

Frequently Asked Questions

What Is Bhat-Bhateni Club Card?

Bhat-Bhateni Club Card is the loyalty card of Bhat-Bhateni Super Market and Departmental Store P. Ltd., Nepal's largest retailer.

How can I apply for a Club Card?

You can obtain the application form online at www.bbsm.com.np or pick up an application form in store.

How long my Club Card will be valid for?

Your Club card will be valid for 2 years. It can be renewed every 2 years thereafter.

What are the benefits of joining Club Card?

As well as collecting valuable Club card Points which you can use on a huge range of things, from everyday shopping. You can also join any of our Clubs for free. As a member you'll have access to specialist information as well as money-saving offers.

What will I get when I join?

When you join, you'll receive a Welcome Pack containing your permanent Club card.

How can I collect Club Card Points?

Points can be collected by shopping at all Bhat-Bhateni Stores as well as with our partners.

What do I get in return?

The Club card is all about giving you something back, so 1 point is worth minimum 6.5 Rupees in the form of Club card Free Shopping Coupons. Once you've collected 200 points or more (which you'll probably do in no time at all!), you'll receive your Club card Vouchers.

When will I receive my Club Card Vouchers?

We'll send you your Club card Vouchers with your Club card Statement. This is sent quarterly in March, June, September, and December.

I haven't received any Vouchers and think I deserve some - what can I do?

Please call at our Customer Service Representative. A member of team will be able to look at your account details and provide you brief information.

How and where can I use my Vouchers?

You can exchange your vouchers on shopping at our stores as well as with our partners. (Please see details terms and conditions at the back of the vouchers)

How long are my Club Card Vouchers valid for?

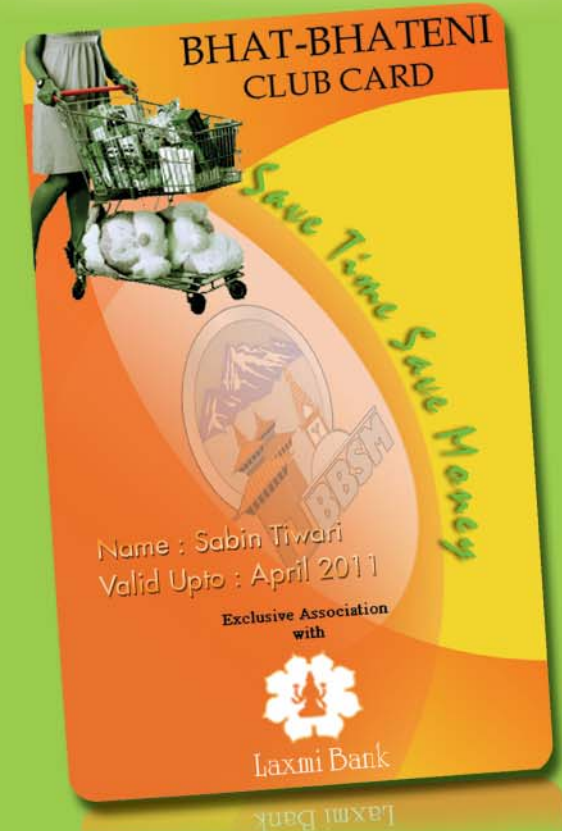
Your Vouchers are valid for 6 months - which should give you plenty of time to choose something great to spend them on!

The most
Admired address
for complete
shopping



MARS/BBSM/09

Welcome
to
BHAT-BHATENI CLUB



BHAT-BHATENI
SUPER MARKET & DEPARTMENTAL STORE

Cha -1-58, Bhat-Bhateni, P.O. Box No.: 320, Kathmandu, Nepal
Ph: 977-1- 4419181, Fax: 00977-1-4420240

Branch Office:

Kathmandu Metropolitan City, Ward No.03
Narayangopal Chowk, Maharajgunj Chakrapath
Ph: 977-1- 4650730, 4650731, 4650732 Fax: 00977-1-4650733
E-mail: bbstore@wlink.com.np Web: www.bbsm.com.np



An exciting new offer is available for Bhat-Bhateni customers; until October 2009 it is possible to get a Bhat-Bhateni club card when you open a new Laxmi bank account. All purchases on standard priced products that total NRs. 500 or more will accumulate points.

