



Terms & Conditions:

These Terms and Conditions govern LINE Reward Card – Member Referral ("Campaign") conducted by Virgin Active (Thailand) Limited ("Organiser"). By participating in this Campaign, participants ("Members") agree to be bound by these Terms and Conditions.

1) Campaign Period

The campaign will run from 1 March 2026, 00:00 hours (Thailand time) to 30 April 2026 23:59 hours (Thailand time), or until further notice ("Campaign Period").

2) Eligibility

- This campaign is open to existing members of the Organiser with a valid membership who are in good standing and do not have any outstanding membership dues.
- Participants must be at least 20 years of age at the time of participation.
- Employees, Contractors, its affiliates and their immediate family members of the Organiser are not eligible to participate.

3) Referral Mechanism

- Members must refer friends using the unique referral link ("IAF Link") generated through their member account in myLocker.
- Referrals made outside of the IAF Link will not be eligible for the Campaign.
- All terms and conditions related to the standard "Invite a Friend" program, not explicitly addressed in these Terms and Conditions, can be found in the "Invite a Friend" terms and conditions located at www.virginactive.co.th/legal-stuff

4) LINE Reward Card and Rewards

a. Awarding of stamps

- Enrolment via LINE application
 - Member must add the official LINE account of Organiser @virginactiveth as a friend via the LINE application.
 - Member must enrol in LINE reward card to participate in the Campaign.
- Invitation via Organiser's member portal - mylocker
 - Members must invite a friend using the Invite a Friend by sending the IAF link via myLocker.
 - The invited friend(s) must visit any Virgin Active Thailand clubs and complete the check-in process at reception.
- Notification to Organiser's staff
 - Member must notify the receptionist after their friend's visit for registration and get(1) one stamp on the LINE reward card.
 - Stamps will only be issued after verification in its internal membership system—self-referrals or duplicate invites are not eligible.
 - Virgin Active staff will verify the visit and scan the QR code for members, earning (1) one stamp per invited friend through the LINE application reward card.
- Exclusions
 - The campaign applies to individual invites only - group or corporate registrations are excluded.
 - Any misuse, including fraudulent activity, will result in disqualification from the campaign.

b. Stamp Collection & Tracking

- Members are able to track their real-time stamp balance and available rewards via their LINE application ("Reward Card").
- Each eligible invited friend counts as one (1) stamp, multiple visits by the same friend do not earn additional stamps.
- Stamps are non-transferable and cannot be shared between accounts.
- In the event of any technical glitch or discrepancy with the LINE stamp card, the data recorded within the Organiser's internal membership system shall be the definitive and authoritative source of truth for stamp collection and reward eligibility.

c. Rewards

- 2 Stamps: For 2 or more Eligible Friends Referred (toiletry bag valued at 800 Baht or equal value):

Member will be eligible to receive one (1) toiletry bag. Each eligible Member can only receive a maximum of one (1) toiletry bag.

- 4 Stamps: For 4 or more Eligible Friends Referred (Cap valued at 1,900 Baht or equal value):

Member will be eligible to receive one (1) Cap. Each eligible Member can only receive a maximum of one (1) Cap.

- Top 3 Referring Member:
 - During the campaign period, the top three (3) members who successfully refer the highest number of new members, who have completed the member registration process during the campaign period will be selected to win.
 - To qualify for the Top 3 Referring Member Reward, only referred friends who signed up using the IAF link via myLocker during the campaign period and choose a 'Goal Getter' or 'Long Termer' membership will be counted. Referrals who sign up under any other membership type will not be eligible.
 - Each winner will receive a Buddy Personal Training package (6 sessions over 12 weeks valued at 10,200 Baht) to share with one of the referred friends who signed up using the IAF link via myLocker during the campaign period and choose a 'Goal Getter' or 'Long Termer' membership.
 - 6 sessions of Buddy Personal Training can only be at Virgin Active's clubs located in Thailand, in accordance with the member's active membership tier and entitlements and are subject to availability.
 - The winners will have the opportunity to:
 - Select their preferred Personal Trainer from the available trainers.
 - Choose their preferred club location in accordance with the member's active membership tier and entitlements.
 - Propose their preferred date and time.
 - Virgin Active will liaise directly with each winner to finalise details regarding the date, time, location, and trainers, subject to availability and operational considerations.
 - The three (3) winners of the campaign will be announced by 31 May 2026 via email.
- The organiser's decision regarding the winners is final and binding.

