



FREQUENTLY ASKED QUESTIONS (FAQS)

MEMBERSHIP OVERVIEW

Q: What is Privé Perks?

A: It is a loyalty programme introduced to reward our regular customers with exclusive privileges, benefits and updates.

Q: What are the benefits and privileges for being a member of the Privé Perks loyalty programme?

A:

- 5%* rebate in the form of Privé Perks Dollars (PP\$) at all participating The Privé Group outlets
- \$10 worth of PP\$ instantly credited to card upon sign up
- 1 Free Traditional Fish & Chips at Bayswater Kitchen
- Double rebates during Birthday Month
- 10% off minimum spend for private event bookings
- Privé Perks members exclusive promotions

**calculated based on nett amount after discounts and vouchers(if applicable) and before GST & service charges are applied*

NEW SIGN UP & RENEWAL

Q: How do I sign up?

A: Spend a minimum of \$200* within a month at participating outlets. A maximum of 3 receipts within a month can be combined to make up the \$200*. Once the \$200* minimum spend is hit, simply fill up the application form, attach your receipt(s) and hand it to the staff at the participating outlets. Your membership will be activated immediately after successful application.

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Q: What is the validity of the membership?

A: The membership is valid for 12 months from the date of application e.g. If the application is on 2 Jan 2015, the membership will expire on 1 Jan 2016.

Q: How do I renew my membership?

A: A minimum spend of \$100* is required (within a year from the date of issue) at participating outlets for membership to be renewed. Renewal of membership will be automatic and is free. If the minimum spend is not hit, membership and associated rebates will be automatically cancelled and members have to requalify again with the \$200* minimum spend.

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Q: What is the validity of the benefits and privileges?

A: The benefits and privileges are applicable for so long as the membership is active. Should a member meet the \$100 minimum spend automatic renewal criteria, the benefits and privileges will be carried over into the next term of membership. All benefits and privileges no longer apply when the membership expires and no grace period will be given.

EARNING & REDEMPTION**Q: Is there anything which I can't earn PP\$ from?**

A:

- Any expenditure at Bang Bang & Lulu's Lounge at Pan Pacific Hotel
- Event bookings and large group bookings of more than 10pax

Q: Can I earn for takeaway items?

A: Yes, PP\$ can be earned for both dine-in and takeaway (except Lulu's Lounge & Bang Bang).

Q: How will the PP\$ be rounded off?

A: PP\$ will be rounded to the exact \$0.01.

Q: Do I need to be present to earn or redeem the PP\$?

A: Yes, you must be present to be entitled for any earning and redeeming of PP\$.

Q: Do I need to present any physical form of identification to earn or redeem the PP\$?

A: No, simply tell us your mobile number at point of payment

Q: How do I redeem my PP\$?

A: PP\$ can be redeemed to offset your total bill on your next visit.

Q: Any exceptions where PP\$ cannot be redeemed?

A: Yes, PP\$ cannot be used to:

- redeem The Privé Group vouchers
- offset event & large group bookings of more than 10pax

Q: Can I use / combine multiple memberships to redeem PP\$?

A: No. Only 1 membership can be used per transaction.

Q: Will my PP\$ expire?

A: PP\$ will expire at the end of the membership unless renewal is done before the expiry date.

Q: What about rebates for Birthday month?

A: Members will enjoy rebates of 10%* during their birthday month

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Q: How do I check on my PP\$ balance?

A: You may enquire on your PP\$ balance at any of the participating The Privé Group outlets or by emailing priveperks@prive.com.sg.

Q: How do I update my personal details?

A: You can update your data by emailing priveperks@prive.com.sg with your full name, mobile number and the details you wish to change.

REDEMPTION OF TRADITIONAL FISH & CHIPS**Q: How do I redeem my Traditional Fish & Chips from Bayswater Kitchen?**

A: Call 6776 0777 or email info@bayswaterkitchen.com.sg to redeem your free Traditional Fish & Chips. Please note that reservations are required and you also must indicate that you are a Privé Perks member when you make the reservation. A link will have already been sent to your mobile phone (during your membership activation) and this link will need to be shown to our Bayswater Kitchen staff in order for redemption to be made.

PRIVATE EVENT BOOKINGS**Q: What privileges do I get for private event bookings?**

A: 10% off minimum guaranteed spend

Terms & Conditions

- *Based on original minimum spending guaranteed from Events Team and not on actual consumption.*
- *Not applicable for Special/Private events (Wine dinner, Eat The Cow Dinner, Seasonal event, etc.)*
- *Discounts cannot be used in conjunction with another card or promotion (Loyalty card, credit card discount, voucher, etc.), or otherwise agreed terms.*