

Maxi- Loyalty Program: Terms and Conditions

To be a member of the Maxi Club, patrons need to download Oman Avenues Mall App, create an account to become part of Maxi Club. On completing the full profile and uploading all the required info, the Membership is activated, and the person is entitled for a joining bonus of 100 points and full profile completion will fetch 10 points (110 points in total on complete successful registration)

A valid receipt is defined as a store receipt for a transaction carried out by the Maxi Club member at Oman Avenues Mall, and submitted/uploaded within 7 days from the transaction date through Oman Avenues Mall App. The 7-day period includes the date of purchase, and receipts that are submitted more than 7 days after the date of purchase will not be accepted. The time of purchase will not be taken into consideration.

The member must ensure that the entire receipt is captured by the 'Upload Bill' scanning tool, including all information available.

Each receipt must be scanned separately through the 'Upload Bill' option.

The following are not accepted: manually written receipts, receipts from Lulu Hypermarket, Gold outlets, deposit, and item reservation receipts, Mediclinic bills, insurance payments, screenshots, pictures taken from other devices' screens, photocopied or scanned receipts, online order or online purchase receipts, utility payments, bank receipts, exchange conversion of currency receipts, and travel payments made through the travel agencies.

Items purchased through a credit note, through credit transfer or through item exchange will not be accepted.

Verification of receipt validity will be the responsibility of Oman Avenues Mall, and Oman Avenues Mall reserves the right to reject receipts and withhold any associated rewards.

Maxi Club members will earn reward points on their spend at Oman Avenues Mall as per below:

1 Maxi point per OMR 1 spent on weekends (Thurs, Fri, Sat)

2 Maxi points per OMR 1 spent on weekdays (Sun, Mon, Tues, Wed)

For every point you earn, it will be divided into two parts. So, if you earn 1 point, 0.6 of it will be used for Maxi Rewards, and 0.4 will be used for Max Tier Benefits.

Points will be credited to the member's account within one week from the date of submitting the valid receipt, although this timeline may be extended if the transaction is of a high value or requires further investigation. Any transaction value above OMR 10,000 will be credited within one month of submitting a valid receipt.

If a valid receipt has been scanned through Oman Avenues Mall App and the reward points have not been posted to the member's account, Rewards can be claimed by contacting Oman Avenues Mall within six months via The Mall app, or by contacting the customer service desk of Oman Avenues Mall.

In case of a member who has exhausted all his points by redeeming equivalent benefits/gifts/voucher, the member shall be extended a grace period of 75 days to regain their at least 30% points to retain their membership status. Post 75-day period, the membership status will be downgraded to the below level.

In case of member holding an entry level status, the status shall remain as is but won't be eligible for any benefits.

This is an accrual-only partnership; redemption is available as per the table.

Maxi Club -Weekend Calculation									
Status	Total points	Ratio Split Rewards Points	Maxi Rewards	Deductable Points	Validity	Maxi Tier Benefits	Ratio Split (tier points)	Deductable Points	Validity
Bronze	500	300	Parking	100	3 months once redeemed	Reserved Parking	200	50	as per card validity
			Car Cleaning	100		Al saada (OMR 10) on reaching 500 Tier points		50	
Silver	1000	600	Valet Parking	100		Reserved Parking	400	50	as per card validity
			Car Cleaning	100		Al saada (OMR 20) on reaching 1000 tier points		100	
Gold	2000	1200	Valet Parking	100		Reserved Parking	800	50	as per card validity
			Car Cleaning	100		Al saada (OMR 40) on reaching 2000 tier points		200	
Platinum	5000	3000	Valet Parking	100		Reserved Parking	2000	50	as per card validity
			Car Cleaning	100		Al saada (OMR 100) on reaching 5000 tier points		300	
Diamond	10000	6000	Valet Parking	100		Reserved Parking	4000	50	as per card validity
			Car Cleaning	100		Al saada (OMR 200) on reaching 10000 tier points		400	

Status	Maxi Club -Weekday Calculation								
Bronze		Ratio Split Rewards					Ratio Split (tier points)		
	Total points	Points	Maxi Rewards	Deductable Points	Validity	Maxi Tier Benefits		Deductable Points	Validity
Silver	500	600	Valet Parking	100	3 months once redeemed	Reserved Parking	400	0	3 months
			Car Cleaning	100		Al saada (OMR 10) on reaching 500 Tier points		50	3 months
Gold	1000	1200	Valet Parking	100		Reserved Parking	800	50	3 months
			Car Cleaning	100		Al saada (OMR 20) on reaching 1000 tier points		100	3 months
Platinum	2000	2400	Valet Parking	100		Reserved Parking	1600	50	3 months
			Car Cleaning	100		Al saada (OMR 40) on reaching 2000 tier points		200	3 months
Diamond	5000	6000	Valet Parking	100		Reserved Parking	4000	50	3 months
			Car Cleaning	100		Al saada (OMR 100) on reaching 5000 tier points		300	3 months
	10000	12000	Valet Parking	100		Reserved Parking	8000	50	3 months
			Car Cleaning	100		Al saada (OMR 200) on reaching 10000 tier points		400	3 months

