

TERMS AND CONDITIONS

Self-Collection

- Food items will only be available chilled for food safety reasons.
- No warming up service is provided for all self-collection orders at our outlets.
- Warming up service with self-collection is only available at The Soup Spoon's Central Kitchen at 171 Kampong Ampat #01-03, (S) 368330.
- Outlets available for self-collection are: CBD (Mon – Fri only): Asia Square, Marina Bay Link Mall, Raffles Xchange. Others (Mon – Sun): Bugis Junction, Novena Square, Raffles City, Tampines Mall, ION Orchard, Plaza Singapura.
- Self-collection time: 10.30am – 12pm and 4.30pm – 6pm.
- In the event that the orders are not collected on the agreed date and time, there will be no refund or exchange.
- All orders are to be self-collected at the selected store with printed email confirmation as proof of purchase.

Home/Office Delivery

- Food items can be delivered either chilled or warmed.
- Delivery period will be in 1.5-hour slots from 10.30am – 7.30pm everyday.
- Due to high demand during the festive period, actual delivery time may vary 30 mins (+/-) from the stipulated delivery time.
- No delivery is available for offshore islands such as Sentosa and Jurong Island as well as air cargo centres.
- The Soup Spoon reserves the right to not accept delivery orders to any other locations that we are unable to deliver to.

Warming Service

- Items can be warmed up at a nominal charge of \$5 per order and available for Home/Office Delivery.
- Warming up service with self-collection is only available at The Soup Spoon's Central Kitchen at 171 Kampong Ampat #01-03, (S) 368330. A nominal charge of \$5 per order.
- Food items delivered warm should be consumed within 3 hours for food safety reasons.

General

- All prices stated are subject to 7% GST.
- Any discounts enjoyed are not valid with other promotions, discounts, vouchers or privilege cards.
- Order period: 19 November – 28 December 2015 unless otherwise stated. No orders will be accepted after 28 December 2015.

- Order must be made 4 working days in advance, excluding day of order. Working days refer to Mondays to Saturdays. If order is made on Sunday, it will be taken as a Monday order. For e.g. if an order is made on Sunday, the earliest day of collect/delivery is Friday.
- Once order and payment is made, no change of order is allowed.
- A 5% of the total order (credit card transaction charges) +\$10 administration fee will be imposed for any refund of orders.
- Collection/Delivery Period: 1 December 2015 – 3 January 2016.
- Food items delivered cold can be kept chilled for 3 hours in the cooler bag (NOTE: The Soup Spoon cooler bag is only complimentary for orders with at least one Festive Set).
- Food items delivered cold without a cooler bag can be kept at room temperature for up to 2 hours.
- Food items kept chilled in the refrigerator can last up to 3 days.
- Full payment to be made via credit card payment online. When filling up the order form, please fill in the same name as the name on credit card that will be used for payment.
- Souperholic points cannot be accumulated or redeemed.
- All images featured are solely for illustration purposes only.
- Indication of weight is based on item before cooking and serving portions are based on estimations.
- Prices and product specifications are subject to change without prior notice by the management.
- All items are subject to availability and while stocks last.

Lucky Draw Terms and Conditions

- The following requirements must be met to qualify for TSS Christmas Catalogue lucky draw:
 - Customer must have a minimum online order of \$100 nett from our Christmas catalogue
 - Contact details must be completed and valid and NRIC number must be filled
 - Order must be made by 28 December 2015
 - Promotion period is from 19 November to 28 December 2015.
 - Prize* for the draw is as follows:
4-hour cruise charter for 15 pax aboard Sea Duction¹ worth more than \$1,500
- *Please refer to below for White Label Charters terms & conditions.

¹ For details and specifications of the yacht, please visit <http://www.whitelabelcharters.com/our-fleet/local/>



- The lucky draw is open to Singaporeans and Singapore Permanent Residents aged 18 and above, except employees and immediate family members of The Soup Spoon Pte Ltd.
 - Winners will be randomly selected by the management of The Soup Spoon Pte Ltd.
 - Draw will be held at The Soup Spoon Pte Ltd. on 6 January 2015 and winners will be notified via email and text message.
 - Prizes will be considered as forfeited and another winner will be picked if there is no response from the winner within 14 days of notification.
 - Prize presentation will be at a The Soup Spoon outlet. NRIC has to be presented upon prize collection.
 - The Soup Spoon reserves the right to void an entry or disqualify a participant at their sole discretion.
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- In the event of any dispute, The Soup Spoon's decision on this promotion and on any related matter is final and no correspondence will be entertained.
 - The Soup Spoon may, at its sole discretion, substitute or replace the prizes with any other prize of equal or similar value, amend any of these terms and conditions and cancel or postpone the draw at any time without prior notice.
 - By participating in the draw, participants agree that personal information may be disclosed to The Soup Spoon and its partners. However, participants may choose to unsubscribe out of any mailing lists at their own will.
 - Any personal information submitted may be used for the purposes of the publicity for the draw.
 - By participating in the draw, participants also agree to be bound by the official terms and conditions and decision of The Soup Spoon.

White Label Charters Terms & Conditions

Prize:

4-hour cruise charter for 15 pax aboard Sea Duction worth more than \$1,500

Terms & Conditions Apply.

Terms & Conditions:

1. Prize voucher will be issued by The Soup Spoon.
2. The prize winner will make the booking directly with White Label Charters.
3. Cruise timings: 8:00am – 12:00pm / 1:00pm – 5:00pm / 6:00pm – 10:00pm.
4. Applicable for weekend cruises (Friday – Sunday).
5. No rebates given for charters taken on weekdays.
6. Place of embarkation and disembarkation: Marina at Keppel Bay.
7. Food and beverages will not be included.
8. Prize is not to be used with any other promotions.
9. Not applicable for charters on eve of and public holidays.



10. Prize is not exchangeable for cash or kind.
11. Prize is valid for booking till 31st March 2016.
12. For reservation: call 9367 1900 or email info@whitelabelcharters.com.
13. The winner acknowledges that he or she has read and accepts these Terms and Conditions contained herein.