

creativeEATERies®

PRIVILEGE CARD

MEMBERSHIP OVERVIEW

Q: What is Creative Eateries Privilege?

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 Creative Eateries Group?

A: As a member, below are some of the perks that you will enjoy!

- Sign up with S\$25 and receive CE\$40.
- Earn 5% rebates from total food and beverage bill, in form of Creative Eateries Dollars (CE\$), at any Creative Eateries restaurants.
- Earn double rebates (10%) during your birthday month.
- Receive a \$20 birthday gift voucher to be used in your birthday month.
- Receive the latest updates, and special member privileges.

SIGN UP & RENEWAL

Q: How much is the membership?

A: For new sign up, a fee of S\$25 is applicable with CE\$40 loaded into your membership card.

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 10th Jan 2015, the membership will expire on 9th Jan 2016.

Q: How do I sign up?

A: You may sign up for the membership at any Creative Eateries restaurants in Singapore.

Step 1 - Outlet application: Simply fill up the application form and hand it to our staff at the restaurants. You may start earning rebates immediately. To start using your CE\$, online profile update is required.

Step 2 - Online Profile Update: Log on to www.creativeeateries.com.sg/membership for profile update. Once done, you will be able to use your CE\$.

Username: NRIC

Password: 8 digit mobile

Q: How do I renew my membership?

A: Renewal of membership can be done at any Creative Eateries restaurants. To keep CE\$ balance, renewal has to be done one month within expiry. Grace period of 1 month is given to renew.

Q: How much is the renewal fee?

A: Renew with S\$5 at any Creative Eateries outlets. Alternatively, spend S\$800 in the current year to enjoy free renewal for the next year.

EARNING OF CE\$

Q: On what items can I earn CE\$?

A: CE\$ can be earned on the post discounted amount for any purchase on any food and beverages for both dine-in and takeaway. Each CE\$ earned or issued is equivalent to S\$1.

Q: Is there anything which I can't earn CE\$ from?

A: Purchase or renewal of membership card, purchase of Creative Eateries vouchers, miscellaneous charges, service charge, government taxes, catering orders, private functions and events are not eligible for earning of CE\$.

Q: What is the minimum spending to be eligible to earn CE\$?

A: Minimum payment after discount has to be \$10 (before service charge and GST). CE\$ will be calculated to the nearest 2 decimal place.

REDEMPTION OF CE\$

Q: How do I redeem my CE\$?

A: CE\$ can be redeemed to offset from the total bill upon online profile update.

Q: Is there anything which I can't redeem with my CE\$?

A: CE\$ cannot be used on purchase or renewal of membership card, purchase of CE vouchers, catering orders, private functions and events.

Q: Do I need to be present my card to redeem my CE\$?

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

Q: Will my CE\$ expire?

A: CE\$ will expire at the end of the membership validity (12 months) unless renewal is done before the expiry date.

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

A: You may enquire on your CE\$ balance at any Creative Eateries restaurants. Alternatively, you may visit the members' portal at www.creativeeateries.com.sg/membership to check current CE\$ balance and past transactions.

Q: How do I update my personal particulars?

A: You can update your data via the member's portal: www.creativeeateries.com.sg/membership.

Q: How do I log in and check my details?

A: For first time log in, username will be your NRIC and default password will be your 8 digit mobile number provided at point of application.

LOSS OF CARD

Q: What happens if I lose my card?

A: You may report card loss by dropping us an email via mail@creativeeateries.com . We will proceed to cancel the card.

Q: How can I do a card replacement?

A: After reporting loss, visit any Creative Eateries restaurant outlets for card replacement. A S\$5 administrative fee will be charged. Existing CE\$ and vouchers in the lost card will be transferred to the new card.