

## GENERAL QUERIES

### What is Smaash Insiders?

It is a card-less loyalty reward program. You get rewarded everytime you spend at smaash. This adds loyalty points into your account which can be redeemed to Eat, Drink or Enjoy Awesome Games! Also, we keep you interested with many more benefits from free Games to discounts on restaurants. We'll give you 1 FREE Game & a Welcome Drink just for signing up! To avail the benefit you must do 1 recharge or game play.

### Who can enroll to become Smaash Insiders?

New to Smaash or an existing member as long as you are an Indian resident. You must be 16 years of age or older to receive special offers. Membership is non-transferable.

### How do I sign up to become a Smaash Insiders member?

Guests can enroll in-store at the Smaash Insiders Kiosk/Cashiers Desk at any Smaash location.

### I don't have a game card can I still sign up?

YES! You don't need a Game Card to sign-up. Your mobile number is a unique identification for your membership. To earn points on game, we recommend you to get a game card

### I already have a Game Card can I sign up?

Yes, you can please give your mobile number at the cashier's desk and they will help you to become a part of our Smaash Insiders.

### Can I register more than one membership?

No! Your mobile number is your unique identification.

### Can I use more than one coupon/offer at a time?

Yes, you can use coupons and any other offers but you will earn points on the actual amount you spend.

## EARN & REDEEM POINTS QUERIES

### What is the difference between various loyalty tiers?

Silver is the entry level tier in the program. You are enrolled into the program as Silver & will remain in this tier till your spends exceed the defined spend bracket for tier up gradation. Gold is Level 2 & Platinum is Level 3 of the SMAAASH Insider Program. Star is the elite tier, highest tier of the program.

### Do I retain the Tier forever?

Tier Validity is 6 months (for all tiers) from the date of joining or tier upgradation. You will start with zero spends on tier renewal or upgradation and you will retain your tier on spending the required amount during the period. But we will add extra motivation by giving you range of benefits on tier upgradation and retention.

### Is there a daily spend limit?

No! There is no such limit but the more you spend the more you earn.

### How much is the Tier Point value?

1 Point =1 Rupee

On your spend you earn points and can be redeemed accordingly.

### Can I earn points on corporate or bulk bookings?

No, you cannot earn points for corporate bookings.

### Is the program all about points?

As a member of SMAAASH Insiders program, you get a host of benefits available to only a privileged few. Keep up to date with the offers and events at SMAAASH. Save money at select restaurants and on SMAAASH Gift Shop. Celebrate Birthdays with us like never before. You are special & we will gift you free games and welcome drinks.

### How to redeem reward points at SMAAASH?

You need a minimum of 100 points to start redemption. To redeem, just visit any SMAAASH center with your registered Mobile for OTP verification.

### Where can I redeem my points?

You can redeem to pay for your games /F&B-Restaurants or to book a party/event at our Smaash Outlets.

### Does the points earned have any validity?

Points are valid for duration of 12 months, after which your points get expired.

### Can I redeem my points for anything outside Smaash?

Yes, we will periodically send you the special offers which could be from our third party brand offers and you can redeem points against those offers.

### How do I check my point balance?

You can know about your current balance points by giving a missed call on +918039275979.

### How to redeem a Mobile Voucher?

Provide your registered Mobile number to the Cashier or Host along with the offer SMS/ Email with the M-Voucher code and they would do the needful.

### How to unsubscribe from receiving the SMAAASH Insider text message update?

To stop receiving any communication SMS from the SMAAASH Insiders program, please give a missed call to **+918039275975**.

## TERMS & CONDITIONS OF THE SMAAASH INSIDER REWARDS PROGRAM

- Open to India Residents aged 16 or above.
- This is a card-less program. Member's mobile phone number would be his/her unique identification number for the membership. Sign up offer one free game, valid for 3 months from the date of issue. Card to have a minimum load to avail offer. Welcome drink - fixed list of drinks, valid for 30 days from date of issue. Not valid on 0 lifetime purchase.
- Upon successful registration to the SMAAASH INSIDER REWARDS PROGRAM, members accept that the membership is governed by these terms & conditions and may be amended from time to time.
- There is no membership fee for registration to SMAAASH INSIDER REWARDS PROGRAM.
- If the information shared by the customer is found to be inappropriate or invalid, SMAAASH Entertainment Pvt Ltd reserves the right to terminate the membership without any prior intimation. A minimum of 100 points needs to be accumulated to start redeeming. Points can be redeemed in multiples of 100 only.
- Management reserves the right to change or modify the terms at its discretion.
- By becoming a member of the SMAAASH INSIDER Rewards Program, members are, by default, subscribing to receive promotional communication on events & offers at SMAAASH. In order to unsubscribe, members will have to give a missed call on **+918039275975**.
- The membership points, benefits & privileges are non-transferable & may only be used by the member except for the Star Tier Customers who can gift up to 5000 points in a year.
- Two offers cannot be clubbed.
- SMAAASH will not be held responsible for any transactions made on a lost or stolen membership.
- SMAAASH reserves the right to amend benefits and privileges, terms and conditions of this agreement and benefits from time to time without prior notice. The decision of SMAAASH management shall be final and conclusive in the event of any dispute.
- The points/gifts cannot be redeemed or exchanged for cash. No cash claim can be made in lieu of points/gifts. Purchases in the name of firms or any third parties will not be entitled for membership. Points of different members cannot be clubbed.
- SMAAASH assures complete privacy of your personal data and your mobile number. It will not be shared with anyone without permission.
- Free Game Play benefits are subject to availability at the time of claiming the benefits. E.g. If Customer is entitle to free Bowling game but all lanes are booked, SMAAASH reserves a right to request Customer to make visit some other day if store is not able to accommodate the redemption due to unavailability.
- Smaash reserves the rights reserves the right to change, amend, modify, suspend, continue or terminate all or any part of the Plan either in an individual case or in general, at any time without notice.
- To know more about T & C login to [www.smaash.in](http://www.smaash.in)



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