



## FREQUENTLY ASKED QUESTIONS (FAQ)

### 1. JADEITE LOYALTY PROGRAM

**Q: What is the Jadeite Membership?**

A: The Jadeite Membership is a cardless programme that entitles members to earn 10% (+2%)\* cashback for every nett S\$1 spent on their ala carte food bill (dine-in, takeaway, and Click & Collect).

*\*Earn additional 2% cashback when payment is made using a Partnering bank credit/debit card.*

**Q: How is cashback calculated?**

A: The earning of cashback (in the form of JPoints) is for ala carte food items only and do not include festive and promotional items, set menus, beverages, alcoholic drinks, TTP (Tea, Towel, Peanut), online purchases (JPoints, Longevity Buns), service and government taxes unless otherwise stated. This amount is referred to as the total nett spend.

**Q: Which restaurants are the Jadeite Membership is valid at?**

A: Participating Restaurants in Singapore:

- Crystal Jade Palace
- Crystal Jade Golden Palace
- Crystal Jade Pavilion
- Crystal Jade Jiang Nan
- Crystal Jade Hong Kong Kitchen
- Crystal Jade La Mian Xiao Long Bao (excluding Changi Airport Terminal 1 branch)

*\*Crystal Jade reserves the right to make changes to the list of participating restaurants without prior notice.*

### 2. SIGN UPS

**Q: How do I apply as a Jadeite member?**

A: You may register for a paid membership online at [www.crystaljade.com/jadeite](http://www.crystaljade.com/jadeite). Alternatively, you may register for a free membership via our Crystal Jade SG Mobile App. You may only hold one Jadeite membership at any one time.

**Q: What are the fees to sign up for the paid Jadeite Membership?**

A: Membership application fee is at S\$18 nett.

**Q: What will I get when I sign up for the paid Jadeite membership?**

A: 4,000 JPoints (worth S\$20) will be issued to your account upon successful sign-up. Every 200 JPoints accumulated gives you S\$1 off your next dining bill. You will also receive 1 x 20% off dining e-voucher and 2 x complimentary appetiser e-vouchers. You may only redeem the welcome bonuses on your subsequent visit onwards upon sign-up.

**Q: What will I get when I sign up for the free Jadeite membership?**

A: You will receive 2 complimentary appetiser e-vouchers.



**Q: What is the validity of my membership?**

A: Your membership is valid for 12 months from the date of sign up and applicable in Singapore only.  
*E.g. If you applied for your membership in 15 December 2015, your membership will expire on 31 December 2016.*

**Q: Where can I check the expiry date of my membership?**

A: You may log in to the members' portal or your Mobile App to check the expiry date of your membership.

**Q: What is the minimum age that I can apply as a member?**

A: You must be at least 16 years of age in the calendar year of application.

**Q: Why am I unable to sign up successfully using my credit card?**

A: If you are facing payment issues related to credit/debit card failure, please try making payment with an alternative card or other modes of payment.

For further assistance on your card error, please contact your credit/debit card issuing bank.

**Q: Why should I subscribe to the Jadeite SMS and mailing list?**

A: By checking the subscription box, you can receive the latest news on upcoming members' promotions, rewards, invitations to events and more!

**Q: How do I qualify for the Jadeite Premium Membership?**

A: The Jadeite Premium Membership is for existing members under the regular membership tier who have an accumulated nett spend of S\$12,000 and more within their 12-month membership cycle.

### 3. RENEWALS

**Q: Can I renew my membership before the expiry date?**

A: Yes. You can renew from the month of expiry and the new membership cycle will commence from the following month. Your remaining JPoints in the account will also be carried forward. If your renewal is done after the actual expiry date, all JPoints will be forfeited and membership cycle will start from the date of renewal.

