



Park Avenue Loyalty Rewards Programme Frequently Asked Questions

Registration

1. What is PA Loyalty Rewards Programme?

PA Loyalty Rewards Programme is a corporate booker membership to reward corporate secretaries or personal assistants who make frequent room bookings and meetings on behalf of company with the participating hotels in Singapore.

2. My company wishes to apply for the membership, who can I contact?

You may want to contact the Sales Department of the hotel you most frequently use, or email: parkavenuemember@uel.sg. Alternatively you can also register online via the PA Loyalty Rewards website.

3. Is there a membership/subscription fee?

There is no membership fee to join PA Loyalty Rewards Programme.

4. What is the minimum qualification?

No minimum qualification is required. However, PA Loyalty Rewards Programme reserves the right to amend the qualifying criteria at our discretion.

5. What is the validity of the Membership?

Membership is valid for 24 months (two rolling years). PA Loyalty Rewards Programme reserves the right to amend the validity at our discretion.

6. What are the benefits of the programme?

Members will be able to earn points through their qualifying room or corporate event bookings at our participating hotels and redeem these points against a host of accommodation and shopping vouchers.

7. Is this membership a company's membership or personal membership?

This is a company membership where points earned will be intended for the company's use. However, each membership is registered under individual member's name. Each member will be assigned a unique membership number.

8. Why must a written consent by the company be obtained?

This is to confirm that your company is aware of your participation in the programme and has authorised you to submit hotel bookings and make redemptions on behalf of the Company.

9. Why do I need to provide a valid email address?

A valid email address is needed as most of our news, promotions, special offers, updates, invitations to events etc, will be sent via email to all members.

10. Where do I get the membership number?



An activation email with the membership number will be sent to the registered email address. A password will also be provided to log onto our website using your Email address.

11. How soon will I get the membership card?

All new members will receive an activation email with the temporary card image.

12. I have a few colleagues making bookings using the same membership number. How many membership cards will be issued?

Each company is allowed multiple membership accounts where each membership account is assigned a unique membership number and is applicable for one member. However, in the event that it is the members' company policy to be allow one membership account, a shared membership account can be arranged upon written request to PA Loyalty Rewards.

Points

1. How can I make sure that points are credited to my account?

Members are required to inform the reservation staff of their membership number whenever they place bookings with participating hotels and to keep records of their bookings for at least two months.

2. How often are points updated?

Based on the check-out dates of the guests, points are updated around the 15th of the following month.

3. Where can I check my points? Will a monthly statement be sent to me?

Members can check their latest points via the PA Loyalty Rewards Programme website www.parkavenueintl.com/loyalty-rewards using their Email address and Passwords. No physical statement will be sent to members.

4. Who shall I contact should I find discrepancy in my points?

Please drop us an email at parkavenuemember@uel.sg indicating your name, membership number, company, guests' names, hotel stayed in, check-in/out dates and confirmation number (if any).

5. Can I request for backdating of my points?

Strictly no backdating of points for new membership applications. For existing members, only missing bookings up to the last 3 months or the start of membership date is allowed.

6. My guest was upgraded to an Executive Deluxe Room during his recent visit, but points credited was for Superior/Deluxe Room. Why?

Due to room availability, your guest may have been offered a free room upgrade if his/her room was unavailable at time of check-in. Points are awarded based on the room type confirmed and charged.

7. I have signed up recently and noticed that I have no points in my account. Why is this so?

New memberships will start accumulating points from a base of zero. We regret that retroactive claims will not be permitted for new applications.



8. Is there an expiry to my points?

Yes, all points earned are valid for 24 months from the month of award or until membership expiry, whichever is sooner. Booking credits, points and any other benefits will expire if the Member account has no activity for one (1) year.

9. My points were being forfeited, can I have them reinstated?

No, all forfeited points will not be reinstated.

10. Can I combine points with my colleague?

No, the points strictly belong to the owner of the membership card.

11. My company had an event at your hotel. Why have points not been credited to my account?

To claim missing points, please forward a copy of the event invoice to parkavenuemember@uel.sg. Points will be updated into your account upon approval.

12. Will I get points if bookings were made via third party website or company?

We regret that points will not be awarded for room bookings made through third party websites. All bookings must be made through the Park Avenue website or direct with the hotels. With the exception of bookings made via appointed agents of the company, member is required to inform hotel directly of the bookings and quote their membership number in order to earn reward points.

13. If I forgot to quote PA membership number while making a booking, will the points be accumulated automatically?

No, bookings will not be credited into members' accounts. We urge all members to quote their membership numbers whenever they make bookings with our hotels.

Redemption

1. How do I redeem my points?

Members are encouraged to make their redemptions online.

2. When will I receive my redemption?

Your redemption voucher will be mailed to you at your registered address within three weeks.

3. What is the validity of the vouchers for both hotel and retail outlets?

All hotel-related vouchers will have a validity of six (06) months, while other non-hotel-related vouchers will be governed by respective dates (up to 3 months) which will be stated within the vouchers.

4. I made a redemption 2 weeks ago, but have not receive any letter or vouchers. Who shall I contact?

You may contact us at parkavenuemember@uel.sg.

Others

1. Where can I get my Login details?



Your password will be provided to you via email upon successful registration. For re-issuance of password, please send request to parkavenuemember@uel.sg. Alternatively, you may click on "Forgotten your password?" to receive a new password.

2. **Will my transaction details or redemptions be disclosed to any of my colleagues/superiors?**

All Members' information and transactions will be kept confidential and will not be disclosed to others without prior the members' acknowledgement.

3. **I had resigned from my company; will I be able to retain my membership and transfer to the new company?**

No, the membership account will be closed once you resign from the Company. You will need to re-apply for a new membership and a new membership number will be issued to you.

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