

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 2021 to 31 December 2021.

How do I become a KAC member?

To register, you will be required to spend a minimum of \$65 with maximum 2 same-day receipts.

Why are parent/guardian required to provide a valid email 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.

Should you wish to withdraw from the mailing list, please click on the EDM unsubscribe link or visit our Kids Concierge located at Basement 2 personally and our Customer Service Officer will assist you on it. For more information, please refer to our Terms and Conditions.

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.

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 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 members to redeem your stamps personally at the Kids Concierge. Parents/guardians are encouraged to accompany the kids during redemption at all time.

I completed all my missions in the mission booklet. What should I do?

Congratulations on the completion of all the missions! We will be sending an EDM of the collection period for the completion gift towards the end of the year. A gentle reminder to provide a valid email during registration to receive the latest updates!

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.