

WBH Restaurant Group Membership

Frequently Asked Questions (FAQ)

1. What is WBH Restaurant Group Membership?

WBH Restaurant Group Membership is our loyalty programme that rewards members with W Points when they dine at participating WHITE Restaurant and Souper Tang Singapore outlets under the Membership Programme. Members can earn and redeem W Points across participating outlets and enjoy exclusive member benefits.

2. What are the membership tiers?

There are two membership tiers:

- **Ambassador** – Lifetime membership
- **Star Ambassador** – Qualification-based membership with enhanced earning benefits

3. How do I earn W Points?

W Points are earned when you dine at participating WHITE Restaurant and Souper Tang Singapore outlets under the Membership Programme.

- **Ambassador:** Earn 1 W Point for every \$1 subtotal spent
- **Star Ambassador:** Earn 2 W Points for every \$1 subtotal spent

Points Calculation

W Points are awarded based on the **actual amount spent, including cents**.

For example:

- \$20.53 spent = 20.53 W Points (Ambassador)
- \$20.53 spent = 41.06 W Points (Star Ambassador)

Points are calculated based on the **subtotal amount**, excluding:

- Discounts and vouchers
- Service charge and GST

4. How do I qualify for Star Ambassador?

Ambassador members will be automatically upgraded to **Star Ambassador** upon spending **\$500 or more within a rolling 12 months period**.

If the minimum spend is not maintained within the rolling 12 months period, membership will revert to Ambassador status (\$1 = 1XP).

5. Do W Points expire?

Yes. W Points are valid for **12 months from the date they are issued**.

Points accumulated from each transaction will have their own expiry date and will automatically expire 12 months thereafter. Expired W Points cannot be reinstated.

6. How do I redeem W Points?

W Points may be redeemed for selected **item-based rewards**, as displayed in your member profile during ordering.

Redemption Conditions:

- Capped at 1 W Points Reward redemption per table, per transaction
- **Valid for dine-in only**
- W Points cannot be exchanged for cash
- Available rewards, required W Points, and participating items may vary across participating brands and outlets from time to time without prior notice.
- Members may only redeem reward items available at the participating brand and outlet they are dining at.

Brand-specific vouchers and promotional rewards may only be redeemed at the issuing brand unless otherwise stated.

For example:

- White Restaurant vouchers are only redeemable at White Restaurant outlets
- Souper Tang Singapore vouchers are only redeemable at Souper Tang Singapore outlets

7. Can I redeem rewards on blackout dates?

Redemption of vouchers (if any) is **not allowed on blackout dates**, including but not limited to:

- Eve of Public Holidays
- Public Holidays
- Public Holiday in-lieu days
- Eve of Chinese New Year through the 15 days of Chinese New Year
- Other special occasions as determined by WBH Restaurant Group, including but not limited to Mother's Day and Father's Day.

However, **W Points can still be earned and W Points Rewards can be redeemed during blackout dates**.

8. What is the Birthday Reward?

Members will receive a shared Birthday Reward during their birthday month under the Membership Programme.

- The Birthday Reward will be issued as W Points
- It is normally issued on the **first day of the member's birthday month**
- It is valid **until the last day of the member's birthday month**
- It is valid for **dine-in only**
- The birthday reward may vary from time to time and is subject to change without prior notice

If a member registers during their birthday month, the Birthday Reward will be issued upon successful registration.

Birthday Reward Conditions:

- Non-refundable
- Non-transferable
- Not exchangeable for cash or vouchers
- Cannot be substituted or combined with other promotions unless otherwise stated
- Will not be reissued, extended, or replaced if unredeemed upon expiry
- It is not valid for redemption on the eve of Public Holidays, Public Holidays, and Public Holiday in-lieu days, eve of and through the 15 days of Chinese New Year, Mother's Day and Father's Day. Other blackout dates apply.

Members will receive a WhatsApp notification on their birthday and may also check their member profile during ordering to view available W Points.

9. How will I know if I have rewards or vouchers?

Members may not receive notifications for all rewards issued.

We encourage members to:

- Check their member profile during ordering, or
- Approach our staff for assistance when dining in

10. I am already a WHITE member. Why do I need to re-register and agree to the Terms of Use and PDPA again?

As part of our system upgrade, all existing members are required to complete a one-time re-registration process.

This ensures:

- Your membership details are accurately migrated to our new system
- Your account remains active and accessible
- You acknowledge and agree to the updated Terms of Use and Personal Data Protection Policy (PDPA)

11. If my birthday has already passed and I join later in the same month, will I still receive my Birthday Reward?

Yes. Members who join during their birthday month will receive their Birthday Reward upon successful registration, even if their actual birthday date has already passed.

12. How can I update my personal information?

If you would like to update your personal details, please contact us at: friends@whiterestaurant.com.sg

Our team will assist you accordingly.

13. Can WBH Restaurant Group change the membership programme?

WBH Restaurant Group reserves the right to vary the membership terms and conditions, modify rewards, update programme mechanics, or discontinue the programme at any time without prior notice.

