

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 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 LB\$50 & additional LB\$25 welcome credits*.

*Valid for new sign up only

3) Can I use my temporary card for redemption?

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

4) My Long Beach membership card is valid for?

Ans: The card is valid for 12 months from sign up date. Your Long Beach dollars (LB\$) is valid for 12 months.

5) How much is my Long Beach Dollars worth?

Ans: LB\$1 = SGD\$1

6) 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.

7) 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.

8) 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.

9) 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.

10) 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.

a) Bill

b) Charge Slip (must be the same member's premier card name)

c) Premier card

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

Ans:

For Premier 10% member: Simply spend a min. of \$1000 within 12 months.

For Premier 12% member: Simply spend a min. of \$5000 within 12 months.

For Premier Plus member: Simply spend a min. of \$10000 within 12 months.

For Prestige Premier member: Simply spend a min. of \$15000 within 12 months.

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

Ans:

For Premier 10% member: Your card will auto expire or pay a fee of \$50 to renew. LB\$50 will be credited into your account upon renewal.

For other tiers member: Your card will be converted to a tier lower.