

1. CREATIVE EATERIES MEMBERSHIP OVERVIEW

Q: What is the 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:

- Lifelong Membership
- CE\$15 credit for new members
- Earn 10% rebates on your food and beverage spending all year round
- Earn 20% rebates during your birthday month.
- Receive an exclusive birthday e-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: Membership is valid for a lifetime.

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: For application at our outlets, simply fill up the application form and hand 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 use 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 purchase on any food and beverages (dine-in or takeaway), before GST and Service Charge (if applicable). 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 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 and before GST and Service Charge (if applicable) 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 upon online activation of membership. 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 of membership, purchase of CE vouchers, catering orders, private functions and events more than 20 pax..

Q: Will my CE\$ expire?

A: CE\$ earned or issued are valid for 1 year effective from date of application. No grace period will be given for any unused CE\$

e.g. If application of membership is on 10th Feb 2018, CE\$ will expire on 9th Feb 2019. CE\$ will start accumulating again on 10th Feb 2019. CE\$ will expire at the end of 1 year from date of application. Upon expiry, remaining CE\$ in the account will be forfeited.

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

A: Ask our friendly staff 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 from your own device.

5. OTHERS

Q: How do I update my personal particulars?

A: You can update your personal particular including (e.g. mobile number, 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

Type: First Time Login

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

Q: I've forgotten my password. How do I reset it?

A: Head to www.creativeeateries.com.sg/membership and select "Forgot Password". You will be prompted to key in your NRIC no. An email will be sent to the email address that you used when you signed up for your account to reset your password.

Q: How do I subscribe to mailing list?

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