MESRA RETAIL & CAFE SDN BHD
"CAFÉ MESRA 2026 YEAR END PROMOTION"
TERMS AND CONDITIONS

1.0 Organizer:

1.1 Mesra Retail & Café Sdn Bhd is the organizer of this "CAFÉ MESRA 2026 YEAR END PROMO" ("Promotion").

1.2 The following terms and conditions apply in respect of this Promotion. By participating in this Promotion, you agree to be bound by these terms and conditions, including any term which may have been amended from time to time, without limitation or qualification.

2.0 Eligibility:

2.1 This Promotion is targeted to all Café Mesra's customers in Malaysia only. This Promotion is open to Café Mesra and Makan@Mesra customers who fulfill ALL the below requirements:

a) Make payment using cash, credit/debit card or SETEL in 1 single receipt.

b) Promotion valid while the stock lasts.

3.0 Promotion Period:

3.1 Unless otherwise notified by Café Mesra, the Promotion will be conducted on 10 November 2026 until 31 December 2026 ("Promotion Period"), both dates inclusive.

4.0 Promotion Mechanics

4.1 To be eligible for the Promotion, Participants are required to make purchases as follows:

4.1.1 All Café Mesra Outlets (except Kopetro)

4.1.2 Café Mesra (Petrosains)

4.1.3 Selected Makan@Mesra

No	Mechanics	Duration	Terms & Conditions
1	**(COMBO) BUY 1X LATTE AND 1X RED VELVET CREAM CHEESE MUFFIN AT RM15.90**	10th November until 31st December 2026	a) Valid from 10th November until 31st December 2026
			b) Applicable at all Café Mesra (Corporate) and selected Café Mesra (Franchise) outlets except Kopetro. While stocks last.
			c) Applicable for 1x Signature Mesra Latte only.
			d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges.
			e) Applicable for purchase of 1x Red Velvet Cream Cheese Muffin only
			f) Promotional Combos are only applicable for purchases within the same receipt.

No	Mechanics	Duration	Terms & Conditions
2	**(COMBO) BUY 1X ICED CHOCO BERRIES CLOUD AND 1X ASSORTED FILLED DOUGHNUT AT RM16.90**	10th November until 31st December 2026	a) Valid from 10th November until 31st December 2026 b) Applicable at all Café Mesra (Corporate) and selected Café Mesra (Franchise) outlets except Kopetro. While stocks last. c) Applicable for 1x Iced Choco Berries Cloud only. d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges. e) Applicable for purchase of 1x: i) Chicken Sausage Doughnut ii) Curry Chicken Doughnut iii) Ikan Bilis Doughnut iv) Red Bean Doughnut f) Promotional are only applicable for purchases within the same receipt.
3	**(PWP) BUY ANY 1X HANDCRAFTED BEVERAGE GET 1X STEAK AND CHEESE SANDWICH AT RM10.90**	10th November until 31st December 2026	a) Valid from 10th November until 31st December 2026 b) Applicable at all Café Mesra (Corporate) and selected Café Mesra (Franchise) outlets except Kopetro. While stocks last. c) Applicable for any Café Mesra handcrafted beverage d) Other optional customizations beyond the recipe to the beverage are subjected to additional charges. e) Applicable for purchase of 1x Steak and Cheese Sandwich. f) Promotional are only applicable for purchases within the same receipt.
4	**(PWP) BUY ANY 1X HANDCRAFTED GET 1X POPCORN CHICKEN AT RM5.90**	1st December until 31st December 2026	a) Valid from 1st December until 31st December 2026 b) Applicable at Café Mesra (PETROSAINS) only. c) Applicable for any Café Mesra handcrafted beverage d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges. e) Applicable for purchase of 1x Popcorn Chicken. f) Promotional are only applicable for purchases within the same receipt.
5	**(COMBO) BUY 1X NUTRIGEN RTD 125ML AND 1X CHICKEN SAUSAGE DOUGHNUT AT RM4.90**	1st December until 31st December 2026	a) Valid from 1st December until 31st December 2026 b) Applicable at Café Mesra (PETROSAINS) only. c) Applicable for 1x Nutrigen Cultured Milk (125ml) in any of the following flavours: i) Original ii) Grape iii) Orange iv) Apple d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges.

