

# FAQ

## **How to join the membership program?**

You may download the Regal Club mobile app and fill in your personal information. There is no minimum spending to register as a Pearl member.

## **After completing the member application form, why I still didn't receive a verification email despite waiting for a long time?**

Please make sure that the email address you entered is correct, or try to click the resend button to receive a new verification code.

## **Why should I join Regal Club membership program?**

Members can earn Regal Points with their spending across the outlets of Regal Hotels International. Members can enjoy an array of benefits, including year-round privileges, fabulous rewards, latest event invitations and promotional offers.

## **How do I change / reset my password?**

You can reset or change your password in Regal Club mobile app under "Settings".

## **What are the benefits for Regal Club membership?**

The Brand New Membership Reward Program of Regal Hotels International, provides an inspirational & rewarding journey for you to earn Regal points with eligible electronic spending at over 60 participating restaurants, hotels and retail outlets, and to redeem fabulous rewards by Regal Points.

## **How to earn Regal Points?**

Members can earn 5 Regal Points for every HK\$1 spent in an Eligible Electronic Transaction. An Eligible Electronic Transaction must have a minimum spending amount of at least HK\$1.

- a. Presenting the Mobile App to the Participating Merchants for earning Regal Points: Member can earn Regal Points by presenting the Mobile App to a Participating Merchant after making payment for an Eligible Electronic Transaction. The

appropriate amount of Regal Points will be added to the Member's account automatically (applicable to participating dining outlets in Regal Hotels, Regala Skycity Hotel & We Go Mall).

- b. For the spending at Regal eShop, members must register Regal Point within 14 days from the date of transaction through self-registration. Registration will not be accepted after the expiry date (according to the invoice date stated on the merchant's machine-printed sales receipt).
- c. Members can book hotel accommodation via Regal Hotel's official website. Qualifying spending shown on the room master bill during a qualifying stay at the participating hotels will earn Regal points which will be credited to the Member's account within 1 Business day after check-out.

#### **Will my point expire?**

The validity date of Regal Points earned on or before 30 June of this year, is from the date of Regal Points added to the mobile application until 30 June of next year.

The validity date of Regal Points earned on 1 July to 31 December of this year, is from the date of Regal Points added to the mobile application until 31 December of next year.

All Regal Points that have not been redeemed for any relevant membership rewards on or before expiry date, will be automatically removed and forfeited at 00:00 midnight on the day after expiry date, without notice.

#### **What is Regal Dollar?**

Members can convert Regal points to Regal Dollar for making direct payment when dining at participating restaurants (in Hong Kong only) and booking hotel accommodation (in Hong Kong only) on Regal Hotels' official website. (Every 50 Regal Points = 1 Regal Dollar as a means of direct payment)

#### **How to use Regal Dollar?**

Regal Dollars can be used when booking hotel accommodation at participating hotels (limited to Hong Kong only) through Regal Hotels' official website. The use of Regal

Dollars is limited to whole number. Besides, Regal Dollars can be used to settle any spending at participating restaurants (limited to Hong Kong only) by clicking the 'Use of Regal Dollar' button on home screen of the Mobile App and generate a QR code for payment. The QR code will be valid for 15-minutes. Member is required to present the QR code for bill settlement.

#### **How to redeem rewards?**

Members can login to their Regal Club member account via the mobile app, and select their desired gift under "Rewards" and redeem the item by Regal Points. All rewards are available on a first-come first-served basis and while stock lasts.

#### **How do I get upgrade of my membership tier?**

Upon spending HK\$5,000 in designated outlets within the membership year, member can be upgraded from Pearl to Sapphire.

Upon spending HK\$20,000 within the membership year, member can be upgraded from Sapphire to Emerald.

Upon spending HK\$20,000 within the membership year, member can be upgraded from Emerald to Diamond.

Please contact our Customer Service Team at [regalclub@regalhotel.com](mailto:regalclub@regalhotel.com) for further enquiry.