card. You cannot however retain the same number as the lost card.

19. How do I inform you of change of address or any other details?

Just walk-in to our counter or just call in to update you particulars.

20. Can I use somebody else's card to enjoy the privilege?

The card is non-transferable. Therefore, you cannot use other member's card to enjoy the privilege.

21. Can I redeem the gifts offered on behalf of my friend?

Yes. *(Please see no. 16 above)*

22. Where else can I use the Sports Barn membership card?

At the moment, you can use the Sports Barn membership card at Adidas Sore in KLCC or KL Sentral. The Sports Barn is striving in getting more partners to join and participate in our membership programs. We will inform all members of any new privilege in the future.

23. What are the gifts that I can redeem?

Instant gifts:

Can Drink, guards, team jerseys, Bips, Ball, Boots, Shorts, Socks, Tournament

Voucher

Non-Instant gifts:

SB Cap, SB T-shirt, International Jersey, Watches, Camera, Hand phones

24. Does The Sports Barn have any plans to add more items in its membership gift list?

Yes and we will definitely update our members as to our new fabulous offer from time to time.

25. Can I exchange my points for cash?

No. Sports Barn Points can only be exchanged for the rewards listed above.

26. If I do not use the reward value of the vouchers, can I get a cash rebate?

You are encouraged to use up the reward value of the vouchers, as the program does not allow for any refund of unused voucher value.

27. I've lost my voucher. Can I get a replacement?

We are sorry, but we cannot give you a replacement. The redemption vouchers are your personal responsibility and they have to be kept in a safe place until you redeem them.

28. How do I know what rewards I can redeem?

By checking the required points as posted at our bulletin board.

29. I am no longer interested to become a member. How do I terminate the card? Can I get a refund on the registration fee?

You do not have to terminate the card. Once the date expires, the card is automatically terminated unless you renew the membership. You cannot get any refund on the registration fee.

30. Is this membership program applies to other promotion already offered by Sports Barn?

No. The membership program does not apply to corporate bookings as the corporate enjoys some other privileges.

31. I am a member who enjoys flat discount rate. Can I change to point's accumulation instead? If so, how can I do that? What is the procedure?

Yes you can change. You can apply for new card and you may retain both cards.

32. I am a member who enjoys accumulating points to be exchanged with gifts. I have decided to change to the other privilege i.e. to get flat discount. What do I do? What happen to the point balance that I have accumulated?

Yes you can change. You can apply for new card and you may retain both cards.

33. I receive a cash voucher worth RM100.00 for becoming the first 100

member. I want to start using the voucher. When can I start using it? Can I use all of them at one go? Can I use the voucher for basketball or badminton rental? Is there any expiry date for the utilization of the vouchers?

You can start using the voucher anytime after you have joined as member. You can only use one voucher at a time and can be utilized on Futsal Court rental only. There is an expiry date for the vouchers.