

## **Terms and Conditions Spend & Win Contest 2025 (Rezeki Umrah)**

### **Terms and Conditions (English Language Version)**

#### **A. Organizer**

1. This Contest is organized by the Sri Ternak Group of Companies, including ST Rosyam Mart (referred to as “The Organizer”).
2. Spend & Win (“The Rezeki Umrah Contest”) will run from 0:00:00am on 19th March 2025 to 23:59:59pm on 2nd September 2025 (“Contest Period”).
3. Sri Ternak Group of Companies, including ST Rosyam Mart (“Organiser”) reserves the right to shorten or extend the Contest Period without prior notice. All entries received outside the Contest Period shall be automatically disqualified.

#### **B. Contest Eligibility Criteria & Participation Scope**

1. **Citizenship & Residency**  
This Contest is open to all Malaysian citizens and permanent residents who are 18 years of age and above as of 19 March 2025.
2. **Valid Identification Documents**  
Participants must possess valid identification documents, such as a MyKad (National Identity Card) or other officially recognized identification issued by the Government of Malaysia, as proof of identity and age.
3. **Muslim Participants Only**  
This Contest is exclusively open to Muslim participants only, as the grand prize involves an Umrah pilgrimage package, which is a religious obligation specific to Muslims.
4. **Conversion Certificate (if applicable)**  
Participants who are Muallaf (new converts to Islam) must provide a valid certificate of conversion to Islam as proof of religious status if requested by the organizer.
5. **ST Card Membership Requirement**  
This Contest is exclusively open to members of the Sri Ternak Group of Companies, including ST Rosyam Mart, who possess a valid ST Card, unless stated otherwise by the Organizer. The requirement to hold an ST Card may be waived depending on the type and nature of the contest, at the sole discretion of the Organizer.
6. **Exemptions from ST Card Requirement**  
Certain contest activities that do not involve any purchase or transaction, such as public engagement events (e.g. balloon drops, stage games, etc.) or social media-based contests and giveaways, may be open to the general public and will not require an ST Card for participation. The Organizer will specify the eligibility criteria clearly in each contest or activity announcement.

7. Non-Eligibility: Employees and Related Parties

The following individuals are not eligible to participate in this Contest (unless explicitly stated by the Organizer for specific activities):

- a. Shareholders, directors, officers, and employees of the Organizer.
- b. Employees of associated or affiliated companies, agents, and representatives of the Organizer or Prize Sponsors.
- c. Immediate family members of the above individuals, defined as spouse, children, parents, and siblings.
- d. Personnel or contractors involved directly in the planning, execution, or administration of the Contest.

8. Organizer's Discretion for Internal Engagement

Notwithstanding the above, the Organizer reserves the right to determine eligibility exceptions for internal contests such as “Best Employee Awards”, where employees may be nominated and selected as winners. These internal recognitions are governed by separate terms and selection processes as defined by the Organizer.

9. Organizer's Rights

The Organizer retains full discretion and final authority to:

- a. Determine the eligibility criteria on a per-contest basis.
- b. Modify or waive participation requirements (e.g., ST Card ownership) where deemed appropriate.
- c. Approve special inclusions or exemptions on a case-by-case basis.

**C. To Participate in the Contest**

1. Minimum Spend Requirement

To join the Rezeki Umrah Contest, participants must spend at least RM150 in a single receipt at any Sri Ternak Group of Companies outlet, including ST Rosyam Mart.

2. Steps to Join the Contest

To submit your entry, follow these simple steps:

- a. Ensure your ST Card membership is active
- b. Spend a minimum of RM150 in a single transaction at any Sri Ternak or ST Rosyam Mart outlet (Relate to clause 3 and 4)
- c. Scan the QR code, fill in the required details, upload your receipt, and submit your entry form
- d. To complete their participation, each participant must fill in the contest form completely and accurately. The following information is required:
  - a. Full Name (as stated on the Identification Card)
  - b. Identification Card (IC) Number
  - c. Contact Number (active mobile number)
  - d. ST Card Number (must be valid and active)
  - e. Outlet Name where the purchase was made (e.g. ST Rosyam Mart Shah Alam)
  - f. Brand(s) Purchased during the qualifying transaction

3. Other Contest Types

For some contests under the Rezeki Umrah campaign, the spending amount may be different or not required, depending on the contest type. This will be decided by the Organizer and announced in the contest details.

