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# *YalaSports* Loyalty Program

## ***Terms & Conditions***

*Read these terms and conditions carefully as they set out the basis for YalaSports Loyalty Program.*

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## What is YalaSports - NWPS Loyalty Program?

*YalaSports-NWPS loyalty is a program for all our regular customers. It is a point's based program, where points are allocated on booked slots at New World Private School.*

## What are the benefits of YalaSports loyalty program?

*All our customers have the opportunity to accumulate points once a slot is booked. Our program can provide you with free sessions or tournament participation.*

## Participation

*Each customer must advise YalaSports of any change of name, address or other details as soon after the change. YalaSports is not responsible for any failure by a customer to notify us of any changes in accordance with this clause.*

## Earning Points

- Points may only be earned and/or redeemed in accordance with these terms and conditions.*
- Points is allocated to a customer account for every customer booking. YalaSports will allocate points to customers; Such allocation will appear in the customer bill.*
- Points will not be awarded in relation to any products that are cancelled, refunded or returned and YalaSports will cancel or deduct any points that have been awarded in relation to cancelled, refunded or returned products.*
- Points have no cash or monetary value, and cannot be transferred, sold, given or otherwise exchanged to another person (including, for the avoidance of doubt, another customer of YalaSports).*
- The way you can earn points will be different depending on which space & sports you booked with us. The table below explains how you can earn points on different space & sports:*

Space	Sport	Session	How many points will you earn	What is the value of your points
Multisport Hall	Basketball/Volleyball/Soccer	1 Hour	20	20 Dhs
Multisport Hall	Badminton	1 Hour	5	5 Dhs
Outdoor Ground	Outdoor Soccer/Hockey	1 Hour	15	15 Dhs
Swimming Pool	Swimming	1 Hour	15	15 Dhs

- Any disputes regarding the allocation or balance of points must be submitted in writing to YalaSports or via contact us link at [www.yalasports.com](http://www.yalasports.com).*

## Redeeming Reward Points

- Customers must have in their account the number of points required to redeem the chosen reward at the time the redemption is processed.*
- Points accumulated within YalaSports Loyalty program can be redeemed at any time during the year except public holidays and weekends.*
- Redemption can only happen from Sunday - Thursday.*