

Frequently Asked Questions

The Entertainer Singapore seem quite expensive?

This year's Entertainer Singapore products contain up to SGD 153,000 worth of savings. Our research shows that customers can make their money back after using just two offers, or in some cases just one! All offers are valid for 12 months, from January through to December, so there is plenty of time to make some great savings.

How do I know it's genuine?

The Entertainer was established in 2001 in the Middle East and prides itself on its partnerships with merchants. The Entertainer currently has long-standing relationships with over 10,000 merchants across the globe! Every outlet we work with has been trained on the redemption process and the validity of offers. If any Entertainer customer experiences any problems with any outlets, you can contact us at customerservice@theentertainerme.com and we will resolve the issue as soon as possible, directly with the outlet in question.

How many offers are there for each participating merchant?

There are 3 offers for each participating merchant. You can decide how many offers you wish to use, up to a total of 4 offers per 8 people. For example, you can treat a loved one to dinner for just the two of you or take a family of 8 using 4 offers!

What are the restrictions on the offers?

Our offers have very few restrictions on when they cannot be used. Aside from a couple of public holidays, your offers are valid 24/7, anytime, until December 30th, 2014! Please see the rules of use for further information.

I don't have a family?

Do you dine out regularly? Are you socially active with your friends at the weekend? The Entertainer Singapore is not just for families, there really is something for everyone. With a multitude of offers at a variety of different kinds of restaurants, cafes, activities, spas, hotel accommodation... the Entertainer will not leave you disappointed!

I don't eat out very often?

Aside from restaurants, there are also offers for golf, archery, cooking, watersports and a whole lot more. And if you're not eating out, you can eat in, as we have a number of take-out and delivery options featured in the Entertainer Singapore!

I've never heard of the Entertainer?

The Entertainer has been published in the Middle East since 2001! Working with some of the leading hotel, travel and restaurant brands in the world, we have an outstanding reputation for being the leading lifestyle and leisure 'buy one get one free' incentive brand, providing our customers with unbeatable value year on year. We currently have 27 publications across 23 different destinations. For more information, please see our website, www.theentertainerasia.com.

Is it only for tourists?

Absolutely not! The Entertainer Singapore features some of the key tourist attractions in Singapore, but also includes vouchers for a considerable amount of restaurants, cafes and other local activities that are perfect for residents.

Where can I get a list of participating outlets?

Listed in the back of each Entertainer book is a comprehensive directory of all the outlets featured. You can also search for outlets via our website, www.theentertainerasia.com. Each book product page includes a full list of merchants.

If you'd like to search via your app, either use the Map function to browse the outlets or go to the 'Buy' section, select the Entertainer product you would like to view and you can access the Merchant List from there.

I've had very bad experiences with daily deal voucher websites – isn't this just like those?

The Entertainer is not a 'daily deal' product. The Entertainer is a membership programme that requires a one-time payment for the book or mobile product, providing you offers that are valid until December 30th, 2014! With the Entertainer, you have the flexibility to plan where and when you're going to use your offers as there are so few restrictions on the offer validity.



What if the staff at the outlet don't accept my voucher?

On the rare occasion that you encounter an issue, please inform us immediately. Send an email through to customerservice@theentertainerme.com and we will follow up with the outlet in question and have the incident addressed.

The Entertainer only has a few months validity left?

Have a flick through the book or your app – you'll see that there are several restaurants, cafes, attractions and hotel accommodation that you could go to in a week or night and still make your money back!

What is the Entertainer Mobile App?

The Entertainer App allows customers to redeem their Entertainer offers quickly and easily using their smartphones, and is available for iPhones, Android devices, Blackberry 10 devices, and as of January 2013, Windows Phones. The App is a free download from iTunes, Google Play, Blackberry World and Samsung app stores. Customers can access a limited number of free offers to ensure they are comfortable with the redemption process before purchasing the full Entertainer mobile product for their phone. The app features exciting customer-friendly features including location-based services that allow users to find Entertainer outlets based on proximity; enhanced merchant outlet searches based on cuisine, amenities and services; and a savings calculator that allows users to see their savings for each offer redemption, as well as their savings over the year using the Entertainer. Finally, the app has been designed for families to share – one of our mobile products can be shared across multiple devices using the same username and password.