4. The Organizer reserves the right to change the spending amount or entry method for different contests.

5. Valid Purchases

Only purchases made at participating outlets during the contest period will be accepted. Some contests may also require buying certain products or brands.

6. Participants must keep the original receipt as proof of purchase. The Organizer may request it to confirm your participation.

7. Participants must ensure all information is accurate and matches the receipt and ST Card records. Incomplete or incorrect forms may be disqualified.

8. The Organizer will verify all receipts before selecting the winners. Only receipts dated within 24 hours of submission are considered valid for this Contest.

9. Entries with incomplete, inaccurate, or incorrect information will be disqualified.

10. Participants may send as many entries as they wish but each entry must be accompanied with the required details.

11. Late or invalid entries will not be entertained, and no appeals will be considered.

12. Cancelled or refunded transactions are not valid for participation in this Contest.

#### **D. Selection of winners**

1. Winners shall be selected at random, either by hand or other means and methods (which may be manual or computerised) as the Company may determine in its sole and absolute discretion.

2. The Organizer will collect all the contest forms from each participating outlet and consolidate them at a central location (to be determined by the Organizer). All the contest form will be combined into a single box, and the winner selection will be conducted from that box—either manually or through a computerized system, at the Organizer’s discretion. Alternatively, the Organizer reserves the right to conduct the winner selection process at each outlet level, depending on operational needs or campaign structure

3. Before announcing the winners publicly, the Organizer will verify that each selected winner is a registered member with a valid ST Card. If the selected individual is not a member or does not hold an ST Card, the entry will be automatically disqualified, and the prize forfeited (relate to clause B.5)

4. The final list of winners for the Rezeki Umrah Contest will be officially announced within thirty (30) days after the contest period ends. However, the Organizer may choose to make early announcements, including shortlisted names or preliminary results, within seven (7) days at its discretion.

5. All announcements will be made through the following platforms:

- a. Official social media platforms of the Sri Ternak Group of Companies, either via live broadcast or regular postings, and/or

- b. Other communication channels deemed appropriate by the Organizer (such as the official website, WhatsApp, in-store displays, SMS, etc.)
  - c. Participants are advised to monitor these platforms closely for the latest updates. The Organizer reserves the right to make announcements in stages and across multiple channels as necessary.
6. Verification by Appointed Partner ([ikhlas.com](http://ikhlas.com)).
- a. The Organizer has officially appointed [ikhlas.com](http://ikhlas.com) as the authorized partner to carry out the winner verification process.
  - b. All shortlisted winners will be contacted directly by [ikhlas.com](http://ikhlas.com) through a phone call to verify the winner's identity
  - c. Winners are required to cooperate fully by providing accurate and truthful information during this process.
  - d. The eligible prize winners will be contacted via telephone (by SMS, WhatsApp or call) and may be required to correctly answer a question before being declared a winner.
  - e. Should the first attempt to contact the eligible winner fail, for example, no reply, telephone number not in service or no connection, etc, another two (2) attempts will be made within the next twenty four (24) hours of the first attempt.
  - f. Where such further attempts are unsuccessful, the Organiser reserves the right to disqualify the eligible winner and thereafter select the next qualified participant.
  - g. The Organiser will not be held liable in the event the winners cannot be contacted for whatever reasons.
  - h. In the event the eligible winner fails to correctly answer the simple question, the Organiser reserves the right to disqualify the eligible winner and find another eligible winner as replacement.
  - i. The Organizer shall notify the winners not later than sixty (60) days from the end of the Contest Period and the Organizer shall announce and publish the names of the winners on their websites or social media platforms.

