

Motor Easy Valet Parking Campaign

TERMS AND CONDITIONS

This complimentary valet service campaign (“Campaign”) is provided by **Tune Protect Group Berhad** via its wholly owned subsidiary **White Label Sdn. Bhd.** (“Organiser”).

The Campaign will commence on **21 April 2026 at 10:00 AM (GMT +8)** and end on **30 June 2026 at 5:00 PM (GMT +8)** (“Campaign Period”).

Eligibility

The Campaign is open to all Malaysians, Permanent Residents in Malaysia, Work Permit / Employment Pass Holders, or otherwise legally employed persons in Malaysia and their dependents or family members who are 18 years of age and above as of the start of the Campaign Period. (“Eligible Customers”)

Eligibility Requirement

To qualify for the valet service, Eligible Customers must fulfil the following conditions:

1. Purchase **Motor Easy (Car Insurance)** via
 - the official Tune Protect website (www.tuneprotect.com), or
 - the Tune Protect mobile applicationduring the Campaign Period.
2. Purchases made via third-party platforms, agents, or intermediaries are NOT eligible.
3. The Campaign is **applicable to private car usage only**.
4. Customers must purchase either:
 - **Motor Comprehensive Plan**, or
 - **Motor Bundle Plan**with a **minimum sum insured of RM70,000**.

Campaign Mechanics

1. Customers who successfully purchase a Motor Easy (Car Insurance) policy that meets the above requirements during the Campaign Period will be entitled to one (1) valet service QR code.
2. Upon successful purchase, the valet QR code will be sent via email to the insured customer. *(Please check all folders, including **spam and junk mail**, if the code is not received in the primary inbox)*

Valet Service Redemption Method

To redeem the valet service:

1. Visit one of the participating valet locations listed below.
 2. Present the **valet QR code** received via email.
 3. Allow the valet attendant to **scan the QR code for redemption**.
- The **QR code is valid for one-time usage only** and is valid until **30 September 2026**.

Service Scope & Limitation

1. The valet service is available only at the following locations:
 - a. Pavilion Bukit Jalil
 - b. Pavilion Damansara Heights
 - c. Pavilion Kuala Lumpur - Porte Cochere

- d. The Intermark
 - e. Fahrenheit 88
 - f. Da Men Mall
 - g. Banyan Tree
 - h. Pavilion Hotel
 - i. Hyatt Place Bukit Jalil
 - j. Pavilion Embassy
 - k. Bukit Jalil Signature Offices
2. The valet QR code:
 - is **valid for one-time use only**
 - must be redeemed **before 30 September 2026**
 - unused QR codes will not be extended, refunded, or exchanged after the redemption period.
 3. Each valet usage is limited to same-day parking only, or subject to the parking terms set by the respective valet facility.
 4. The entitlement to the valet service may be used for any vehicle, but remains limited to one-time redemption per QR code. Once the QR code has been scanned, it will be deemed redeemed and void.
 5. Valet parking availability is provided on a **first-come, first-served basis** and is **subject to capacity availability** at the respective location. If the valet service has reached full capacity, the QR code may be used during another visit within the redemption period.
 6. Customers must also comply with the **terms and conditions imposed by the respective valet service provider**. Refer here for [T&C](#).

Customer Support

1. If the valet QR code is not received, customers may contact:
Hotline Assistance
 - **1-800-88-5753 (within Malaysia)**
 - **+603 7628 3650 (overseas)**All enquiries, feedback, or complaints relating to the Campaign should be directed to hello@tuneprotect.com

General Terms

1. Tune Protect shall bear no responsibility for any damage, loss (including but not limited to direct, indirect and consequential loss), liability, injury or disappointment incurred or suffered by customer in connection with the redemption of valet service.
2. The valet service is provided by a third-party operator. The Organiser is not responsible for the acts, omissions, or negligence of the valet operator.
3. Any claims relating to vehicle damage, theft, or loss while using the valet service shall be directed to the valet service provider.
4. Any unused valet QR code related to this service is non-refundable, non-transferable and not exchangeable for cash or any other benefits in kind. The valet service must be taken as stated and subject to its own terms and conditions. No compensation will be payable if the customer is unable to use the service as stated.
5. The Organiser reserves the right to extend, cancel, terminate, or suspend the Campaign at any time without prior notice or providing any reason. For the avoidance of doubt, any such extension, cancellation, termination, or suspension shall not entitle the Participants to any claim or compensation against the Organiser for any and all losses or damages suffered or incurred, whether directly or indirectly, as a result of such actions.

6. By participating in the Campaign, Participants are deemed to agree to be bound by the Terms and subject to the Conditions herein set out upon submission of entry. The terms and conditions herein shall prevail over any inconsistent terms, conditions, provisions or representations contained in any other promotional or advertising materials for the Campaign. In the event of any inconsistency, conflict, ambiguity or discrepancy between the English version and any other languages version of these terms and conditions, the English version shall prevail at all times.