



FREQUENTLY ASKED QUESTIONS

NEW SIGN UP & RENEWAL

Q: How do I sign up?

A: Register your membership for free with the QR code in the outlets or via this link: <https://priveperks.theprivégroupp.com.sg/>

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 2023, the membership will expire on 1 Jan 2024)

Q: How do I renew my membership?

A:

Silver Fork: If the \$100* minimum spend is met, the membership will be automatically renewed

Gold Plate: If the \$1000* minimum spend is met, the membership will be automatically renewed

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

EARNING & REDEMPTION

Q: Is there anything which I can't earn points from?

A: Spending more than \$600 (sub-total) will not qualify for earning of points.

Q: Can I earn for takeaway items?

A: Yes, points can be earned for both dine-in and takeaway

Q: Is there a cap on the amount of points I can earn?

A: Yes, a maximum of 600 points per day is capped

Q: How will the points be rounded off?

A: Points will be rounded to the nearest whole number

Q: Do I need to be present to earn or redeem points?

A: Yes, you must be present to be entitled for any earning and redeeming of points

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

A: No, you will just need to inform our outlet staff your mobile number at point of payment

Q: How do I redeem my points?

A: After providing our outlet staff with your registered mobile number, you may inform our outlet staff on the denomination of cash voucher you would like to redeem with their points and they will assist from there

Q: Any exceptions where points cannot be redeemed?

A: Yes, points cannot be used to:

- Purchase The Privé Group Gift Vouchers (which is not the same as the vouchers under Rewards)
- Offset events and large group bookings

Q: Can I use/combine multiple memberships to redeem points?

A: No, only 1 membership can be used per transaction

Q: Will my points expire?

Yes. Points will expire 1 year from date of accumulation.

E.g. if you earn 200 points on 1 November 2023, those 200 points will expire on 30 October 2024.

If you earn 100 points on 1 December 2023, those 100 points will expire on 30 November 2024. The 200 points on 1 November on 2023 will still remain as expiring on 30 October 2024.

Earning of additional points will not extend the expiry of existing points in your account.

Q: How do I check my points?

A: You may login to Privé Perks Webapp portal <https://priveperks.theprivégroupp.com.sg/> to check on the points and rewards/vouchers you have

Q: What is the validity of my membership tier?

For membership tiers, it will expire 1 year from your anniversary date (the date you qualify for the current tier of your membership)

After registering a new account, you have 1 month to earn points to reach the next tier. Upon reaching a new tier, you will have another 12 months from the date on which you reached that tier to earn the corresponding points to maintain your membership at that tier or to progress to the next tier.

E.g. If you register your membership account on 1 November 2023, your membership tier will be Bronze Spoon. you will have till 30 November 2023 to earn 100 points to reach Silver Fork. Once you have earned 100 points within the stipulated period, your membership tier will automatically upgrade.

After which, to maintain at Silver Fork, you will need to spend \$100 within a year to renew your membership.

Should you attain Silver Fork on 30 November 2023, you will need to spend \$1500 by 29 November 2024 to reach Gold Plate.

To maintain at Gold Plate, you will need to spend \$1000 within a year to renew your membership. If the spending is less than \$1000 within a year, your membership tier will fall back to Silver Fork.

Q: How do I update my personal details?

A: You may update your data through Privé Perks Webapp portal

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

A: 10% off **minimum spending**

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*