

MEMBERSHIP OVERVIEW

Q: What is Paradise Gourmet Rewards (PGR)?

A: Paradise Gourmet Rewards is a card-less Loyalty Programme introduced to reward our regular customers with rebates in the form of Paradise Dollars (P\$) at every visit, enjoy exclusive member privileges and be notified of latest news by Paradise Group.

Q: What are the benefits and privileges for being a member of Paradise Group?

A: • Earn 10% rebates from total food bill (dine-in and takeaway) at any of Paradise Group restaurants in Singapore (except Paradise Hotpot, Le Shrimp Ramen, LeNu and Canton Paradise Noodle and Congee House restaurant). Total food bill is calculated after the redemption of P\$ and do not include festive and promotional items, soup bases, beverages, alcohol, miscellaneous items, TTP (tea, towel and peanut), service charge and government taxes etc. This amount is referred to as the total nett spend.

- Earning of 10% rebates is not valid in conjunction with other promotions and discount vouchers.
- Earn double P\$ rebates on your birthday month over unlimited visits
- The accumulated P\$ can be redeemed from the total bill (including taxes) on the next visit to any Paradise Group of restaurants in Singapore and our catering arm (Paradise Group catering).
- Exclusive invitations to members' only events and promotions.
- Access to exclusive privileges extended by our partners.

NEW SIGN UP AND RENEWAL

Q: How can I sign up to be a PGR member?

A: You may sign up for our membership via any of these touchpoints:

- Paradise Group Website (www.paradisegp.com/member/)
- Paradise Group SG App (Available in App Store™ and Google Play)

Your membership activation is immediate upon successful registration and you can start accumulating your P\$ through the Paradise SG App.

Q: What are the fees to sign up for a PGR membership?

A: No sign up fee. Download our app and sign and register for a free account (zero P\$). Membership is valid 1 year from date of application.

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 made on 2 Jan 2024, the membership will expire on 31 Jan 2025.

Q: Where can I check the expiry date of my membership?

A: You may log in to the member

portal <https://membership.paradisegp.com/> or your mobile app to check the expiry date of your membership. Expiry reminders will be sent via SMS and email notifications. For PGR members who opt not to be reached via both marketing preferences, you can also refer to the bottom of your recent dining transaction receipt at our Paradise Group restaurants.

Q: What is the minimum age I can apply as a PGR member?

A: You must be at least 16 years of age in the calendar year of application.

Q: How am I recognized as a PGR member?

A: Simply download our Paradise SG mobile app and scan your QR code on your account page as it will be the main identifier.

Q: Where do I update my personal particulars?

A: To update or view your personal particulars data, please log in to your account via the members'

portal <https://membership.paradisegp.com/> or Paradise SG mobile app.

Q: What if I forgotten my password?

A: To reset your password, please visit the members' portal

at <https://membership.paradisegp.com/> or the Paradise Group SG mobile app and click on "Forgot Password". Follow the step by step instructions to reset your password.

Q: Can I enjoy my membership privileges immediately upon successful registration?

A: You can start accumulating your P\$ immediately.

Q: Can I enjoy my PGR membership privileges overseas where there is a Paradise Group restaurant?

A: PGR membership privileges are available exclusively for participating restaurants in Singapore only.

Q: How do I renew my membership?

A: Renewal of membership can be done via our members' portal <https://membership.paradisegp.com/> or Paradise Group SG mobile app. You can renew one month before expiry and the new membership cycle will start commence from the date of renewal. Your remaining P\$ balance in the account will also be carried forward.

Q: Will my P\$ expire?

A: Yes. Your P\$ will expire at the end of the membership validity (12 months). If your renewal is done after the actual expiry date, all P\$ will be forfeited.

Q: Is my PGR membership transferrable?

A: No. Membership is non-transferrable.

Q: How much is the renewal fee?

A: Renewal fee is \$3.90 and can be done via any Paradise Group of restaurants or Paradise Group SG mobile app.

Q: Is my PGR membership transferrable?

A: No. Membership is non-transferrable.

Q: Can my family and friends enjoy the membership privileges if I am not present during point of billing?

A: Members must be physically present at the point of billing in order to enjoy membership privileges.

Q: Why should I subscribe to Paradise Group SMS and EDM?

A: By checking the SMS or email subscription box, you have given us your consent to receive the latest news by Paradise Group of any exclusive members' promotions, events and more via the marketing preferences chosen by you.

Q: Are there any privacy protection measures for my personal information submitted upon membership sign up?

A: We have adopted reasonable physical, technical and administrative practices to help protect the confidentiality, security and integrity of data, including personal data, stored on our system. We believe the measures we have implemented reduce the likelihood of security problems to a level appropriate to the type of data involved. Your personal data provided upon your consent will only be used by Paradise Group for membership privileges or updates on our news and promotions.