Valet Parking Terms									
1.	Valid on all days								
2.	Valid for a period of 3 months only								
3.	This can be used the at Valet Parking located on the Lower Gound Level of Oman Avenues Mall only								
4.	This is a non transferrable offer								
5.	Free Valet Parking cannot be exchanged for cash or clubbed with any other offer anytime								
6.	100 points shall be dedcuted from the Maxi Rewards Points per Free Valet Parking availed								
7.	Kindly show your QR code at the Valet Parking Counter to avail the benfit								
8.	Oman Avenues Mall does not guarantee space availability at all times and is served at first come first serve basis								
9.	This free valet parking offer is Valid for 2 hours of usage only , charges applicable post 2 hrs of Valet Parking Service as per pre-defined rates by Oman Avenues Mall								
10.	Valet Parking usage policy terms apply, please visit our website for more details.								

Car cleaning Terms									
1.	Valid on all days								
2.	Valid for a period of 3 months only								
3.	This can be used with the Car Cleaning service located on the Lower Gound Level of Oman Avenues Mall only								
4.	This is a non transferrable sevice offer								
5.	Free Car Cleaning service cannot be exchanged for cash anytime								
6.	100 points shall be dedcuted from the Maxi Rewards Points per Free Car Cleaning availed								
8.	Kindly show your QR code at the Car Cleaning Counter								
9.	This free Car Cleaning service offer is valid for a single usage only.								
10.	App usage policy terms apply, please visit our website for more details.								

Reserved Parking Terms									
1.	Valid on all days								
2.	Valid for a period of 3 months only								
3.	This service is located on the Lower Gound Level of Oman Avenues Mall								
4.	This is a non transferrable sevice offer								
5.	Only car number registered with Oman Avenues Mall app can avail this service								
6.	50 points shall be dedcuted from the Maxi Tier Points per usage of Reserved Parking Privilege								
7.	Maximum usable time slot for reserved parking is as per mall operational hours only. Extra usage / overnight parking will attract charges of OMR 10 per hour								
8.	Reserved car parking space is usable as per space availability at the self -parking zone								
8.	Kindly show your QR code at the QR code scanner located the entry of the self parking area								
9.	This free reserved car parking offer is valid for a single usage only.								
10.	App usage policy terms apply, please visit our website for more details.								
11.	Oman Avenues Mall does not guarantee space availability at all times and is served at first come first serve basis								

* MINIMUM REDEMPTION TO BE 500 MAXI POINTS

*REDEMPTION TO BE IN MULTIPLIES OF 10 ONLY

*AL SAADA GIFT CARD DENOMINATION OF OMR 10 ON 500 POINTS AND DENOMINATION OF OMR 20 ON 1000 POINTS AND ABOVE SHALL BE CREDITED TO THE MEMBER'S ACCOIUNT ON MAXI POINTS REDEMPTION

* MAXI POINTS BALANCE LEFT AFTER REDEMPETION TO REFELCT IN THE ACCOUNT

Once a receipt is scanned, the receipt cannot be used to earn more points or removed to be re-uploaded.

Maxi points will not be earned on refunded or returned products.

Receipt information may be shared with retailers purely for receipt verification, validation, and fraud detection purposes.

Oman Avenues Mall reserves the right to suspend or disable the accounts of Maxi members and prevent any future reward accruals through Oman Avenues Mall App, should any fraudulent activity or misuse of the Maxi Rewards program be detected or suspected by Oman Avenues Mall. Oman Avenues Mall is not obliged to award points for valid receipts during the period of account suspension.

Maxi Loyalty Program may at any time without prior notice to members, withdraw, limit, modify or cancel the benefits provided under the partnership or impose additional restrictions or conditions in connection with the benefits.

When a Maxi member avails of benefits, goods or services from Oman Avenues Mall, the contract for such benefits, goods or services is between the member and Oman Avenues Mall. Accordingly, Oman Avenues Mall terms and conditions shall apply. To the extent permitted by law, Oman Avenues Mall accepts no liability whatsoever in respect of benefits, goods or services supplied with regards to refusal to gifts or services to the member.

Members consent to by joining Maxi and authorize Oman Avenues Mall to send marketing communications or any other communication thereof with respect to the mall.