d. Reward Redemption

- Toiletry bag & Cap
 - Member must redeem their reward between 16 March to 14 May 2026, after collecting the required number of stamps.
 - Failure to collect the reward within this period will result in forfeiture of the reward. The Organiser reserves the right to discard the forfeited reward or use it for any other purpose at its discretion.
 - Rewards can only be collected in-person at the member's registered home club location on the designated collection dates set by Virgin Active Thailand.
 - All rewards are non-transferable and non-exchangeable for cash or other items and may be subject to availability. Virgin Active Thailand reserves the right to replace any reward with items of similar value without prior notice.
- Buddy Personal Training Package
 - The reward comprising six (6) Personal Training sessions shall be credited to the eligible winner's membership account by 1 June 2026.
 - Each winner must coordinate with Virgin Active to arrange and schedule the training sessions. Training may commence from 1 June 2026 onwards.
 - All six (6) sessions must be fully utilized within twelve (12) consecutive weeks from 1 June 2026, with the final eligible date for completion being 24 August 2026. Failure to complete the Buddy Personal Training package by this date may result in forfeiture of the reward, at Virgin Active's sole discretion without compensation, extension, or substitution.
 - The winner may select a Personal Trainer of their preference, subject to trainer availability, scheduling, and club policies. Trainer assignment is not guaranteed and remains subject to operational discretion.
 - Each session shall consist of one (1) Personal Trainer conducting training for two (2) members simultaneously.
 - The accompanying "buddy" participant may be any individual, provided that such individual holds an active membership at the same club tier as the winner member who received the reward at the time of redemption and throughout the validity period.
 - All 6 sessions must be complete at the same club location, in accordance with the member's active membership tier and entitlements
 - The winner must be an active member in good standing with Virgin Active on the day of the scheduled Buddy Personal Training. Should the winner's membership be inactive, suspended, or terminated for any reason prior to the sessions expiry, Virgin Active reserves the right to cancel the sessions for both members with no alternative reward or compensation offered.

5) General Terms

- Virgin Active Thailand is not responsible for any technical issues affecting stamp tracking or reward redemption.
- Disqualification: The Organiser reserves the right to disqualify any participant found to be in violation of these Terms and Conditions, engaging in fraudulent activities, or abusing the Campaign's mechanics. The Organiser's decision in this regard shall be made in good faith and with reasonable justification.
- Amendment, Modification, or Termination: The Organiser reserves the right to amend, modify, or terminate the Campaign or these Terms and Conditions without prior notice at its sole discretion.
- Limitation of Liability: To the extent permitted by Thai law, the Organiser shall not be liable for any indirect, incidental, consequential, or special loss, damage, or injury arising from or in connection with the Campaign or the rewards, except in cases of gross negligence or wilful misconduct on the part of the Organiser. The



Organiser's liability for direct damages shall be limited to the value of the reward in question.

- Personal Data Protection: By participating in the Campaign, Members consent to the collection, use, and disclosure of their personal data by the Organiser for the purposes of administering the Campaign, marketing, and promotional activities. The Organiser will handle personal data in accordance with the Thailand Personal Data Protection Act B.E. 2562 (2019) (PDPA) and its privacy policy.
- Technical Issues: Virgin Active Thailand is not responsible for any technical issues affecting stamp tracking or reward redemption.
- LINE Disclaimer: This activity is not sponsored, endorsed, or administered by LINE.
- Governing Law: This Campaign and these Terms and Conditions shall be governed by and construed in accordance with the laws of the Kingdom of Thailand.
- Dispute Resolution: In the event of any dispute arising from or in connection with the Campaign, the Organiser will make a good faith effort to resolve the dispute amicably. If an amicable resolution cannot be reached, the dispute shall be subject to the jurisdiction of the competent courts of Thailand. Decisions made by the Organiser during the campaign will be made in good faith, and reasonably.