EARNING & REDEMPTION OF P\$

Q: How do I earn Paradise dollar (P\$)?

A: Earn 10% rebates from total food bill* (dine-in and takeaway) at any of Paradise Group restaurants in Singapore (except Paradise Hotpot, Le Shrimp Ramen, LeNu and Canton Paradise Noodle and Congee House restaurant). Earning of 10% rebates is not valid in conjunction with other promotions and discount vouchers. Member must be physically present and scan the QR code at the point of billing. Requests on P\$ accumulation for previous or backdated receipts will not be entertained. The system may require one (01) working day to reflect the transactions, and P\$ earned. Combining multiple membership accounts or splitting the bill to earn P\$ is strictly not allowed. *Total food bill is calculated after the redemption of P\$ and do not include festive and promotional items, soup bases, beverages, fine wines, miscellaneous items, TTP (tea, towel and peanut), service charge and government taxes etc. This amount is referred to as the total nett spend.

Q: Under what circumstances will I not be able to earn P\$?

A: You will not be able to earn P\$ for special priced food items, beverages, alcohol, miscellaneous items, service charge and prevailing GST.

Paradise Group catering Group catering reservations, Paradise Hotpot, Le Shrimp Ramen, LeNu and Canton Paradise Noodle and Congee House restaurants that allow dine in, are prohibited from earning P\$.

Purchasing of credits or vouchers does not allow you to earn P\$

Q: Can I earn P\$ if I choose to takeaway my food?

A: Yes. You may earn P\$ from dine in and takeaway (excluding Paradise Hotpot, Le Shrimp Ramen, LeNu and Canton Paradise Noodle and Congee House restaurants)

Q: If I fail to present my QR code upon point of billing, can I get my P\$ re-credited back into my account by presenting my receipt at a later time?

A: Please note that any requests on P\$ accumulation for previous or backdated receipts will not be entertained.

Q: How will the P\$ be rounded off?

A: P\$ will be rounded to the exact \$0.01.

Q: Do I need to be physically present at the restaurant to earn or redeem the P\$?

A: Yes, you must be present to be entitled for any earning and redemption of P\$. This is to prevent the account from being abused by fraudsters.

Q: How do I redeem my P\$?

A: P\$ can be redeemed to offset from the total bill on your next visit at participating restaurants excluding Paradise Group catering. Member must be physically present and scan the QR code at the point of billing.

Q: Can I use my P\$ to redeem gift vouchers or promotional items?

A: No, P\$ cannot be used to redeem Paradise Group gift vouchers and promotional items (e.g. Mooncake, Chinese New Year products, etc).

Q: Can I combine multiple membership accounts to earn or redeem P\$?

A: No. Only one membership can be used per transaction.

Q: Can I convert my P\$ into cash and withdraw it out from my account?

A: No, P\$ cannot be converted into cash. Any unused P\$ balance will be forfeited upon expiry.

Q: Are there any promotions for any credit cardholders?

A: Please check with our service staff upon point of billing.

Q: Will I be entitled to 25% rebates since it is supposedly double rebates for birthday month and if I were to also pay using a partnering bank's credit/debit card?

A: No. Member's birthday month will be entitled to 20% rebates regardless of member being partnering bank's credit/debit card holder.

Q: Can I use my family or friend's partnering bank's credit/debit card to settle the payment but using my own membership to accumulate the 10% rebates?

A: No. The name that appears on the partnering bank's credit/debit card must be the same as the membership registered name.

Q: Where can I check on my P\$ balance, e-vouchers and other membership privileges?

A: You may log in to your membership account via our members' portal (<https://membership.paradisegp.com/>) or Paradise Group SG mobile app to check on your P\$ balance, e-vouchers and other membership privileges. Alternatively, you may enquire on your P\$ balance at any Paradise Group of restaurants in Singapore.

TERMINATION AND CANCELLATION

Q: What should I do if I have any queries regarding my membership account?

A: Please email us at membership@paradisegroup.com.sg.

Q: How do I unsubscribe/ withdraw of consent from Paradise Group's marketing/ promotional communication?

A: You may also choose to unsubscribe from our marketing preference at any time. Simply log in to your account via the Paradise Group SG mobile app, click on "Edit Profile", uncheck the marketing preference and click "Save Changes".

Q: How do I terminate my PGR membership?

A: Member may choose to terminate his/ her membership at any time before the expiry date by written notice to 107 Defu Lane 10 #05-01 Paradise Group IHQ Singapore 539224 or email us at membership@paradisegroup.com.sg. Please be informed that there will be no refunds made at the point of termination. All P\$ balance unused will be deemed forfeited upon termination. Paradise Group will notify member's successful termination with 2 weeks upon receipt of member's notification request for membership termination.