

JUNGLE TRIBE LOYALTY PROGRAM'S TERMS AND CONDITIONS

Last updated 25.2.2021

1. GENERAL

These Loyalty Terms and Conditions (the "Terms") apply when you join the Jungle Tribe (Viidakkoheimo) loyalty program. In these Terms and Conditions, the loyalty program means the free Jungle Tribe loyalty program operated under the brand name Jungle Juice Bar of Smoothie Heaven Oy and Fruit Scale Ab.

Jungle Tribe membership requires acceptance of these Terms and other applicable terms and conditions, such as the Online Services terms of use.

2. CONTACT INFORMATION

Smoothie Heaven Oy

Business ID: 2347509-2
Kaivokatu 10 B, 00100 Helsinki
+358 50 463 8583 (weekdays 9-16)
info@junglejuicebar.com

Fruit Scale Ab

Fruit Scale Ab c/o Accountor Ab,
Box 1126, 11343 Stockholm
+358 50 463 8583 (weekdays 9-16)
info@junglejuicebar.com

3. JOINING THE JUNGLE TRIBE

The Jungle Juice Bar loyalty program is personal and can be applied for by any individual over the age of 18. A person under the age of 18 can apply for the loyalty program with the permission of their parent or legal guardian. All new loyalty customers must have a valid email address and mobile phone number.

Membership is determined by the customer's place of residence. Jungle Tribe is used in Finland and Sweden. If the customer does not live in the aforementioned countries, the customer automatically becomes a member of the Finnish Jungle Tribe.

Membership in the Jungle Tribe loyalty program is applied for through the Jungle Juice Bar -application by first registering to the app. Membership in the Jungle Tribe requires the customer to provide all requested information. The customer is also responsible for ensuring that the information about him is correct, up-to-date and accurate. If necessary, the customer can update their own information through the application.

Smoothie Heaven Oy and Fruit Scale Ab have the right to reject the customer's application as a loyalty customer without justification and without notifying this separately.

4. COLLECTION OF REWARD POINTS (COCONUTS)

A customer admitted to the Jungle Tribe can collect coconuts by shopping at Jungle Juice Bar outlets or the Jungle Juice Bar app. In the Jungle Tribe, a purchase of one euro (1 €) corresponds to five (5) reward points (coconut). Coconuts are not collected from the purchase of gift cards. When using a gift card as a method of payment, the customer accumulates coconuts in their account.

In order to earn coconuts, the loyalty customer must register their loyalty customer number in connection with the purchase transaction by showing their personal QR code on their phone before paying for the purchase. Coconuts cannot be registered retrospectively, if the customer has not provided their own QR code in connection with the purchase transaction. Jungle Juice Bar does not add purchases made without loyalty registration to the customer's coconut accumulation afterwards.

Coconuts collected from purchases made are generally credited to the loyalty customer's account immediately after the purchase transaction. In some situations, such as technical outages, there may be a delay in logging the coconuts into a customer's account.

The customer can accumulate up to 2 000 coconuts. In order to be able to collect more coconuts after this, the customer must redeem the prizes with the coconuts he has collected before this. Coconuts are personal and cannot be transferred to another person or loyalty customer. The collected coconuts are valid for the current year and the following year. If the coconuts have not been used to redeem the prizes within this time, the coconuts will expire. Obsolete coconuts will disappear and can no longer be used to redeem prizes.

The customer can check the amount of coconuts they have collected from behind the Coconuts button in the Jungle Juice Bar -application.

5. USE OF REWARD POINTS (COCONUTS)

Collected coconuts cannot be turned into money. The customer can redeem the prizes defined by Jungle Juice Bar from time to time with the coconuts they collect from the purchases. The Jungle Juice Bar defines the quantities of coconuts required for the prizes in the Jungle Juice Bar and on the Jungle Juice Bar website. An up-to-date description of the content of the loyalty program and the current prizes can be found in the Jungle Juice Bar -application.

The benefits associated with the awards may be indefinite, one-time, or tied to time, place, or customer's activity.

Jungle Juice Bar reserves the right to change the benefits of the Jungle Tribe by informing loyalty customers of changes within a reasonable time in advance in the Jungle Juice Bar -application.

6. LIABILITY AND LIMITATION OF LIABILITY OF JUNGLE JUICE BAR

Jungle Juice Bar strives to ensure that the benefits, discounts and rewards offered to customers are correct and up to date. However, Jungle Juice Bar does not guarantee that all offers, discounts and prizes related to the loyalty program will always be available at all Jungle Juice Bar locations.

7. TERMINATION OF LOYALTY

A loyalty customer can terminate their Jungle Tribe loyalty customer at any time. Termination will be made by contacting the addresses mentioned in section 2 of these Terms, either by telephone or e-mail.

Once the notice of termination of a loyalty program has been received by Jungle Juice Bar, the loyalty program will cease to be valid immediately. When the loyalty ceases to be valid, all benefits and rewards associated with the loyalty, such as collected coconuts, will cease.

Jungle Juice Bar also reserves the right to terminate a loyalty program on its own initiative if the loyalty customer violates these Terms or any other applicable terms and conditions.

8. CHANGES TO THE LOYALTY PROGRAM AND ITS TERMS

Jungle Juice Bar reserves the right to modify and update these Terms and any other applicable terms and conditions at any time. Jungle Juice Bar may terminate, change, limit, suspend or modify the Jungle Tribe loyalty program or its terms and conditions at any time, especially when the change is due to:

- changes in production, supply, demand or similar conditions
- development or renewal of contract, pricing, system, or service elements
- changes in services provided by third parties
- protecting or developing data protection, security or financial security
- changes in applicable legislation or decisions of authorities.

Jungle Juice Bar notifies you of changes either in the Jungle Juice Bar, by email, on its website, or a combination of these. If a change in these Terms or any other applicable terms adversely or significantly affects your rights, Jungle Juice Bar will notify you of such changes in a separate notice in accordance with applicable law.

Changes to the Terms will generally take effect 30 days after the changes are notified.

9. PROCESSING OF PERSONAL DATA

Jungle Juice Bar processes personal information in connection with the loyalty program in accordance with applicable data protection laws. In connection with loyalty-program, personal data is processed, among other things, for customer relationship management and customer communications.

Personal data processing practices are described in more detail in a separate privacy statement published by Jungle Juice Bar, which is available in Jungle Juice Bar -application and on the Jungle Juice Bar website.

10. APPLICABLE LEGISLATION

These Terms are governed by the laws of Finland, excluding its choice of law provisions. The Jungle Juice Bar primarily seeks to resolve any disagreements through negotiation. The customer always has the opportunity to take the dispute to the district court or consumer dispute board of their residence.