WBH Restaurant Group 会员计划

常见问题 (FAQ)

1. 什么是WBH Restaurant Group会员计划?

WBH Restaurant Group会员计划是为三巴旺白米粉及汤师傅新加坡推出的会员忠诚计划。会员在参与活动的三巴旺白米粉及汤师傅新加坡门店用餐时可赚取及兑换 W 积分，并享有会员专属福利。

2. 会员等级有哪些?

会员分为两个等级:

- 粉丝 – 终身会员
- 星级粉丝 – 达标升级会员，享有更高积分累积比例

3. 如何赚取 W 积分?

在参与活动的三巴旺白米粉及汤师傅新加坡门店用餐即可赚取 W 积分。

- 粉丝: 每消费 S\$1, 赚取 1 W 积分
- 星级粉丝: 每消费 S\$1, 赚取 2 W 积分

积分计算方式

W 积分将根据实际消费金额 (包括小数点) 计算。

例如:

消费 S\$20.53

= 20.53 W 积分 (粉丝)

= 41.06 W 积分 (星级粉丝)

积分将按消费小计金额计算，不包括:

- 折扣及优惠券
- 服务费及消费税

4. 如何升级为星级粉丝?

粉丝在任意连续 12 个月内累计消费满 S\$500 (小计)，即可自动升级为星级粉丝。

若未能在任意连续 12 个月内维持消费门槛，会员等级将自动恢复为粉丝 (\$1 = 1XP)。

5. W 积分会过期吗?

会。

W 积分自发放日起 12 个月内有效。每笔交易所累积的积分将在交易日后的 12 个月到期。已过期的 W 积分恕不恢复。

6. 如何使用 W 积分?

W 积分可兑换指定的商品类奖励。

会员可在点餐时通过会员页面查看可兑换项目。

兑换条件:

- 每桌每笔交易仅限兑换 1 份 W Points 奖励。
- 仅限堂食。
- W 积分不可兑换现金。
- 于参与活动的三巴旺白米粉门店所赚取的 W 积分，也可于参与活动的汤师傅新加坡门店兑换，反之亦然。
- 可兑换奖励、所需积分及参与商品可能因品牌及门店而有所不同，并可能不时调整，恕不另行通知。
- 会员仅可兑换当前用餐品牌及门店所提供的奖励商品。

可兑换项目、所需积分及参与商品可能不时调整，恕不另行通知。品牌专属优惠券及促销奖励仅限于指定品牌门店使用，除非另有说明。例如:

- 三巴旺白米粉礼券仅限于三巴旺白米粉门店使用。
- 汤师傅新加坡礼券仅限于汤师傅新加坡门店使用。

7. 特别节日期间可以兑换奖吗?

以下日期不适用于兑换优惠券 (若有):

- 公共假期前夕
- 公共假期
- 公共假期补假日
- 农历新年除夕至农历新年15天
- 其他由WBH Restaurant Group指定的特别节日，比如母亲节，父亲节，等等。

会员仍可在上述日期累积 W 积分及兑换 W Points 奖励。

8. 什么是生日福利?

会员将在生日月份获得一份共享生日福利。

- 生日福利为 W 积分
- 在会员生日月份的第一天发放
- 有效期至该生日月份的最后一天
- 仅限堂食使用
- 具体生日福利商品可能会不时调整，并视供应情况而定

若会员在生日月份内注册成为会员，系统将在成功注册当天发放生日福利。

生日福利条款:

- 不可退款
- 不可转让
- 不可兑换现金或其他奖励
- 除非另有说明，不可与其他优惠同时使用
- 若在有效期内未使用，将自动失效，恕不补发、延长或替换
- 不适用于公共假期前夕、公共假期及公共假期补假日，以及农历新年除夕至农历新年15天期间、母亲节及父亲节等特别节日。其他不适用日期以门店公告为准

会员将在生日当天收到 WhatsApp 通知，也可在点餐时查看会员页面以了解可用的生日福利。

9. 如何知道我是否有奖励或优惠券?

部分奖励可能不会触发通知。建议会员:

- 于点餐时查看会员页面，或
- 向现场工作人员查询

10. 我已经是会员，为什么还需要重新注册并同意条款?

由于系统升级，所有现有会员需完成一次性的重新注册程序。此举是为了:

- 确保会员资料顺利迁移至新系统
- 保障会员账户的正常使用
- 重新确认会员已阅读并同意最新的会员条款及个人资料保护政策

11. 如果我的生日已经过了，但我在同一个月份才加入会员，还会收到生日福利吗?

会。

只要在生日月份内成功注册成为会员，即使生日日期已过，系统仍会发放生日福利。

奖励有效期至该生日月份的最后一天。

12. 如何更新个人资料?

如需更新个人资料，请电邮至: friends@whiterestaurant.com.sg 我们的客服团队将协助处理。

13. WBH Restaurant Group是否可以更改会员计划?

WBH Restaurant Group保留随时修改会员条款、奖励机制或终止会员计划的权利，恕不另行通知。