

Deliveroo Plus Annual Plan

These are the terms and conditions ("Rules") that apply to the Deliveroo Plus Annual Plan ("Offer"). By entering the Offer, each entrant agrees to these Rules and confirms they have read and understood the Deliveroo Privacy Notice at <https://deliveroo.co.sg/privacy>.

1. Promoter: Deliveroo Singapore Pte Ltd (trading as Deliveroo), a company incorporated and registered in Singapore with registered company number 201534633Z and registered office address at 77 Robinson Road, #13-00, Singapore, 068896 ("**Deliveroo**").

2. Eligibility:

- a. To participate in the Offer, entrants must be a legal resident of Singapore at the time of entry.
- b. Internet access is required to enter the Offer.
- c. Deliveroo reserves the right at any time to require proof of eligibility in such form as Deliveroo reasonably considers necessary.
- d. Offer is only available in the areas serviced by Deliveroo in Singapore
- e. Available to existing Deliveroo Plus Silver/Gold monthly subscribers and all new-to-Plus customers.

3. Not eligible: The following persons are not eligible to enter the Offer:

- (i) any employee or other individual engaged by Deliveroo or any of its associated companies;
- (ii) members of the immediate family and/or household (whether related or not) of any of those individuals;
- (iii) accounts under Deliveroo for Work program, and
- (iv) anyone else professionally involved with the operation or administration of the Offer.;

4. How to enter: To benefit from the Offer, entrants must open a Deliveroo account and successfully subscribe to Deliveroo Plus Annual Plan. This includes setting up a valid payment method, and completing the sign up process on Deliveroo Plus page .

5. Offers: Deliveroo Plus Annual Plan

- i. This Offer is only valid for users located in Singapore. Plus benefits and free delivery apply only to eligible orders within Singapore.
- ii. To qualify for free delivery perk, minimum order of \$15 (Gold), \$38 (Silver), or merchant-specified minimum orders apply.
- iii. Consumer fees (delivery, service and small order fee), tips, donations and restricted products do not count towards voucher minimum order value.
- iv. Deliveroo reserves the right to vary the perks and benefits extended as part of the Offer, depending on participating merchants.

6. Upgrades, downgrades, cancellations

- i. Monthly subscribers can upgrade to annual at any time. If upgrading from monthly to annual plan, the unused portion of the monthly fee will be prorated according to your remaining period to the next payment date.
- ii. Downgrades from annual to monthly or switching between Silver/Gold tiers will only take effect at the end of the current annual term.
- iii. You may cancel your Deliveroo Plus annual plan at any time through the app. However, no partial or pro-rated refunds will be issued for annual plans upon cancellation as benefits will continue until the end of the current annual billing cycle.
- iv. You can request a full refund within the first 14 days of your paid period. If you cancel after this 14 day cooling off period, you will not be refunded for a change of mind. If you have any questions

or concerns with your subscription, please get in touch with our Customer Care team at support@deliveroo.com.sg.

7. Offer conditions: The following conditions apply to the Offer:

- a. Each Offer is non-transferable, non-exchangeable and no cash alternative is available. However, if Deliveroo considers it appropriate, or if it becomes necessary for reasons beyond Deliveroo's control, the Offer may be varied or swapped for a suitable alternative in Deliveroo's discretion.
- b. Deliveroo reserves the right to stop providing free trial to a participant if it suspects that the participant is not an eligible entrant or is not otherwise acting in accordance with these terms and conditions.
- c. Deliveroo reserves the right to determine the zones applicable for the offer. ○ Any cost associated with placing an order is your responsibility and is dependent on the internet service provider used.
- d. Deliveroo reserves the right to shorten, extend or modify the Offer period at any time, at its sole discretion.

