TERMS AND CONDITIONS
Mastercard Priceless Special
("**these Terms and Conditions**")

PROMOTION ORGANISERS

1. The **Mastercard Priceless Special** ("**Promotion**") is organised by RHB Bank Berhad [Registration No. 196501000373 (6171-M)] and RHB Islamic Bank Berhad [Registration No. 200501003283 (680329-V)] (collectively, "**RHB**") unless otherwise specified.

2. The vendor or supplier who has participated in the Promotion ("**the Merchant**").
   Merchant name : **JEN, Penang Georgetown by Shangri-La**
   Merchant contact : Mastercard Customer Service 1-800-804594

PROMOTION PERIOD

3. The Promotion runs from **26 October 2026 to 31 December 2026** ("**Promotion Period**"), both dates inclusive.

4. The Promotion is open to all eligible primary cardholders RHB Mastercard Credit Card/-i and RHB Mastercard Debit Card/-i only ("**the Customer**").

TERMS AND CONDITIONS

5. By participating in this Promotion the Customer agrees to the following:-

   (a) RHB Mastercard cardholders enjoy a complimentary night per stay at JEN Penang Georgetown by Shangri-La.
   (b) This Promotion is applicable to Executive Suite, and Apartment only
   (c) Offer includes:
   - Buffet breakfast is served from 6:30am to 10:30am at Club Lounge or Café Jen
   - Coffee, tea, soft drinks and fruit juices are available throughout the day
   - Two hours of complimentary usage of meeting room per stay
   - Computers and Internet Services
   - Light secretarial services with 2 pages printing complimentary per stay
   - High-speed, unrestricted Wi-Fi and broadband Internet access

   (d) Book via the link below : https://www.shangri-la.com/en/offer-detail/hotel/penang/georgetown/Stay/mastercard-exclusive-stay/?WT.mc_id=RGN-SEAA_20260201_MULTI_REFERRAL_MASTERCARD_TACTICAL-REGIONAL_ABOUT-CTA_MCSTAY26_EN-NA-HJP
   (e) A valid Mastercard must be presented during check-in for verification and payment must be made via a valid card.
   (f) Prior reservation is required and is subject to availability.
   (g) The offer is not valid in conjunction with other offers, discounts or promotion.
   (h) Black-out dates are unique to each Participating Property and are subject to change.
   (i) Payment must be made with a RHB Mastercard Credit Card/-i or RHB Mastercard Debit Card/-i.
   (j) This Promotion may be subject to applicable tax, if any.
   (k) This Promotion is based on first come first served basis during the Promotion Period.

6. By participating in the Promotion, the Customer agrees to the followings:-

(a) The Customer is bound by these Terms and Conditions;

(b) The Customers who are interested in participating in this Promotion are advised to read and understand these Terms and Conditions before participating in the Promotion;

(c) Any customer who does not understand any of these Terms and Conditions may contact RHB Customer Contact Centre, whose contact details are set out below;

(d) Payment must be made using RHB Mastercard Credit Card/-i or RHB Mastercard Debit Card/-i only ("RHB Cards");

(e) The Promotion is not applicable to Shariah non-compliant products and services such as liquor, pork, indecent entertainment, tobacco etc. (if any) for Islamic cards;

(f) The Promotion is not exchangeable for cash or other items and cannot be used in conjunction with any other discounts, privileges, promotions, discount schemes, loyalty programmes, discount cards or vouchers;

(g) The Customer is liable for all taxes and other fees and charges levied against him/her under the applicable laws, if any, for the acceptance of the Promotion;

(h) The Customer may contact the Merchant whose contact details are set out above or RHB Customer Contact Centre for all matters relating to the Promotion (including any request to change or limit the processing of his/her personal information) to RHB Customer Contact Centre as follows:

RHB Customer Contact Centre
Email : customer.service@rhbgroup.com
Telephone No. : +603-9206 8118
Form : rhbgroup.com/personal/banking-methods/contactus.html;

(i) RHB gives no representation or warranty with respect to any goods or services provided by the Merchant. In particular, RHB gives no warranty with respect to the quality of goods or services redeemed or their suitability and redeemability for any purpose;

(j) RHB may add, change, modify or remove the Promotion structure, benefit and other features, including these Terms and Conditions, or to terminate the Promotion at any time with sufficient prior notice;

(k) If the Customer is not satisfied with the resolution provided by RHB Customer Contact Centre, the Customer may then refer the matter to the operator of the Financial Markets Ombudsman Service (FMOS) approved by Bank Negara Malaysia which the details can be found at www.rhbgroup.com/s/p; and

(l) In the event of any inconsistency between these Terms and Conditions and any other materials relating to the Promotion, these Terms and Conditions will prevail for matters dealt with in these Terms and Conditions.