## **E. Contest Prizes**

1. The prize for this Contest is a "Umrah Super Economy" package, which includes:
  - a. Travel duration is limited to 9 days and 7 nights, with specific dates assigned by batch.
  - b. Umrah travel arrangements including visa
  - c. [ikhlas.com](http://ikhlas.com) Merchandise
  - d. Quad Room accommodation only (4 persons per room)
2. All other expenses such as passport fees, vaccination, personal allowance, and other related costs not expressly stated in the prize package shall be borne by the winner.
3. The travel dates and Umrah package are fixed and cannot be altered.
4. One Prize Per Winner  
Each participant is entitled to win only one (1) prize throughout the entire Contest Period, regardless of the number of entries submitted or collected by the Organizer.
5. If a participant is selected more than once, only the first valid winning entry will be considered, and the rest will be disqualified

6. All prizes must be claimed by winners at their own expense, starting from three (3) days after the contest ends, based on the timeline decided by the Organizer.
7. The Organizer may set the prize collection period for up to thirty (30) days. Any prize that is not claimed within the given timeframe will be forfeited, and the Organizer shall have no obligation to provide replacements or compensation.
8. The participant is required to produce a proof of identity during or prior to prize redemption for purposes of verification.
9. The only forms of proof of identity accepted by the Organizer are Malaysian identity card and ST Card member. A failure to provide any proof of identity entitles the Organizer to disqualify the participant/winner (Relate to clause B.5)
10. The Organizer reserves the absolute right to substitute any prize with that of similar value at any time without prior notice.
11. The prize awarded in this Contest is transferable to another eligible individual, subject to the Organizer's approval. However, the prize is strictly non-refundable and cannot be exchanged for cash, credit, or any other form of compensation for any reason whatsoever.
12. Any request for refund, substitution, or changes/ alteration of the prize will not be entertained under any circumstances. However, if there are any specific requests to modify the travel arrangements due to special circumstances may result in additional costs, which will be the sole responsibility of the winner and are subject to the organizer's approval.
13. The Organizer will not be responsible if the prize is damaged after it is received by the winner.

## **F. Travel Terms & Conditions**

1. Travel Dates & Batch Allocation  
Winners of the Rezeki Umrah Contest will be assigned to one (1) of the following fixed travel batches:
  - a. First Batch: 2 – 9 September 2025
  - b. Second Batch: 14 – 21 October 2025
  - c. Third Batch: 21 – 28 October 2025
2. Assignment to travel batches will be decided by the Organizer, and participants will be notified in advance.
3. No Changes to Travel Dates  
The travel dates are strictly fixed and cannot be changed or rescheduled for any reason, including personal requests, emergencies, or preferences.
4. No Changes or Upgrades to Package
  - a. The awarded Umrah package is provided in a standard “Super Economy” format, inclusive of merchandise and Quad Room accommodation
  - b. No changes, substitutions, or upgrades (e.g. room upgrades, flight changes, class upgrades) are allowed under any circumstances.
5. Batch Quota Limitations
  - a. Each travel batch is limited to a maximum of 46 participants only, based on flight and package capacity.

- b. The Organizer reserves the right to determine the allocation of winners per batch in a fair and practical manner.
- 6. Mandatory Umrah Course (Kursus Umrah)
  - a. All winners are required to attend a Kursus Umrah (Umrah Briefing & Training Session) organized by the Organizer prior to departure.
  - b. The location of the kursus will be determined by the Organizer. All sessions will be held within the Klang Valley **area** only.
  - c. Attendance is compulsory as part of travel preparation, and failure to attend may result in disqualification or travel restrictions.
  - d. **All winners are required to collect ikhlas.com merchandise on the day of the Umrah course.**
- 7. Organizer's Decision is Final
  - a. The Organizer reserves full discretion in assigning travel dates and making logistical arrangements.
  - b. All decisions are final and no correspondence, appeal, or dispute will be entertained.

## **G. The Prizes Redemption**

- 1. The Prizes are subject to the terms and conditions as stipulated by the organizer. To the fullest extent permitted by law, the Organizer excludes their responsibilities and all liabilities arising from any postponement, cancellation, delay or changes to the Prizes details or any other unforeseen circumstances beyond the Organizer's reasonable control and for any act or default of any third party suppliers or vendors.
- 2. The Organizer shall not be liable for any loss or damage that occurs to the Prizes during the prize giving ceremony. Any additional other costs (i.e. travel expenses) involved to redeem, delivery or collect the Prizes are to be borne by the winner.

