

# KIDS ADVENTURE CLUB 2020

## FREQUENTLY ASKED QUESTIONS

### WHO IS ELIGIBLE FOR THE PROGRAMME?

The Kids Adventure Club (KAC) programme is designed for kids aged 4-12 years old during the time of registration.

### HOW LONG DOES THE PROGRAMME LAST?

The programme is valid from 1 January 2020 to 31 December 2020.

### I AM AN EXISTING 2019 KAC MEMBER. ARE THERE ANY PRIVILEGES FOR JOINING 2020 KAC?

For 2019 Novice Explorer, simply visit the Kids Concierge with your 2019 mission booklet & member card to enjoy a lower sign-up rate at \$50 with maximum 2 same-day receipts. For 2019 Star Explorer, great news for you! Bring along your 2019 mission booklet & member card to the Kids Concierge and you get to redeem your 2020 mission booklet for FREE! However, kindly note that this is limited to the first 100 redemptions only.

### I AM NEW TO THE PROGRAMME! HOW DO I BECOME A KAC MEMBER?

For new sign-ups, you will be required to spend a minimum of \$60 with maximum 2 same-day receipts.

### WHY ARE THE PARENT/GUARDIAN REQUIRED TO PROVIDE A VALID EMAIL ADDRESS DURING REGISTRATION?

We strongly encourage parent/guardian to provide a valid email during registration as most of the information for KAC will be communicated through email. There will also be special mission(s) or privileges/events that are specially organised for our KAC members from time to time. Should you wish to withdraw from the mailing list, please click on the EDM unsubscribe link or visit the Kids Concierge located at Basement 2 personally and our Customer Service Officer will assist you on it. For more information, please refer to our T&Cs.

### WHERE CAN I FIND THE KIDS CONCIERGE?

The Kids Concierge is located at Basement 2, at the Information Counter.

### I NEED HELP ON THE MISSIONS IN THE MISSION BOOKLET. WHAT SHOULD I DO?

Please refer to the Mission Guide on page 19 of your mission booklet for more information on the individual mission. Alternatively, you may visit the Kids Concierge for assistance.

### HOW DO I BECOME A STAR EXPLORER?

Upon completion of all missions, you will be awarded the title 'Star Explorer'. For 2019 Star Explorer, you will retain the 'Star Explorer' title upon completion of 2020 missions.

### WHAT DO STAR EXPLORERS ENJOY?

There may be exclusive privileges for Star Explorers from time to time. Do bring along your mission booklet and keep a lookout for the KAC logo when you are in the mall!

### I LOST MY MISSION BOOKLET. WHAT SHOULD I DO?

You may provide our Customer Service Officers with the registered mobile number and KAC member ID to retrieve the information. Please note that there is a replacement fee of \$8 per mission booklet and all stamps will be re-awarded accordingly based on our system.

### I HAVE COMPLETED A MISSION BUT I FORGOT TO BRING MY MISSION BOOKLET TO RECEIVE THE STAMP. WHAT SHOULD I DO?

Unfortunately, we will not be able to award any stamp for missions that requires same-day verification.

### CAN MY PARENT/GUARDIAN PRESENT MY MISSION BOOKLET TO RECEIVE THE STAMP ON MY BEHALF?

We would strongly encourage our explorers to redeem your stamp personally at the Kids Concierge. Parents/guardians are encouraged to accompany the kids during redemption at all times.

### I HAVE COMPLETED ALL MY MISSIONS IN THE MISSION BOOKLET. WHAT SHOULD I DO?

Congratulations on your completion of all the missions! Please bring along your mission booklet to the Kids Concierge to redeem your exclusive gift. Kindly note that the completion gift will only be available from 1 October 2020 onwards. Limited to the first 1,000 redemptions only.

### I WOULD LIKE TO WITHDRAW FROM THE PROGRAMME. WHAT SHOULD I DO?

Please visit the Kids Concierge with your mission booklet. The registered parent/guardian will need to be present. Please note we will not be able to retrieve the account once it has been terminated.

