

# MANCHU WOK REWARDS PROGRAM TERMS AND CONDITIONS

## BINDING AGREEMENT

These terms and conditions constitute a valid and binding agreement between Manchu Wok and its rewards program members (hereinafter “**you**” or “**Member**”). By becoming a Member, you agree to be bound by these terms and conditions.

## REWARDS PROGRAM PARTNER

Manchu Wok has partnered with Paystone Inc. (hereinafter referred to as “**DATA CANDY**”) to manage its rewards program.

## ACCOUNT REGISTRATION

You must become a rewards Member to participate in Manchu Wok’s rewards program. You can become a Member by creating a rewards account (i) on DATA CANDY’s [www.manchuwok.myloyaltyhub.com/en/login](http://www.manchuwok.myloyaltyhub.com/en/login), (ii) at a time of making a purchase on Manchu Wok’s website [www.order.manchuwok.com/](http://www.order.manchuwok.com/), (iii) in person by activating a loyalty card at participating Manchu Wok restaurants located in Canada or (iv) on Manchu Wok’s mobile application available on Apple App Store and Google Store. You must ensure that you have entered your contact information correctly, provided an active email address and completed the registration process.

## ELIGIBILITY

Manchu Wok’s rewards program is free and available to any individual who (i) has opened an online rewards account with valid and accurate information and (ii) is at least fourteen (14) years old.

## MARKETING

As a Member of Manchu Wok’s rewards program, you can give your consent to receive marketing communications from Manchu Wok. You may withdraw your consent at any time by clicking the unsubscribe button found either in Manchu Wok’s emails, SMS messages or in your rewards account.

## PERSONAL INFORMATION

By becoming a Member, you consent to your personal information being collected, used and stored by DATACANDY. Your personal information will be shared with Manchu Wok so you may receive Manchu Wok’s latest news, offers, benefits and promotions. You may withdraw your consent at any time. See “Membership Status” below for more details.

You have a right to access your personal information or correct any inaccuracies, as necessary. Changes can be made by updating your profile in your online rewards account.

Manchu Wok rewards program is not intended for children under the age of fourteen (14). In the event Manchu Wok or DATACANDY learns that personal information was collected from a child under the age of fourteen (14), the rewards account, including all personal information and points, will be deleted.

For more information on how your personal information is collected and used by Manchu Wok and DATACANDY, please consult Manchu Wok and DATACANDY’s privacy policies found respectively at the following websites: [www.mtygroup.com/en/privacy-policy/](http://www.mtygroup.com/en/privacy-policy/) and [www.paystone.com/legal](http://www.paystone.com/legal).

**POINT ACCUMULATION AND REDEMPTION**

Members can accumulate points through purchases online via [www.order.manchuwok.com/](http://www.order.manchuwok.com/) or via Manchu Wok’s mobile application. Members can scan their in-store purchases by presenting their physical or digital rewards card at the cash register at any participating Manchu Wok restaurants located in Canada. Points may be used for online and in-store purchases. **Points earned as of February 1, 2026 will expire six (6) months after the transaction date on which they were earned. Points earned prior to February 1, 2026 will not expire, but will be redeemed before any points earned on or after February 1, 2026.**

**PROGRAM**

The following table contains a summary of Manchu Wok’s rewards program:

Regular Offer	Earn 10 points for every \$1 spent online or in-store.
Welcome Offer	Earn 1000 points when you register online and make a purchase of \$15 or more*

Birthday Offer	Earn 1500 points with a purchase of \$15 or more following receipt of a birthday offer**
Special Offer	Earn 88 extra points with a purchase of \$15 or more every Wednesday***
Bonus Points	Earned during a Manchu Wok special promotion****

\*Excluding taxes. Offer valid within thirty (30) days of registration.

\*\*Excluding taxes. Offer valid within thirty (30) days of birth date.

\*\*\*Excluding taxes.

\*\*\*\*Bonus Points expire six (6) months after the promotion during which they were earned ends.

## NO CASH

The rewards, promotions and offers provided by Manchu Wok in connection with this rewards program cannot be exchanged for cash.

## ACCOUNTS AND ADJUSTMENTS

Your transaction history (complete with points you have accumulated) can be found in your online rewards account.

