

Terms & conditions: member promotional benefit campaign
1 september – 31 october 2026

These Terms and Conditions govern the Member Promotional Benefit Campaign ("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 September 2026, 00:00 hours (Thailand time) to 31 October 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, affiliates and their immediate family members of the Organiser are not eligible to participate.

3) Campaign Participation 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" programme, which are 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 Campaign Benefits

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 the LINE Reward Card to participate in the Campaign.
- Invitation via the Organiser's member portal – MyLocker
 - Members must invite a friend using the Invite a Friend feature 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 receive one (1) 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 one (1) stamp per invited friend through the LINE 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.

บริษัท เวอร์จิ้น แอ็คทีฟ (ไทยแลนด์) จำกัด - สำนักงานใหญ่
เลขที่ 989 อาคารสยามดิสคัฟเวอร์ ชั้นที่ 6 ห้องเลขที่ 602 ถนนพระรามที่ 1 แขวงปทุมวัน เขตปทุมวัน กทม. 10330

Virgin Active (Thailand) Limited (Head Office) Unit no. 602, 6th FL, Siam Discovery Centre, 989
Rama 1 Road, Pathumwan Sub-district, Pathumwan District, Bangkok 10330

b. Stamp Collection & Tracking

- Members are able to track their real-time stamp balance and available Campaign Benefits via the 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 benefit eligibility.

c. Campaign Benefits

- For 2 Eligible Friend Visits (Aromatic Body & Hand Cleanser from PAÑPURI valued at 200 Baht or equal value):
Member will receive one (1) Aromatic Body & Hand Cleanser. Each eligible Member can only receive a maximum of one (1) Aromatic Body & Hand Cleanser.
- For 3 Eligible Friend Visits (Ancient Onsen Bath Ritual – Day Pass at PAÑPURI WELLNESS valued at 750 Baht or equal value):
Member will receive one (1) Ancient Onsen Bath Ritual – Day Pass at PAÑPURI WELLNESS. Each eligible Member can only receive a maximum of one (1) Ancient Onsen Bath Ritual – Day Pass at PAÑPURI WELLNESS.
- For 4 Eligible Friend Visits, the Member will receive one (1) Ancient Onsen Bath Ritual – Day Pass with Mini Massage at PAÑPURI WELLNESS valued at 1,750 Baht or equal value.

This benefit replaces the 3 Eligible Friend Visits Day Pass benefit and will not be issued in addition to the 3-friend benefit.

The Campaign Benefit is provided as part of a promotional programme and does not constitute remuneration, commission, referral fee, prize, reward for services, or consideration for services performed by the Member. As the Campaign Benefit is triggered by eligible friend visits and not by membership sales, no withholding tax shall be applied to the Campaign Benefit, unless otherwise required under applicable law. The Organiser reserves the right to make any required tax report and request member documentation as may be required by applicable law and final tax / legal review.

- The Organiser's decision regarding eligible Members is final and binding.

d. Campaign Benefit

- PAÑPURI Cleanser & Day Pass
 - Member must redeem PAÑPURI Cleanser between 15 September 2026 to 30 November 2026, after collecting the 2 stamps on LINE.
 - Failure to collect the benefit within this period will result in forfeiture of the benefit. The Organiser reserves the right to discard the forfeited benefit or use it for any other purpose at its discretion.
 - PAÑPURI Cleanser can only be collected in person at the member's registered home club location.
 - Day Pass will be sent once only to the eligible Member's registered email address with the club between 15 November 2026 to 30 November 2026. The Day Pass is valid until 31 October 2027. Members are responsible for ensuring that their registered email address is accurate, active, accessible, and able to receive emails. Day Pass will not be resent, reissued, replaced, or extended in the event of loss, deletion, incorrect email registration, non-receipt, expiry, or failure to redeem.
 - Redemption of PAÑPURI WELLNESS Day Pass is subject to PAÑPURI WELLNESS's own terms and conditions, booking rules, availability, blackout dates, expiry dates, operating hours, service restrictions, and any other conditions imposed by PAÑPURI WELLNESS.

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- The Organiser is not responsible for PAÑPURI WELLNESS's service availability, booking decisions, service delivery, cancellations, changes to operating hours, service quality, additional conditions, or any act or omission by PAÑPURI WELLNESS in connection with redemption or use of the benefit.
- Any taxes, fees, service charges, booking charges, additional purchases, or other costs incurred in connection with the benefit shall be the sole responsibility of the Member, unless expressly stated otherwise by the Organiser.
- Members may not request any substitution, alternative benefit, cash equivalent, credit, transfer, extension, or exchange of any benefit.
- All Campaign Benefits are non-transferable, non-exchangeable, non-refundable, and non-redeemable for cash, credit, or other items, and may be subject to availability. The Organiser reserves the right to replace any benefit with an item of similar value where reasonably necessary.

5) General Terms

- **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, suspend, or terminate the Campaign or these Terms and Conditions where reasonably necessary, including due to operational, legal, regulatory, technical, fraud-prevention, or other circumstances beyond the Organiser's reasonable control, subject to applicable laws and regulations.
- **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 Campaign Benefits, 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 benefit 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 Campaign Benefit.
- **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.