



**OTATO**  
**AUTO CLUB**

# **O-CLUB LOYALTY PROGRAMME**

## **TERMS AND CONDITIONS**

**OTATO ENTERPRISE (003246431-M)**

[www.otato.club](http://www.otato.club)

## **O-CLUB LOYALTY PROGRAMME TERMS AND CONDITIONS**

IMPORTANT: PLEASE READ CAREFULLY The O-Club Loyalty Programme (hereinafter referred to as "the Programme") is a loyalty programme owned, managed, and operated by OTATO ENTERPRISE (hereinafter referred to as "OTATO").

By participating in the Programme, you (the "Member") are deemed to have read, understood, and agreed to be bound by all the Terms and Conditions set forth herein.

Any communication regarding this Programme will be made through digital means (WhatsApp, Email, or Website).

### **1. DEFINITIONS**

- OTATO: Refers to OTATO ENTERPRISE, the entity managing the Programme.
- OTATO AUTO CLUB: Refers to the physical service outlet/studio operated by OTATO.
- O-Club Member: Refers to any individual who has successfully paid the membership fee and is registered under the Programme.
- O-Points: Refers to the loyalty points earned by Members through eligible transactions.
- Membership Year: A period of twelve (12) consecutive months starting from the date of membership activation or renewal.
- Fix Rate: Refers to the price protection guarantee where the renewal fee remains the same as the initial enrollment fee.

### **2. MEMBERSHIP ENROLLMENT & RENEWAL**

2.1 Eligibility: Membership is open to all individuals aged 18 and above. Membership is tied to a unique mobile number and vehicle registration plate.

2.2 Early Bird Fee: The initial enrollment fee is RM99.00. This is an "Early Bird" price and OTATO reserves the right to adjust this fee for new members at any time.

2.3 Fix Rate Guarantee: Members who enroll at the Early Bird rate are entitled to a Lifetime Fix Rate for renewals, provided the membership is renewed consecutively before the expiry date. If a membership lapses, re-enrollment will be subject to the then-prevailing market rate.

2.4 Non-Refundable: All membership fees paid are strictly non-refundable, non-transferable, and cannot be exchanged for cash.

### 3. MEMBERSHIP TIERS (V1, V2, V3)

The Programme features three (3) tiers based on the total O-Points accumulated within a single Membership Year:

Tier	Name	Yearly Point Threshold	Tier Priviledge	Earning Rate
V1	Pink Potato	Below 2,000 O-Points	Up to 5% OFF	RM1 = 1.0 Point
V2	Green Muscle	2,000 – 5,999 O-Points	Up to 8% OFF	RM1 = 1.5 Points
V3	Black Titan	6,000 O-Points & above	Up to 15% OFF	RM1 = 2.0 Points

3.1 Tier Movement: Members are automatically upgraded in real-time once the next threshold is reached.

### 4. O-CLUB BENEFITS & REWARDS

4.1 Complimentary Top-up: All Members are entitled to a complimentary Windshield Washer Fluid top-up during every service visit at OTATO AUTO CLUB.

4.2 Renewal Reward: Upon successful renewal, a Member is entitled to one (1) complimentary [Quick Detailing (Lite)] session (Base Value: RM129.00).

4.3 Redemption Clause: To activate the Renewal Reward, one (1) O-Point must be deducted from the Member's account.

4.4 Vehicle Size Surcharge (Top-up): The Renewal Reward covers S Size (Hatchback). Larger vehicles require a mandatory surcharge:

- M Size (Saloon/Sedan): Additional RM30.00
- L Size (SUV/MPV/Large Vehicle): Additional RM70.00

### 5. POINT ACCUMULATION & REDEMPTION

- 5.1 Earning: Points are earned on net total spending (excluding tax and discounts). The membership fee does earn O-Points.

- 5.2 Redemption Rate: Every twenty (20) O-Points can be redeemed for RM1.00 discount on any detailing services.
- 5.3 Expiry: O-Points are valid for life time.

## **6. O-VALET (PICK-UP & DELIVERY SERVICE)**

6.1 Calculation: Mileage is calculated based on the total distance of two-way trips (Pickup trip + Delivery trip) using OTATO's preferred navigation app (Google Maps/Waze).

6.2 V1 & V2 Members: Charged at a flat rate of RM1.00 per km for the total two-way mileage.

6.3 V3 [Black Titan] Members:

Complimentary for the first 5km of the total two-way distance. Mileage exceeding the initial 5km is charged at RM1.00 per km.

6.4 Liability: While OTATO exercises due care, Members agree that OTATO shall not be held liable for any unforeseen road incidents during transit, provided OTATO has acted with reasonable diligence.

## **7. USER OBLIGATIONS & CONDUCT**

7.1 Members must provide accurate and current personal information.

7.2 OTATO reserves the right to suspend or terminate any membership without notice if there is a suspicion of fraud, abuse of points, or any conduct that is detrimental to OTATO ENTERPRISE.

## **8. VARIATION OF TERMS**

8.1 OTATO reserves the right to modify, add, or remove any part of these Terms and Conditions (including tier thresholds, discount rates, and service fees) at its sole discretion.

8.2 Continued use of the O-Club membership after such changes implies acceptance of the revised Terms.

## **9. DATA PRIVACY**

By joining O-Club, Members explicitly consent to OTATO ENTERPRISE collecting, storing, and processing their personal data for service reminders, marketing updates, and internal analysis in compliance with the Personal Data Protection Act (PDPA) 2010.

## **10. GOVERNING LAW**

These Terms and Conditions are governed by the laws of Malaysia. Any disputes shall be subject to the exclusive jurisdiction of the Malaysian Courts.

## **OTATO AUTO CLUB**

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