

FAQ



WHAT IS REWARD ME?

RewardMe is Momento Hospitality's exclusive membership and loyalty platform where you can earn points, access members' pricing, enjoy daily offers, and unlock special rewards across our venues.

HOW DOES REWARDME WORK?

RewardMe allows members to progress through tiers and receive additional benefits as they use the RewardMe app or membership card throughout our venues.

HOW DOES MEMBER PRICING WORK?

As a member, you'll automatically receive a 5% discount on food and beverages. Just make sure to scan your membership card or app when making every purchase.

CAN I USE THE REWARDME APP AT ALL MOMENTO HOSPITALITY VENUES?

Yes, the RewardMe app can be used at participating Momento Hospitality venues. To see which venues are included, check the "Venues" section of the app.

WHAT ARE THE DAILY OFFERS?

Daily offers include special discounts, happy hours, and exclusive deals available only to members. Check the app to see what's available each day at our venues.

HOW DO I KNOW WHAT TIER I'M IN?

Swipe your membership card at our membership kiosks in venue or ask one of our friendly staff.

HOW DO I PROGRESS THROUGH THE TIERS?

A member's tier is determined by their grading points earned over a 90-day rolling period. You will automatically progress through the tiers as you qualify.

CAN I BE MOVED DOWN IN TIERS?

Tiers will be reviewed every three months in March, June, September and December. Members may move down tiers if they have not earned enough grading points in the 90-day period leading up to tier reviews.

HOW DO I EARN REWARDME POINTS?

RewardMe Points can be earned when you make purchases at our venues or participate in special promotions. The more you frequent our venue's, the more opportunity you have to earn RewardMe Points. Use your membership card or app correctly everytime you spend within our venues to earn RewardMe Points. The more you spend, the more you earn!

1 REWARDME POINT = 1C

WHEN DO REWARDME POINTS EXPIRE?

Unless otherwise specified, RewardMe Points will expire 365 days from the day they are earned.

How Do I Know How Many Points I Have?

You can view your RewardMe Points balance through the RewardMe App.

By swiping your membership card at our kiosks in participating venues, you can view:

- RewardMe Points balance
- Points 2 Play balance

WHERE CAN I USE REWARDME POINTS?

You can use your RewardMe Points on a range of items across all participating Momento venues, simply by asking a staff member to swipe your card, and “pay by points”.

- Food & Beverage purchases (at participating outlets)
- Functions & Events (conditions apply)
- Prize Cabinet

WHAT HAPPENS IF I DON'T RECEIVE MY REWARDME POINTS AFTER A PURCHASE?

If you don't see your RewardMe Points after a purchase, allow 24 hours. If they're still missing, contact our support team and provide your transaction details for investigation.

WHAT IS MY BIRTHDAY GIFT?

Your birthday gift is a special treat just for you! The exact gift may vary depending on the venue and the month, so be sure to check the app or visit a venue during your birthday month to see what's on offer.

WHAT IF I LOSE MY CARD?

See one of our friendly staff at participating Momento Hospitality venues to be re-issued a new card.

CAN I USE REWARDME IN COMBINATION WITH OTHER OFFERS?

RewardMe offers cannot typically be combined with other promotions unless stated otherwise. Always check the terms of each promotion to see if combinations are allowed.

WHY DOES THE APP NEED ACCESS TO MY LOCATION?

We request access to your location so the app can update with relevant offers and promotions based on the venue you're visiting. By allowing location services, you'll automatically see the deals, discounts, and events available at that specific venue, making your experience more personalized and convenient. You can manage your location settings at any time in your phone's settings.

HOW DO I TURN ON/OFF NOTIFICATIONS?

To manage notifications, go to your profile settings within the app. From there, you can turn on or off notifications for offers, rewards, and updates.

CAN I STILL BE A MEMBER IF I DON'T HAVE A SMARTPHONE?

Yes, you can still become a member without a smartphone! However, your experience will be limited without access to the app. To sign up, simply speak with one of our friendly staff members, and they'll assist you with a manual signup.