



**TERMS AND CONDITIONS  
RHB LIFESTYLE PRIVILEGES  
("these Terms and Conditions")**

**PROMOTION ORGANISERS**

1. The **RHB Lifestyle Privileges** ("**Promotion**") is organised by RHB Bank Berhad [Registration No. 196501000373 (6171-M) ("**RHB**") unless otherwise specified.
2. The vendor or supplier who has participated in the Promotion ("**the Merchant**").  
Merchant name : **LexSpa @ Lexis Suites Penang**  
Merchant contact : +604 628 2888 ext. 0838

**PROMOTION PERIOD**

3. The Promotion runs from **26 May 2025 to 31 December 2025** ("**Promotion Period**"), both dates inclusive.
4. The Promotion is open to all eligible primary and supplementary cardholders RHB Credit Card or RHB Debit Card (collectively, "**the Customer**").

**TERMS AND CONDITIONS**

5. By participating this Promotion the Customer agrees to the following:-
  - (a) **Promotion 1 :**  
Enjoy 20% off a-la-carte treatments LexSpa @ Lexis Suites Penang with RHB Premier Visa Infinite Credit Card/-i, RHB Visa Infinite Credit Card, RHB Visa Premier Multi Currency Visa Debit Card/-i and RHB Visa Infinite Debit Card
  - (b) **Promotion 2 :**  
Enjoy 15% off a-la-carte treatments at LexSpa @ Lexis Suites Penang with RHB Credit Card/-i or RHB Debit Card/-i only (excluding Corporate MyDebit Card/-i)
  - (c) Spa Promotion is valid for ala carte spa treatment only.
  - (d) The Promotion is not valid with any on-going promotions, offers, programs, vouchers and/or discounts
  - (e) A prior reservation is required and subject to availability.
  - (f) For reservation or enquiries, please contact +604 628 2888 ext. 0838.
6. By participating in the Promotion, the Customer agrees to the followings:-
  - (a) The Customer is bound by these Terms and Conditions;
  - (b) The Customers who are interested in participating this Promotion are advised to read and understand these Terms and Conditions before participating the Promotion.
  - (c) Any customer who does not understand any of these Terms and Conditions may contact RHB Customer Contact Centre, whose contact details are set out below.
  - (d) Payment must be made using RHB Credit Card or RHB Debit Card only (excluding Corporate MyDebit Card) ("RHB Cards").
  - (e) The Promotion is not exchangeable for cash or other items and cannot be used in conjunction with any other discounts, privileges, promotions, discount schemes, loyalty programmes, discount cards or vouchers.
  - (f) The Customer is liable for all taxes and other fees and charges levied against him/her under the applicable laws, if any, for the acceptance of the Promotion;

- (g) The Customer may contact the Merchant whose contact details are set out above or RHB Customer Contact Centre for all matters relating to the Promotion (including any request to change or limit the processing of his/her personal information) to RHB Customer Contact Centre as follows;

**RHB Customer Contact Centre**

**Email** : [customer.service@rhbgroup.com](mailto:customer.service@rhbgroup.com)

**Telephone No.** : +603-9206 8118

**Form** : [rhbgroup.com/personal/banking-methods/contactus.html](http://rhbgroup.com/personal/banking-methods/contactus.html);

- (h) RHB gives no representation or warranty with respect to any goods or services provided by the Merchant. In particular, RHB gives no warranty with respect to the quality of goods or services redeemed or their suitability and redeemability for any purpose.
- (i) If the Customer is not satisfied with the resolution provided by RHB Customer Contact Centre, the Customer may then refer the matter to the operator of the Financial Market Ombudsman Scheme (FMOS) approved by Bank Negara Malaysia which the details can be found at [www.rhbgroup.com/s/p](http://www.rhbgroup.com/s/p); and
- (j) In the event of any inconsistency between these Terms and Conditions and any other materials relating to the Promotion, these Terms and Conditions will prevail for matters dealt with in these Terms and Conditions.