

1. CREATIVE EATERIES MEMBERSHIP OVERVIEW

Q: What is the Creative Eateries Membership 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:

- CE\$15 credit for new members
- Earn 10% rebates on your food and beverage spending all year round
- Earn 20% rebates on your birthday month
- Receive an exclusive birthday gift voucher
- Receive the latest updates, invites and promotions.

2. SIGN UP

Q: How much is the membership?

A: For new sign up, a fee of S\$15 is applicable with CE\$15 loaded into your account.

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 2018, the membership will expire on 9th Jan 2019.

Q: How do I sign up?

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

Step 1 - Outlet application: For application at our outlets, simply fill up the application form and pass it to our staff at the restaurants. After payment, you may start earning rebates immediately. To start using your CE\$, online activation is required.

Step 2 - Online activation: For online activation, please log on to www.creativeeateries.com.sg/membership.

Username: *NRIC*

Password: *8 digit mobile*

Type: *First time login*

Once activated, you will be able to redeem your CE\$.

Q: Can I sign up multiple accounts?

A: No. Only 1 unique NRIC registration for each membership is allowed.

3. EARNING OF CE\$

Q: How do I start earning CE\$?

A: CE\$ can be earned on the post discounted amount for any purchase on any food and beverages (dine-in or takeaway). CE\$ will be calculated to the nearest 2 decimal place. NRIC number or privilege card may be requested for verification purposes.

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

A: Purchase or renewal of membership, purchase of Creative Eateries vouchers, miscellaneous charges, service charge, government taxes, catering orders, private functions and events more than 20 pax are not eligible for earning of CE\$.

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

A: Minimum spending of S\$10 after discount is required to be eligible to earn CE\$.

4. REDEMPTION OF CE\$

Q: How do I redeem my CE\$?

A: CE\$ can be redeemed to offset from the total bill after online profile update. NRIC number or privilege card may be requested for verification purposes.

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

A: CE\$ cannot be used on purchase or renewal of membership, purchase of CE vouchers, catering orders, private functions and events more than 20 pax.

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

A: Ask our friendly staff at any Creative Eateries restaurants. NRIC number or privilege card may be requested for verification purposes.

Alternatively, you may visit the members' portal at www.creativeeateries.com.sg/membership to check current CE\$ balance and past transactions from your own device.

5. EXPIRY & RENEWAL

Q: When will my CE\$ and membership expire?

A: All CE\$ will expire at the end of membership, which is 12 months from date of application. Upon expiry of membership, CE\$ in the account will be forfeited.

Q: How do I renew my membership?

A: Renewal of membership can be done at any Creative Eateries restaurants at S\$5 starting from 1 month before expiry. The new membership cycle will commence after expiry of previous cycle. If renewal is made after membership expiry, new membership cycle will commence from date of renewal.

Alternatively, spend S\$800 in the current year to enjoy free renewal for the next year.

Q: What are the benefits of renewing my membership?

A: Members who renew their membership will enjoy another year of privileges:

- Receive a \$5 renewal e-voucher
- Earn 5% rebates from total food and beverage bill.
- Earn 10% rebates during your birthday month.
- Receive a \$20 birthday e-voucher to be used in your birthday month.
- Receive the latest updates, invites and promotions.

6. OTHERS

Q: How do I update my personal particulars?

A: You can update your personal particular including (e.g. mobile number, email, subscription preference) via the member's portal: www.creativeeateries.com.sg/membership.

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

A: First time log-in –

Username: NRIC

Password: 8 digit mobile number

Members are advised to change their password as soon as possible.

Q: How do I subscribe to mailing list?

A: Subscribe to our mailing list in the member's portal to receive exclusive deals, private invites and notifications for your birthday gift e-vouchers.