*E.g. if your expiry date is on 31 Jan 2016 and you renewed your membership in Dec 2015 (regardless of the date), your new membership expiry will be on 31 January 2017. If you renewed in Feb 2016, your expiry will be on 28 Feb 2017.*

**Q: How do I renew my membership?**

A: Your membership will be automatically renewed upon expiry if your accumulated nett spend<sup>1</sup> is above S\$1,000 within the one-year membership cycle. Alternatively, members can renew their membership with a renewal fee of S\$8 (valid for 1 year) at participating restaurants or online.

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<sup>1</sup> Ala carte food bill excluding festive and promotional items, set menus, beverages, desserts, alcoholic drinks, TTP (Tea, Towel, Peanut), online purchases (JPoints, Longevity Buns), service charge and government taxes.



2,000 JPoints (worth S\$10) and a 15% e-voucher with one-month validity will be issued to your account upon successful renewal. Every 200 JPoints accumulated gives you S\$1 off your next dining bill. You may only redeem the renewal bonuses on your subsequent visit onwards upon renewal.

**Q: How would I be notified of the free auto renewal if my accumulated nett spend is over \$1,000 within a year?**

A: We will inform you via your email address as registered in your membership account.

**Q: How do I maintain my status as a Jadeite Premium Member?**

A: Once your membership tier is upgraded to Jadeite Premium, it will be valid for the next 12 months. To qualify for an auto renewal in the premium tier the following year, simply accumulate a nett spend of S\$12,000 within the 12-month membership cycle.

**Q: What happens if Jadeite Premium Members do not spend an accumulated nett minimum of S\$12,000 in a year?**

A: Jadeite Premium Members who do not qualify for an auto renewal will be automatically converted back to the regular Jadeite Membership, provided that their accumulated nett spend in their one-year membership cycle is S\$1,000 and above. If their accumulated nett spending is below S\$1,000, their membership will be converted back to the regular Jadeite Membership and marked as expired.

#### 4. FORGOT PASSWORD

**Q: If I have forgotten my password, how could I retrieve it?**

A: If you have forgotten your password, click on 'Forget Password' on our website [www.crystaljade.com/jadeite](http://www.crystaljade.com/jadeite) and you will be directed to a reset password page. If you are still facing other issues, you may email us at [jadeite@crystaljade.com](mailto:jadeite@crystaljade.com) and we will assist you as soon as we can.

#### 5. USING YOUR MEMBERSHIP

**Q: Where do I update my personal particulars?**

A: To update or view your personal particulars, simply log in to your account via the members' portal at [www.crystaljade.com/jadeite](http://www.crystaljade.com/jadeite) or download our Crystal Jade SG Mobile App.

**Q: How am I recognized as a member?**

A: E-card in the Crystal Jade SG Mobile App will serve as the main identifiers. Simply download our Mobile App and present the barcode on e-card at the point of payment to continue to enjoy membership privileges.

**Q: If I fail to present my e-card upon point of payment, can I get my cashback re-credited back into my account by presenting my receipt at a later time?**

A: Strictly no accumulation / redemption of JPoints and e-voucher(s) if member failed to present e-card. Please note that any requests on cashback accumulation for previous or backdated receipts will not be entertained.

**Q: Can I enjoy my membership privileges immediately if I apply as a member?**



A: Yes, you may start to earn cashback upon creating your account. However, the welcome bonuses and JPoints earned can only be redeemed from the second visit onwards.

**Q: What are my membership privileges during my birthday month and Members' Day?**

A: You can earn 2X cashback throughout your entire birthday month and on our monthly Members' Day.

**Q: Can I enjoy my membership privileges during Chinese New Year, festive seasons and special occasions?**

A: Your membership privileges are not applicable on the 15 days of Chinese New Year, special occasions, all set menus, and festive products (e.g. mooncakes, Chinese New Year products, etc.), unless otherwise specified.

**Q: Can my family and friends enjoy the privileges if I am not present during point of billing?**

A: No. Members must be present at the point of billing in order to enjoy privileges.

**Q: Is my membership transferable?**

A: No. Membership is non-transferable.

