

LONG BEACH

CREATOR OF THE ORIGINAL AND THE
BEST BLACK PEPPER CRAB OF SINGAPORE

1) What is the Long Beach Card?

Ans: It's a rewarding programme which offers you more stretch for your dollars, up to 16% rebates! 100% redeemable, rewarding our premier members with exclusive benefits and promotional offers.

2) How do I apply for the Long Beach **PREMIER card**?

Ans: Simply order our Premier Set Menu and request for an application form at any of our outlet. You will receive a temporary card upon payment. Your card will be mailed to you within 2-4 weeks.

3) How do I apply for the Long Beach **PREMIER PLUS card**?

Ans: Simply request for an application form at any of our outlets and pay a joining fee of \$50. You will receive a temporary card upon payment. Your card will be mailed to you within 2-4 weeks with a preloaded of additional \$25 welcome E-voucher*.

*Valid for new sign up only

4) Can I use my temporary card for redemption?

Ans: No redemption will be allowed when using your temporary card however rebates can still be accumulated till you receive the actual card.

5) My Long Beach membership card is valid for?

Ans: The card is valid for 1 year from sign up date. Your Long Beach dollars (LB\$) is valid for 13 months.

6) How much is my Long Beach Dollars worth?

Ans: LB\$1 = SGD\$1

7) How do I accumulate my Long Beach Dollars?

Ans: Member must identify oneself and inform staff before payment. No rebates will be credited without the presentation of a valid Long Beach card. To qualify for rebates, payment via debit/credit card has to be made by the member. Name on debit/credit card must be the same member's premier card name.

8) How do I redeem my Long Beach Dollars?

Ans: Simply inform our staff before payment that you would like to redeem your LB\$ to offset your total FOOD bill. A valid Premier card must be presented. Redemption is not valid for takeaways.

9) Can I redeem my Long Beach Dollars on Public Holidays?

Ans: No redemption of your LB\$ on Eve of and during Chinese New Year period, Eve of and on Mother's Day & Father's day, 31st December and other special occasions.

10) What if I lost my card?

Ans: Administration fee of \$10 or; LB\$10 can be deducted from your account. (LB\$1 = SGD\$1). Simply inform our staff at our outlets or email us at Premier@longbeachseafood.com.sg to request for a replacement card.

11) What if I forget to bring my card?

Ans: For security purposes, we do not allow redemption unless the card is presented. However, rebates can still be accumulated; simply email us a copy of the following to premier@longbeachseafood.com.sg within 3 working days.

1. Bill
2. Charge Slip (must be the same member's premier card name)
3. Premier card

12) My card is expiring soon, how do I obtain a Free renewal?

Ans:

For Premier member: Simply spend a min. of \$1000 within 1 year.

For Premier Plus member: Simply spend a min. of \$3000 within 1 year

13) What if I don't meet the minimum spending?

Ans:

For Premier member: Your card will auto expire or pay a fee of \$50 for Gold card with no dining credits.

For Premier Plus member: Your card will be downgraded to Premier card.