

**MESRA RETAIL & CAFE SDN BHD**  
**“CAFÉ MESRA 2024 YEAR END PROMOTION”**  
**TERMS AND CONDITIONS**

**1.0 Organizer:**

**1.1** Mesra Retail & Café Sdn Bhd (“Café Mesra”) is the organizer of this “CAFÉ MESRA 2024 YEAR END PROMOTION” (“Promotion”).

**1.2** The following terms and conditions apply in respect of this Promotion. By participating in this Promotion, you agree to be bound by these terms and conditions, including any term which may have been amended from time to time, without limitation or qualification.

**2.0 Eligibility:**

**2.1** This Promotion is targeted to all Café Mesra’s customers in Malaysia only. This Promotion is open to Café Mesra customers who fulfill ALL the below requirements:

- a) Make payment using cash, credit/debit card or SETEL in 1 single receipt.
- b) Promotion valid while the stock lasts.

**3.0 Promotion Period:**

**3.1** Unless otherwise notified by Café Mesra, the Promotion will be conducted on 15<sup>th</sup> November 2024 until 31<sup>st</sup> December 2024 (“Promotion Period”), both dates inclusive.

**4.0 Promotion Mechanics**

**4.1** To be eligible for the Promotion, Participants are required to make purchases as follows:

**4.1.1** All Café Mesra Outlets (except Café Mesra trailers, Kopetro and Café Mesra Level 83 KLCC)

No	Mechanics	Duration	Terms & Conditions
1	Purchase of 1x Hot Nutty Praline Chocolate/Mocha with 1x Jumbo Croissant	15 <sup>th</sup> November 2024 until 31 <sup>st</sup> December 2024	a) Valid from 15 <sup>th</sup> November 2024 until 31 <sup>st</sup> December 2024 b) Applicable at Café Mesra outlets. While stocks last. c) Applicable for Jumbo Croissant at Café Mesra only. d) Applicable for Hot Nutty Praline Chocolate and Hot Nutty Praline Mocha at Café Mesra only. e) Add RM1 for upsize. f) Other optional customisations beyond the recipe to the beverage are subjected to additional charges g) Promotional Combos are only applicable for purchases within the same receipt.

No	Mechanics	Duration	Terms & Conditions
2	Purchase 1x Hot Signature Mesra Latte with 1x The Laughing Cow Cheese Lattice	15 <sup>th</sup> November 2024 until 31 <sup>st</sup> December 2024	a) Valid from 15 <sup>th</sup> November 2024 until 31 <sup>st</sup> December 2024
			b) Applicable at Café Mesra outlets. While stocks last.
			c) Applicable for The Laughing Cow Cheese Lattice at Café Mesra only.
			d) Applicable for Signature Mesra Latte (Hot) at Café Mesra only.
			e) Add RM1 for upsize
			f) Other optional customisations beyond the recipe to the beverage are subjected to additional charges.
			g) Promotional Combos are only applicable for purchases within the same receipt.
3	Purchase 1x Hot Americano / Latte with any purchase of 1x Pan Suisse	15 <sup>th</sup> November 2024 until 31 <sup>st</sup> December 2024	a) Valid from 15 <sup>th</sup> November 2024 until 31 <sup>st</sup> December 2024
			b) Applicable at Café Mesra outlets. While stocks last.
			c) Applicable for assorted Pan Suisse: - Pan Suisse Salted Egg - Pan Suisse Chocolate
			d) Applicable for Americano / Latte (Hot) at Café Mesra only.
			e) Add RM1 for upsize
			f) Other optional customisations beyond the recipe to the beverage are subjected to additional charges.
			g) Promotional Combos are only applicable for purchases within the same receipt
4	Purchase of Café Mesra Reusable Cup with Straw 710ml  1 for RM49.00 2 for RM89.00	15 <sup>th</sup> November 2024 until 31 <sup>st</sup> December 2024	a) Valid from 15 <sup>th</sup> November 2024 until 31 <sup>st</sup> December 2024
			b) Applicable at all Café Mesra outlets only.
			c) Applicable for assorted Café Mesra Reusable Cup with Straw (four variant colours; Baby blue, Pink, Green and Yellow.
			d) Promotional Combos are only applicable for purchases within the same receipt.

## 5.0 Miscellaneous

**5.1** All recipients shall be bound by further terms and conditions as determined by Mesra Retail and Café Sdn. Bhd. (MRCSB) at its sole discretion.

**5.2** MRCSB reserves the right at any time at its absolute discretion, without prior notice, to substitute any of the rewards with other items of similar or higher value.

**5.3** MRCSB reserves the right to choose the specifications of the rewards and MRCSB's decision on this matter is final.

**5.4** By entering or participating in the Promotion, Participants hereby fully and unconditionally agree and accept all the terms and conditions herein contained and agree that the decisions of MRCSB regarding the Promotion and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.

**5.5** MRCSB reserves the right to cancel, shorten, extend, suspend, or terminate the Promotion at any time prior to the expiry of the Promotion Period without prior notice to Participants. For the avoidance of doubt, any cancellation, extension, suspension, or termination of the Promotion at any time prior to the expiry of the Promotion Period shall not entitle the Participants to claim any compensation from MRCSB for any and all losses or damages suffered or incurred by the Participants as a result of the said cancellation, extension, suspension or termination. MRCSB also reserves the right to amend, modify, delete, or change any of the terms and conditions herein contained at any time at its absolute discretion without prior notice. Continued participation in the Promotion following any such changes and/or amendments shall constitute the Participant(s) unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the Terms and Conditions.

**5.6** MRCSB reserves the right to use the names, addresses, photographs, information, and documents of the Participants and/or recipients as materials in advertisements and other form of publicity for the current and future marketing purposes from time to time without prior notice to the Participants and/or winners and the Participants and winners shall not claim ownership of the material. Participation of the Participants in the Promotion constitutes their consent to such use, without further notice, payment, or consideration.

**5.7** MRCSB shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by the Participants, winners and/or any party resulting from or arising out of or in connection with this Promotion or the rewards given under this Promotion.

**5.8** These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Promotion.

**5.9** MRCSB is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to this Promotion.

**5.10** For any enquiries, please call MESRALINK at 1 300 22 8888.

## **6.0 Personal Data**

**6.1** By participating in the Promotion, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by MRCSB of their personal data in the manner as set out in the Personal Data Notice given pursuant to Section 7 of the Personal Data Protection Act 2010, which can be viewed at [www.mymesra.com.my/pdpa](http://www.mymesra.com.my/pdpa) and at <https://www.setel.com/privacy>