The Bhat-Bhateni club card will be supported by a dedicated customer service team and the point balance will be available on the receipt. As a limited introduction offer, there is no charge for this card. Complete the [application form](#) and take this directly to Laxmi bank. Please refer to [Terms & Conditions](#) and [FAQs](#) for more details

Terms and conditions

Data Protection Statement

We would like to use your details from the application form, plus detail on how you use your Club card and what you buy in our stores, to:

- Help manage "BHAT-BHATENI CLUB" Card and improve the way we run it
- Understand our customers' shopping habits to improve our service
- Unless you indicate otherwise, contact you with offers and information about products and services of interest to you and your family

We will share your details among BHAT-BHATENI companies, and businesses that process Club Card information on our behalf.

We may also use and share information relating to groups of customers, without identifying individuals, to learn more about customer behavior and find ways of enhancing our service.

The Scheme

1. The "BHAT-BHATENI CLUB" Card is issued by and remain the property of BHAT-BHATENI Stores which reserves the right, at any time without notice, to: (a) terminate the scheme; (b) decline to issue

Club card ; and (c) on reasonable grounds, withdraw or cancel Club card, or points collected, or to alter or amend the conditions of operation of the "BHAT-BHATENI CLUB" Card scheme. Reasonable grounds include (i) any abuse or attempted abuse of the scheme, or (ii) any use or attempted use of a Club card , or points in a manner which is contrary to these terms and conditions or (iii) any reasonable suspicion of dishonesty on the part of a member in connection with the scheme.

2. The Club card is not transferable, and can only be used by the person whose signature is on the card. It may be used by any member of the main Club card holder's immediate family who is resident at the same address, as registered for the main Club card holder.
3. Members may be removed from the scheme at any time at the discretion of BHAT-BHATENI.
4. Your Club card can only be used at BHAT-BHATENI stores and other promotional partners who may from time to time be part of the scheme. Your Club card cannot be used as a credit card or a guarantee card.
5. The "BHAT-BHATENI CLUB" Card scheme is only for personal and consumer use. "BHAT-BHATENI CLUB" Card Points and Vouchers cannot be transferred, sold or in any way traded.
6. Club card Key Fobs (if issued separately) remain the responsibility of the main Club card holder.

Points

7. To collect points for a transaction in-store, your Club card must be presented at the Sales Counter. To collect points on purchases, please see at the bottom of your last bill or you will be required to quote your Club card number over the phone or visit by person.
8. You must also spend at least Rs.500.00 in a single transaction for the transaction to qualify for points. Then one point will be awarded for every Rs.500.00 that is spent. This can be altered at the discretion of BHAT-BHATENI. BHAT-BHATENI shall be entitled to set a limit on the number of points which may be awarded to each Club card account in respect of special promotional items on which additional points are awarded. BHAT-BHATENI shall be entitled at any time to cancel points awarded if the relevant products to which such award relates are returned or cancelled for any reason and a refund of the purchase price is given or if the relevant products are exchanged for other products, unless such exchange is for products with an equivalent points value. Where the relevant products are exchanged for products of a lower points value, BHAT-BHATENI shall be entitled to cancel the balance of points between those originally collected and those collected in respect of the replacement products.

9. The current redemption value of points is one point equals a minimum of 6.5 Rupees. BHAT-BHATENI reserves the right to vary the rate at any time.
10. Points may be awarded on discounted products.
11. Where points can be collected with our partners other terms and conditions may apply. You may check with our partners for further details

Rewards

12. Rewards, in the form of "BHAT-BHATENI CLUB" Card free shopping coupons, or in the form of gifts, will be emailed with a Statement to the customers who have accumulated a total of at least 200 points by the end of each collecting period.
13. Collecting periods are set as 31st March, 30th June, 30th September and, 31st December.
14. The level of reward given by BHAT-BHATENI will be based on the number of points that a member has collected on BHAT-BHATENI products by the end of the last day of a collecting period. Points a member has collected on BHAT-BHATENI products that fall between the level of reward and the next level will be 'carried over' as the starting balance(s) for the next collecting period. The minimum points to qualify for a reward are 200 by the end of each collecting period.
15. Members who do not reach the minimum number of points needed to qualify for a reward by the end of the collecting period will have their points total 'carried over' to the next collecting period.
16. "BHAT-BHATENI CLUB" Card free shopping coupons' terms and conditions may be found on the back of the Vouchers.