			e) Applicable for purchase of 1x Chicken Sausage Doughnut. f) Promotional are only applicable for purchases within the same receipt.
6	**(PWP) BUY ANY 1X HANDCRAFTED BEVERAGE GET 1X CARAMEL POPCORN AT RM1.90**	1st December until 31st December 2026	a) Valid from 1st December until 31st December 2026 b) Applicable at Café Mesra (PETROSAINS) c) Applicable for any Café Mesra handcrafted beverage d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges. e) Applicable for purchase of 1 x Caramel Popcorn only. f) Promotional are only applicable for purchases within the same receipt.
7	**LTO HANDCRAFTED BEVERAGE**	1st December until 31st December 2026	a) Valid from 1st December until 31st December 2026 b) Applicable at all Café Mesra (Corporate) and selected Café Mesra (Franchise) outlets except Kopetro. While stocks last. c) Applicable for: i) Choco Berries Cloud (Iced) – RM 14.90, Regular ii) Choco Berries Cloud (Iced) – RM 15.90, Large iii) Choco Berries Cloud Frappe – RM 15.90, Regular iv) Choco Berries Cloud Frappe – RM 17.90, Large d) Other optional customisations beyond the recipe to the beverage are subjected to additional charges.

5.0 Miscellaneous

5.1 All recipients shall be bound by further terms and conditions as determined by by Mesra Retail and Café Sdn. Bhd. (MRCSB) at its sole discretion.

5.2 MRCSB reserves the right at any time at its absolute discretion, without prior notice, to substitute any of the rewards with other items of similar or higher value.

5.3 MRCSB reserves the right to choose the specifications of the rewards and MRCSB 's decision on this matter is final.

5.4 By entering or participating in the Promotion, Participants hereby fully and unconditionally agree and accept all the terms and conditions herein contained and agree that the decisions of MRCSB regarding the Promotion and all matters relating to or in connection thereto are final and binding and no such queries, appeals or correspondences will be entertained.

5.5 MRCSB reserves the right to cancel, shorten, extend, suspend, or terminate the Promotion at any time prior to the expiry of the Promotion Period without prior notice to Participants. For the avoidance of doubt, any cancellation, extension, suspension, or termination of the Promotion at any time prior to the expiry of the Promotion Period shall not entitle the Participants to claim any compensation from MRCSB for any and all losses or damages suffered or incurred by the Participants as a result of the said cancellation, extension, suspension or termination. MRCSB also reserves the right to amend, modify, delete, or change any of the terms and conditions herein contained at any time at its absolute discretion without prior notice. Continued participation in the Promotion following any such changes and/or amendments shall constitute the Participant(s) unconditional acknowledgment, understanding, agreement and acceptance of such changes in respect of the Terms and Conditions.

5.6 MRCSB reserves the right to use the names, addresses, photographs, information, and documents of the Participants and/or recipients as materials in advertisements and other form of publicity for the current and future marketing purposes from time to time without prior notice to the Participants and/or winners and the Participants and winners shall not claim ownership of the material. Participation of the Participants in the Promotion constitutes their consent to such use, without further notice, payment, or consideration.

5.7 MRCSB shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by the Participants, winners and/or any party resulting from or arising out of or in connection with this Promotion or the rewards given under this Promotion.

5.8 These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Promotion.

5.9 MRCSB is the final authority to decide on the interpretation of these terms and conditions and as to any other matters relating to this Promotion.

5.10 For any enquiries, please call MESRALINK at 1 300 22 8888.

6.0 Personal Data

6.1 By participating in the Promotion, Participants are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by MRCSB of their personal data in the manner as set out in the Personal Data Notice given pursuant to Section 7 of the Personal Data Protection Act 2010, which can be viewed at www.mymesra.com.my/pdpa and at https://www.setel.com/privacy