A Member may request points earned in connection with a transaction that is not reflected in their account by contacting Manchu Wok's customer service team at **wokrewards@manchuwok.com**. Such request must be received within sixty (60)-days following the transaction in question. Once Manchu Wok receives such a request, it will determine whether an adjustment is required. Manchu Wok has no obligation or duty to correct an error unless the aforesaid request is received within the prescribed delay and the Member has provided any information or document required by Manchu Wok.

## POINT BALANCE

Members can obtain their account point balance by consulting their online rewards account or by emailing Manchu Wok's customer service team at **wokrewards@manchuwok.com**.

## MEMBERSHIP STATUS

### Opting Out of the Manchu Wok Rewards Program

You can opt-out of the rewards program by choosing the option in your online rewards account. If you choose to opt-out, your points will automatically be forfeited.

### **Account Inactivity**

Should your membership account remain inactive for more than twelve (12) consecutive months, your account will automatically be deleted, and your points will be forfeited without notice.

### **Account Deletion**

Should you choose to delete your membership account and all personal information associated therewith, you must send an email to **privacyofficer@mtygroup.com**. Your request will be processed within a reasonable delay. Once your account is deleted, your points will automatically be forfeited.

### **NO SALE OR TRANSFER**

Members do not have the right to sell or transfer any points, rewards or other Member benefits. Manchu Wok may refuse to honor or recognize any points, rewards or Member benefits which it believes may have been transferred or sold.

### **MODIFICATIONS**

Manchu Wok reserves the right, at its sole and absolute discretion, to modify these terms and conditions and to select its rewards partners. Modifications to the program will be communicated on the Manchu Wok's website.

### **TERMINATION**

Manchu Wok reserves the right, at its sole and absolute discretion, to terminate the Manchu Wok rewards program. If the program is terminated, Manchu Wok will provide advance notice to all Members and confirm the effective date of termination of the program (hereinafter the "**Effective Date**").

A Member cannot accumulate points or claim rewards after the Effective Date. If the program is terminated by Manchu Wok, all unredeemed points will be forfeited within thirty (30) days from the Effective Date (hereinafter the "**Grace Period**"), without incurring any obligation or liability. Manchu Wok will not compensate or pay cash for any forfeited or unused points or rewards, nor will any reward claims be honored following the expiration of the Grace Period.

## **LIMITATION OF LIABILITY**

To the fullest extent permitted by law, Manchu Wok shall not be liable for any losses, costs, expenses, fines, fees or damages of whatsoever nature and kind, including, without limitation, direct, indirect, incidental, consequential, punitive, special or exemplary damages (hereinafter collectively referred to as, the “**Damages**”) arising from or in connection with the rewards program, the whole regardless of whether Manchu Wok has been advised of the Damages or whether such Damages were reasonably foreseeable.

## **INDEMNIFICATION**

You agree to indemnify, hold harmless and defend Manchu Wok and its officers, directors, employees, agents, representatives, successors and assigns from and against any claim or demand, including reasonable legal fees, due to or arising out of or in connection with your violation of these terms and conditions, including without limitation, your breach of applicable laws or the rights of third parties.

## **COOKIES**

Manchu Wok uses cookies. For more information on how Manchu Wok uses cookies, please consult Manchu Wok’s cookie policy at [www.mtygroup.com/en/privacy-policy/](http://www.mtygroup.com/en/privacy-policy/).

## **GOVERNING LAW**

This agreement shall be governed by and construed in accordance with the laws of the Province of Québec and the applicable laws of Canada therein.

## **ENTIRE AGREEMENT**

These terms and conditions are the entire, final and fully integrated agreement between you and Manchu Wok, and supersedes all prior communications, agreements and understandings in connection therewith.

## **ENFORCEABILITY**

Should a term or condition set forth herein be determined to be unenforceable, that term or condition will be ineffective to the minimum extent necessary so that the remaining terms and conditions will otherwise remain in effect.

## **WAIVER**

Manchu Wok's failure to enforce any provision found in these terms and conditions or its waiver of any breach of these terms and conditions shall not prevent any subsequent enforcement of any such provision or be deemed a waiver of any subsequent breach.

## **ENGLISH LANGUAGE**

The parties hereby acknowledge that it is their express wish that these terms and conditions be drawn in the English Language only. *Les parties reconnaissent qu'il est de leur volonté expresse que ces Conditions d'utilisation soit rédigées en langue anglaise seulement.*

## **CONTACT US**

If you have any questions or would like to contact us regarding our rewards program, please email us at **wokrewards@manchuwok.com**

These terms and conditions were last modified on January 28, 2026.