**Q: How do I know the expiry and my JPoints accumulated of my membership?**

A: The expiry date and the JPoints of your membership are reflected on the bottom of the receipt. Alternatively, please login to your account via [www.crystaljade.com/jadeite](http://www.crystaljade.com/jadeite) or on our Mobile App to check your membership expiry date.

**Q: Can I use my membership together with any other promotional vouchers and credit card promotions?**

A: No. Membership privileges cannot be used in conjunction with other credit cards / in-house promotions, bank / merchant rewards vouchers, promotional vouchers unless specified.

**Q: Does my membership privileges apply for online e-store transactions?**

A: No. Membership privileges do not apply.

**Q: It has been a while since my last transaction and my JPoints have not been updated to my account. What should I do?**

A: You may email us at [jadeite@crystaljade.com](mailto:jadeite@crystaljade.com) to investigate on the matter. You will be requested to provide supporting receipts to assist in the investigation. However, members are encouraged to check their JPoints that are reflected on the bottom of the receipt upon each sales transaction to avoid discrepancies.

**Q: Would my JPoints be reflected immediately once I make a purchase?**

A: Yes. JPoints are usually reflected real time, but a time lapse may be expected. It is best to check your balance after 1 working day.

**Q: Is there a limit to how much cashback I can earn?**

A: No. We do not set any limit to the amount of cashback earned.

**Q: Can I enjoy my Jadeite membership privileges overseas where there is a Crystal Jade restaurant?**

A: Jadeite membership privileges are currently available for participating restaurants in Singapore only.



## 6. JADEITE PREMIUM MEMBERSHIP

**Q: How can I join the Jadeite Premium Membership?**

A: You will need to accumulate a nett minimum spend of S\$12,000 within your current membership cycle of 12 months. (Nett spend refers to the amount from all a la carte items only and do not include festive and promotional items, set menus, beverages, desserts, alcoholic drinks, TTP (Tea, Towel, Peanut), service and government taxes unless otherwise stated.)

**Q: Do I receive the Jadeite Premium welcome e-vouchers again when my account is renewed at Jadeite Premium?**

A: Jadeite Premium welcome e-vouchers are only issued once per member upon the first upgrade. There will be no re-issue of welcome e-vouchers for subsequent membership tier upgrades and downgrades.

**Q: How do I redeem my complimentary bottle of birthday champagne?**

A: A complimentary bottle of champagne e-voucher will be issued to your membership account on the first day of your birthday month. This e-voucher is only valid for one time use during your birthday month. Simply make prior reservations at any participating restaurant and let them know you will be using the e-voucher as champagnes are subject to the day's availability.

**Q: How do I redeem my complimentary use of Private Rooms?**

A: Simply inform the participating restaurant that you are a Jadeite Premium Member and would like to reserve a private room at least 1 week in advance to enjoy a waiver of the room's minimum spend amount. (Subject to room availability)

**Q: Which are the participating restaurants with Private Rooms?**

A: Crystal Jade Palace, Crystal Jade Golden Palace, Crystal Jade Pavilion, and Crystal Jade Jiang Nan.

**Q: How can I enjoy the corkage waiver of 2 bottles per visit?**

A: Simply show your e-card in the Mobile App to the participating restaurants that you are a Jadeite Premium Member and inform them you would like to use the corkage waiver during your visit.

## 7. TERMINATION AND CANCELLATION

**Q: How do I terminate my membership?**

A: Members may, at any time, terminate their membership before the expiry date by written notice via email [jadeite@crystaljade.com](mailto:jadeite@crystaljade.com). For early termination, membership expiry will be as of date of termination. Crystal Jade will notify member's successful termination within 2 weeks upon receipt of member's notification for termination.

**Q: How do I update my personal particulars if I have a change of address, email or contact, etc?**

A: You can update your personal particulars by logging in to your member's account via [www.crystaljade.com/jadeite](http://www.crystaljade.com/jadeite).