How does the App work with the Book?

The Entertainer mobile products and Entertainer printed books are two separate products containing the same offers. Depending on your user habits, you will select to purchase either the mobile product or the book (the products are not complementary). However, if you do purchase the Entertainer printed book, once you have registered your Entertainer Member number printed inside your book on our website, you will be able to access and redeem additional monthly Entertainer Member offers via the App. These offers are a benefit of Membership with the Entertainer and are unique from the offers provided in the book and within the paid mobile product. Also, the App has useful location and amenity search functions that are accessible to anyone that downloads the app for free from the available app stores, so it's a helpful tool to use even if you have purchase the printed book.

How do you redeem an offer from the App?

When you request your bill or go to pay at the outlet, you must notify the teller that you want to redeem an Entertainer offer using your smartphone. To redeem the offer, select the offer that you wish to redeem, the voucher will then load and you need to select 'Redeem'. The App will prompt you to enter the unique 4 digit PIN you created when you registered. When you have done this successfully, the App will prompt you to ask the merchant to enter their merchant PIN on your smartphone. The merchant's staff member will then prepare your bill with the discount applied and the offer will disappear from your App, so you know you have used it.

What are the benefits of the Mobile App?

Everyone is different and some customers will always prefer the printed book version, rather than the smartphone App. However, the mobile App is an innovative way to have all of the offers with you wherever you go, without having to carry the book! They are quick and easy to redeem and are 100% protected by your own 4 digit PIN. Your purchased mobile products are associated to your member account and login, so even if you lose your phone, you won't lose your offers. You can search for merchants on the App by location or cuisine type and you can even call the outlet straight from your phone. The savings calculator keeps an estimated saving every time you redeem an offer, so you will know how much money you have saved with the Entertainer! You can also share the App with other family members as it has been designed to be used across multiple devices. Through January 2014, this can be accomplished by using the same username and password, and as of late January 2014 there will be a household account system whereby users can use multiple usernames and passwords to access one account.

I normally buy my book and share with family and friends. Can I do the same thing with the App?

The Entertainer mobile product has been designed to be shared across families. The mobile product is a cloud based account that can be accessed from multiple devices. Therefore you can also share the App with other family members as follows:

- Through January 2014, this can be accomplished by using the same username and password when logging into the App from different devices.
- As of late January 2014 there will be a household account system whereby users can use multiple usernames and passwords to access one account.

What is the Bonus Hotel Book - Entertainer Travel Asia & Indian Ocean?

When purchasing any of the 2014 Entertainer books or mobile products for Singapore, Malaysia or Hong Kong, the Member will also receive a **BONUS 2014 Entertainer Travel Asia & Indian Ocean book**, which features over 380 free night offers for 4 and 5 star hotels and resorts located throughout Asia and the Indian Ocean. With three vouchers valid at each hotel, members can enjoy unbeatable savings on hotel accommodation at some of the world's leading hotel brands throughout Hong Kong, Malaysia, Thailand, Indonesia, Vietnam, India, Maldives, Mauritius, Seychelles and more. The book features offers from internationally recognised hotel chains such as Angsana, Banyan Tree, Conrad, Langham, Dusit, Grand Hyatt, Sofitel, Taj, Renaissance, Marriott and InterContinental, to name a few.

How do the hotel offers work?

Each offer is valid for **one complimentary night** when a night of equal or greater value is booked at the hotel's Best Available Rate (room only). Plus, for any additional nights you book during the same stay, as an Entertainer Member, you'll also receive 20% off Best Available Rates including breakfast for two adults daily!