## **H. General Terms**

- 1. Participation in the contest constitutes the participant's full and unconditional agreement to the acceptance of all terms and conditions including any revisions/amendments/decisions made by the Organizer at their absolute discretion without any prior notice.
- 2. To the fullest extent permitted by applicable laws, the Organizer offers no warranty or representation whatsoever, express, implied or statutory, in relation to the Contest, the Prizes including, but without limitation, the merchantable quality and fitness for purposes in respect of the Prizes. For the avoidance of doubt, the Organizer is the sole party responsible for the Prizes, organizing and implementation of the Contest. Any queries relating to the Contest should be made directly to the Organizer.
- 3. The Organizer shall be entitled to amend, vary, delete or add to any of these Contest Terms and Conditions and/or substitute or replace the Prizes offered in this Contest with a similar valued prize and/or to modify, cancel, terminate or suspend the Contest at any time without prior notice. No compensation in cash or any kind shall be given for any losses or damages suffered or incurred by the Customers as a result of the above. The Customers are advised to periodically

check for updates of this Contest's Terms and Conditions at the Organizer's websites or social media platforms

4. No responsibility is accepted for ineligible entries or entries made fraudulently.
5. The Organizer retains the rights to forfeit the selected winners if any breach of the Terms and Conditions is found. The Organizer reserves the right to disqualify counterfeit entries, or entries suspected of being counterfeit at any time.
6. The Organizer reserves the right to cancel this contest at any stage, if deemed necessary, and/or if any circumstance beyond its control arises.
7. The Organizer reserves the right to cancel or award the prize(s) to the winner(s) and companion(s) is/are found to be under the influence of alcohol, drugs of any kind, behave(s) in an offensive, uncontrollable, disorderly manner that may tarnish the name or the products/services of the Organizer or its affiliates, representatives and agencies associated in the Contest.
8. The Organizer will not be liable for taxes, if any, on the prize(s) and will be the sole responsibility of the winner(s).
9. Winners are required to be photographed and appear in a video shoot during the prize giving ceremony and the Organizer **and Prize Sponsor** reserves the right to publish, display information including but not limited to the names, photographs, videos of all Winners for marketing, advertising, publicity purposes or in any manner it deems appropriate with no monetary payment.
10. The Organizer's decision is final. Complaints and enquiries will not be entertained.
11. All decisions made in relation to the Contest shall be final, conclusive and binding.
12. The terms and conditions shall be governed and construed in accordance with laws of Malaysia and the exclusive jurisdiction of courts of Malaysia.
13. The Contest Terms and Conditions are available in English and Bahasa Malaysia. In the event of inconsistencies of the languages used, the English language version of the contest Terms and Conditions shall prevail.

## **I. Privacy Notice**

1. By Participating in the Contest, the Customers give their consent to and authorize the Organizer to collect, store, use, process their names, masked Identification Numbers (IC) ST card, and other particulars ("Personal Data") for the purpose of running the Contest, including but not limited to announcing and publishing Personal Data and/or photos of the Customers at the Organizer's website for advertising, publicity purposes and in any manner it deems fit with no compensation.
2. The Organizer may use a third party service including not limited to organizer to process the Customers' Personal Data. All such third parties are contractually obliged, not to use the Customers' Personal Data in any other than way that stated herein.
3. By participating in the Contest, the Customers give their consent to and authorize the Organizer or any 3rd party appointed to collect their Personal Data on their behalf from the Customers' for the purpose of running the Contest including but not limited to validating and shortlisting of the winner.
4. Under the laws of Malaysia, the rights of the Customers includes:
  - a. The rights to withdraw consent for the use of Personal Data at any time by contacting the Organizer by providing the Organizer with the Customers' name and email address for removal of the said Personal Data;

- b. The rights to obtain a copy of the Personal Data which the Organizer hold; and
- c. The rights to correct inaccurate Personal Data.
- d. Declaration By my participation in the Contest I hereby understand that my personal information will be processed for the purpose of this Contest and to be used in the manner as described above.