

Frequently Asked Questions (FAQ)

Welcome to The Menu's FAQ section. Here, we answer common questions to enhance your experience with us. If you have a question that isn't covered here, please feel free to reach out to our support team.

1. General Membership Questions

1.1. What is The Menu?

The Menu is a South African-based lifestyle rewards platform offering exclusive discounts, promotions, and competitions through tiered memberships and flexible one-time passes.

1.2. How do I become a member?

Visit the **Membership Page** on our website and select a membership tier or once-off pass that suits your needs. Complete the sign-up process and payment to activate your membership.

1.3. What are the membership tiers and once-off pass options and their benefits?

We offer the following membership tiers and once-off pass options:

Membership tiers	Cost (Rands)	Vendor database	# Bonus competition entries	Number of competition accessible
Subscription based (monthly, anytime cancellation)				
Springbok	R 150.00	40%	1	All (subject to maintaining monthly membership)
Leopard	R 300.00	70%	5	All (subject to maintaining monthly membership)
Lion	R 500.00	100%	10	All (subject to maintaining monthly membership)
Once off pass (non refundable)				
1 Hour pass (Monday to Thursday)	R 10.00	100%	1	Specific to the competition on the day of access
2 Hour pass (Monday to Thursday)	R 15.00	100%	2	Specific to the competition on the day of access
3 Hour pass (Monday to Thursday)	R 20.00	100%	3	Specific to the competition on the day of access
1 Hour pass (Friday to Sunday)	R 20.00	100%	1	Specific to the competition on the day of access
2 Hour pass (Friday to Sunday)	R 30.00	100%	2	Specific to the competition on the day of access
3 Hour pass (Monday to Thursday)	R 40.00	100%	3	Specific to the competition on the day of access
24-hour pass (Monday to Thursday)	R 50.00	100%	5	Specific to the competition on the day of access
24-hour pass (Friday to Sunday)	R 75.00	100%	5	Specific to the competition on the day of access
Three day pass (Monday to Thursday)	R 150.00	100%	10	Specific to the competition on the days of access
Three day pass (Friday to Sunday)	R 225.00	100%	10	Specific to the competition on the days of access
Weekly: 7 day pass	R 500.00	100%	15	Specific to the competition on the days of access
Monthly: 28 to 31 day pass	R 750.00	100%	20	Specific to the competition on the days of access(benefits across 28-31 day period, benefits begin from initiation date)
3 month pass	R 2 250.00	100%	30	Specific to the competition on the days of access(benefits across 90 day period, benefits begin from initiation date)
6 month pass	R 4 500.00	100%	50	Specific to the competition on the days of access(benefits across 180 day period, benefits begin from initiation date)
Annual	R 9 000.00	100%	100	All (benefits across 365 day period, benefits begin from initiation date)

- **Springbok Membership (R150/month):**
 - Access to 40% of the vendor database.
 - 1 automatic entry per draw into monthly competitions.
- **Leopard Membership (R300/month):**
 - Access to 70% of the vendor database.
 - 5 automatic entries per draw into monthly competitions.
 - Early access to new deals.

- **Lion Membership (R500/month):**
 - Access to 100% of the vendor database.
 - 10 automatic entries per draw into monthly competitions.
 - Exclusive event invitations.
 - Exclusive/early access to bespoke products.
 - Premium customer support.
- **Once-off Pass Options:**
 - 1 Hour Access (Monday to Thursday): 1 entry into competitions.
 - 24 Hour Access (Weekday or Weekend): 5 entries into competitions.
 - 3 Day Access (Weekday or Weekend): 10 entries into competitions.
 - Weekly (7 Days), Monthly (28-31 Days), 3 Months, 6 Months, and Yearly (365 Days) passes also available.

1.4. Can I upgrade or downgrade my membership?

- Yes, you can upgrade or downgrade your membership at any time from your **Member Dashboard**, which will take effect in the new calendar month.
- Yes, you can cancel your membership at any time through the **Member Dashboard**. Your benefits will remain active until the end of your current billing cycle.

2. Competitions and Rewards

2.1. How do I enter competitions?

Competition entries are automatic based on your membership tier or once-off pass:

- **Springbok:** 1 entry per draw/month.
- **Leopard:** 5 entries per draw/month.
- **Lion:** 10 entries per draw/month.
- **Once-off Passes:** Entries depend on the pass type (e.g., 1-Hour Pass = 1 entry).

2.2. How are winners selected?

Winners are selected via a random draw, supervised by an independent auditor to ensure fairness.

2.3. How will I know if I've won a competition?

Winners are notified via email and announced on the **Competitions Page** and our social media channels.

2.4. Can I enter competitions without a membership?

No, competitions are accessible only as a benefit to monthly subscription members or those with valid once-off passes.

3. Partner and Vendor Information

3.1. How can I register as a partner or vendor?

Visit the **Become a Partner** page, complete the registration form, and submit your business details. Our team will review your application and notify you upon approval.

3.2. What are the benefits of partnering with The Menu?

- Access to a broad customer base.
- Increased visibility and promotional opportunities.
- Flexible advertising options and participation in competitions.

3.3. How do I create and manage coupons?

- Vendors who can create their own coupons can upload them via the **Vendor Dashboard**.
 - For vendors who need assistance, The Menu team can generate coupons on your behalf.
 - Bulk coupon uploads are available via CSV format.
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4. Payment and Billing

4.1. What payment methods do you accept?

We accept payments through secure payment gateways.

4.2. How does billing work?

- Billing is monthly for membership subscriptions or a one-time payment for one-time passes.
- Subscriptions automatically renew unless cancelled.

4.3. What happens if my payment fails?

If a payment fails, you will be notified via email. Please ensure that your payment details are kept up to date in your **Member Dashboard**.

5. Technical Support

5.1. What if I have trouble logging in?

Use the **Forgot Password** option on the login page to reset your password. If issues persist, contact us at support@themenuportal.co.za.

5.2. How do I update my personal details?

Log in to your **Member Dashboard** and navigate to **Account Settings** to update your information.

5.3. Who can I contact for assistance?

For any assistance, please contact:

- Email: support@themenuportal.co.za