

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:

- 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 a \$20 birthday e-voucher*
- Receive the latest updates, invites and promotions.

1.

SIGN UP

Q: How much is the membership?

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

Q: What is the validity of the membership?

A: Membership is valid for 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: Mobile Number

Password: 8 digit mobile

Type: First time login

To activate, verification of mobile number upon login and update of password/details is required.

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

Q: Can I sign up multiple accounts?

A: No. Each unique mobile number is allowed to sign up for **one** membership account only.

2.

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 only). CE\$ will be calculated to the nearest decimal place. Mobile number will be requested for verification purposes.

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\$. Discounts refers to any promotions, discounts, vouchers, offers, dining application or any card privileges (e.g. Credit Card, SAFRA Card).

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 10 pax are not eligible for earning of CE\$.

3.

REDEMPTION OF CE\$

Q: How do I redeem my CE\$?

A: CE\$ can be redeemed to offset from the total bill upon online verification of mobile number and activation of membership. Mobile Number will 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 10 pax.

Q: Will my CE\$ expire?

A: CE\$ earned or issued are valid for 1 year effective from date of application.
e.g. If application of membership is on 1st Jan 2019, CE\$ will expire on 31st Dec 2019. CE\$ will start accumulating again on 1st Jan 2020. CE\$ will expire at the end of 1 year from date of application. Upon expiry, remaining CE\$ in the account will be forfeited.

Q: What about CE\$ earned on the last day of my membership year (e.g. 31st December)?

A: CE\$ earned on that day will expire 1 month from the date of earning (31 Jan). No further grace period will be given for any unused rebates.

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.

4.

MEMBERSHIP PRIVILEGES

Q: What are some of the other privileges I can get as a member?

A: We hold bi-monthly sessions with our members where we invite 5 lucky winners to enjoy a meal on the house!

(For more information, visit www.bit.ly/CETNT)

Other Member's privileges includes (but not limited to) exclusive hotel stays, meal discounts such as kids dine free, and even car promotions, all which are communicated via our email mailer. Opt-in to our newsletters to receive these exclusive invites!

Check out past members exclusive here:

- <http://creativeeateries.com.sg/opelxcreative/>
- <http://creativeeateries.com.sg/the-canopi/>
- <http://creativeeateries.com.sg/sedona-x-creative-eateries-members-exclusive/>

5.

OTHERS

Q: How do I update my personal particulars?

A: You can update your personal particulars (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: For First time log-in, refer to point 1, Step 2.

Subsequent login –

Username: Mobile Number

Password: Mobile Number

Type: Member

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 Mobile Number. An reset password email will be sent to the email address used during registration.

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.

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.

For more information, email marketing@createries.com and we will get back to you within 3 working days (Monday - Friday)

*Discounts refers to any vouchers, discounts, promotions, offers, dining apps or any card privileges (e.g. Credit Card, SAFRA Card)