

# FAQs



## WHAT IS THE PLAZA APP?

The Plaza app transforms your shopping & dining experience more than ever! Get rewarded for your loyalty by collecting points each time you visit The Plaza Shopping Centre, and redeem them against prizes or discounts.

## HOW DO I EARN POINTS ON THE PLAZA APP?

Through The Plaza app, you will earn 10 points for each visit. Turn on your Bluetooth and give permission for the app to use your location.

## HOW DO I REDEEM POINTS TO GET EXCLUSIVE PRIZES/ DISCOUNTS?

There are numerous rewards and discounts that can be earned against points. You will find the rewards under the rewards tab. It is the staff who will make the actual redemption on your phone.

## WHAT IS THE "PRIZE OF THE MONTH"?

Each month discover the most exclusive prize being offered at The Plaza (in addition to all the other prizes/discounts). It is one offer, which you should not miss. Only available for a limited period of time.

## I FORGOT TO COLLECT MY POINTS DURING MY LAST VISIT?

To earn points, it is mandatory to activate the app during your visit of The Plaza, otherwise, the points will be lost and cannot be credited afterward.

## WHAT HAPPENS IF I REDEEM A REWARD WITHOUT BEING IN-STORE?

If you redeemed your points against a reward without being in-store and without the assistance of a salesperson, it will not be valid and your points will be lost.