8. Liability: Deliveroo will not be liable for: (i) any loss that is not caused by Deliveroo (or any person acting on Deliveroo's behalf); (ii) any loss caused by any event or circumstance beyond Deliveroo's reasonable control; (iii) any loss of profits or revenue, loss of anticipated savings or loss of goodwill; or (iv) any unavailability of the Deliveroo website or app. However, nothing in these Rules limits or excludes any person's liability for death or personal injury caused by negligence, for fraud or for any matter for which it would be illegal to limit or exclude liability. In particular, consumers have legal rights in relation to products that are faulty or not as described and services which are not performed with reasonable care and skill and these legal rights are in addition to and are not affected in any way by anything contained in these Rules. Further advice about consumer rights is available from any at the Competition and Consumer Commission Singapore website here: <https://www.cccs.gov.sg/>

9. No Endorsement: This Offer is in no way sponsored, endorsed, administered by or associated with Facebook, Instagram and Twitter ("**Social Networks**") or any other third party. Access to Social Networks is at all times subject to the relevant Social Network's rules, terms and policies. To the maximum extent permitted by applicable law, the Social Networks and any other social networking platform on which the Offer is communicated shall have no liability to any person in connection with or arising out of the Offer howsoever caused, including for any costs, expenses, damages and other liabilities.

10. Interference with the Offer: Any attempt to deliberately damage or undermine the content or legitimate operation of this Offer is prohibited and may be a violation of criminal and/or civil laws and in these circumstances, Deliveroo reserves all its rights and remedies.

11. Cancellation and variation: Deliveroo reserves the right to vary, suspend or cancel the Offer and/or these Rules if it considers it necessary or appropriate to do so, including if there is any actual or anticipated breach of applicable law or if variation, suspension or cancellation is necessary due to an event outside Deliveroo's reasonable control.

12. Disqualification: Without limiting the options available to Deliveroo, Deliveroo reserves the right at any time to disqualify entries or entrants that Deliveroo regards as being in breach of these Rules, any applicable laws, any terms and conditions referred to in these Rules or the spirit of the Offer.

13. Accessing these Rules: Any website on which these Rules are posted is only intended to be accessed from Singapore, and where permitted by law. Deliveroo makes no representation that materials relating to this Offer are appropriate or available for use at other locations. Access to them from territories where their contents are illegal is strictly prohibited.

14. Severance and waiver: If any part of these Rules is or becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the rest of these Rules will not be

affected. Deliveroo's failure to enforce any term of these Rules will not constitute a waiver of that provision.

15. **Disputes:** Subject to Rule 17, if there is a dispute about the Offer or these Rules, Deliveroo's decisions are final. If there is a dispute between these Rules and any other document referred to in these Rules, these Rules take precedence to the extent necessary to resolve the conflict.

16. **Law and jurisdiction:** The Offer and these Rules are governed by Singapore law, and any Deliveroo - Terms & Conditions - 30 days free trial for new-to-Plus customers

disputes arising in connection with them shall be subject to the exclusive jurisdiction of the courts of Singapore.

17. **Personal data:** Entrants acknowledge that any personal data of entrants processed in connection with this Offer will be processed in accordance with the Deliveroo Privacy Notice at <https://deliveroo.co.sg/privacy>. In particular:

- Deliveroo is the controller in respect of entrants' personal data obtained in connection with the Offer.
- Deliveroo will process, and permit the processing of, entrants' personal data for the purposes described in these Rules and Deliveroo's Privacy Notice, which purposes include the administration of the Offer.
- It is necessary for Deliveroo to use entrants' personal data to perform its obligations to entrants in relation to the administration of the Offer or it is in Deliveroo's legitimate interest to use entrants' personal data in the ways described in these Rules in order to ensure the proper administration of the Offer.
- Deliveroo may share entrants' personal data with certain Deliveroo vendors in order to assist with the administration of the Offer.
- Deliveroo will retain entrants' personal data for as long as it is required for the purposes described in these Rules and Deliveroo's Privacy Notice.
- Entrants have certain rights in relation to their personal data, including: (i) to obtain copies of it; (ii) to have it corrected or deleted; (iii) to limit the way in which it is used; (iv) to object to its use; (v) to transfer it; (vi) not to be subject to decisions based on automated processing (including profiling); and (vii) to complain to the regulator, the Personal Data Protection Commission. Entrants can find out how to raise concerns with the regulator on its website at <https://www.pdpc.gov.sg/Complaints-and-Reviews> or by calling its helpline on +65 6377 3131. For more information about data subject rights, please see Deliveroo's Privacy Notice. Please note that many data subject rights are not absolute and the extent to which they apply may vary depending on the circumstances and any exemptions that may apply.

18. **Contact:** Enquiries about this Offer can be sent to Deliveroo at: customersupport@deliveroo.com.sg