

TABLEAPP ELITE Membership Frequently Asked Question (FAQs) for Visa Signature & Visa Infinite Cardholders

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1. About TABLEAPP ELITE Dining Membership

What is TABLEAPP ELITE?

TABLEAPP ELITE is a membership programme which its members can redeem over 300 signature dishes for free at over 100 participating restaurants in Klang Valley.

How many free signature dish(es) am I entitled for?

More than 300 signature dishes are available for you to redeem using TABLEAPP ELITE membership. There are at least 100 participating restaurants in Klang Valley. Each participating restaurant outlet offers up to three (3) choices of complimentary signature dishes for redemption. Only one (1) signature dish can be redeemed per visit. You may revisit the same participating restaurant to redeem other signature dishes. As an ELITE member who is part of the Visa privilege, you are entitled to two (2) times redemption for each selected signature dish.

How long is the validity of an ELITE Membership?

As an ELITE member who is part of the Visa privilege, you are entitled to a complimentary 1-Year ELITE Membership. The expiration date will be one (1) year from your membership activation date.

Where can I redeem my complimentary ELITE Membership?

You can redeem your complimentary ELITE Membership on the TABLEAPP mobile app. Please apply the redeem code given at the Redeem Code column upon sign up to activate your complimentary 1-Year ELITE Membership. The app can be downloaded from the [App Store](#) and/or [Google Play](#).

Will I receive a membership confirmation when I sign up?

Yes, you will receive your membership confirmation via email immediately upon successful sign up. Please take note that this is a cardless membership programme; no physical card will be issued.

How do I know my ELITE Membership has been activated?

Your membership is made effective upon successful sign up.

What are the participating restaurants?

There are over 100 participating restaurants including Babe, enfin by James Won, Soleil, Luk Yu Tea House, Kikubari, Ishin Japanese Dining, The Steakhouse, and more. You can view all the participating restaurants on the TABLEAPP mobile app.

How do I know which restaurants and signature dishes are available for redemption?

Please login to your account on the TABLEAPP mobile app. You may view all the participating restaurants and ELITE signature dishes at the ELITE section on the TABLEAPP mobile app. The app can be downloaded from the [App Store](#) and/or [Google Play](#).

2. REDEEMING TABLEAPP ELITE Signature Dishes

How many ELITE signature dish(es) that can be redeemed at each participating restaurant?

Each participating restaurant outlet offers up to three (3) choices of complimentary signature dishes for redemption. There are over 300 free signature dishes under this membership. As an ELITE member who is part of the Visa privilege, you are entitled to two (2) times redemption for each selected signature dish.

How many ELITE signature dish(es) can I redeem at one time?

You can only redeem one (1) signature dish per visit. You may revisit the participating restaurant to redeem other signature dishes offered by the same restaurant.

How do I redeem ELITE signature dish(es)?

Redemption of signature dishes are only available on the TABLEAPP mobile app. To redeem a signature dish, you are required to login to the TABLEAPP mobile app. Please select the ELITE section, follow by selecting the preferred signature dish before tapping the 'REDEEM' button. Upon arrival at the restaurant, please kindly request the restaurant staff to key in the restaurant's unique 4-digit PIN to complete the redemption.

What are the requirement(s) to redeem ELITE signature dish(es)?

A minimum spending equivalent to the signature dish value is required in order to redeem the signature dish.

Can I redeem ELITE signature dish(es) right away upon joining?

Yes, the membership is made effective upon successful sign up.

Can I take away ELITE signature dish(es)?

All signature dishes are for dine-in only.

Can I redeem ELITE signature dish(es) on weekends and public holidays?

Yes, you may redeem signature dishes on weekends, however, all signature dishes are not available to be redeemed on New Year, New Year's Eve, Chinese New Year, a week before and after Chinese New Year, Awal Muharram, Prophet Muhammad's Birthday, Labour Day, Wesak Day, Hari Raya Puasa, Hari Raja Haji, Deepavali, Thaipusam, National Day, Malaysia Day, Christmas' Eve, Christmas Day, Valentine's Day, Mother's Day, Father's Day, all Public Holidays, and any other Public Holidays announced by the government. Some signature dishes may have other redemption restrictions. Please check each signature dish's Terms and Conditions before redeeming.

Can I redeem ELITE signature dish(es) together with other promotion?

No, signature dishes are not available to be redeemed in conjunction with any other promotions, offers, discounts, vouchers, privilege cards or employee reward programmes.

Do I need to pre-order ELITE signature dish(es)?

Pre-order of a signature dish is generally not required, however, some signature dishes may require pre-order due to limited quantity and long preparation time. In that case, please include a remark at the Special Request column to pre-order this Signature Dish upon online reservation. Please check each signature dish's Terms and Conditions for any pre-order requirement.

Do I need to make a restaurant reservation to redeem ELITE signature dish(es)?

Not exactly. Members can walk-in to any participating restaurants and redeem signature dishes on the spot. However, it is highly advisable to make a reservation to secure a table and to avoid disappointment especially during peak hours.

3. Using TABLEAPP Mobile App

Where can I download the TABLEAPP Mobile App?

The app can be downloaded from the [App Store](#) and/or [Google Play](#).

How do I redeem ELITE signature dish(es) on the TABLEAPP mobile app?

Please login to your account on the TABLEAPP mobile app and visit the ELITE section. You can select the preferred signature dish and tap 'REDEEM'. Upon arrival at the restaurant, please kindly request the restaurant staff to key in the restaurant's unique 4-digit PIN to complete the redemption. A minimum spending equivalent to the dish value is required in order to redeem the dish. You can only redeem one (1) signature dish per visit.

Can I redeem ELITE signature dishes on different devices?

Yes, you can. Your account is not device specific, you can login to your account and redeem your signature dishes from the TABLEAPP mobile app on any device which has active online connection.

I forgot my password. How can I login to the TABLEAPP mobile app?

If you forget the password for your TABLEAPP account then simply tap on the 'Forgot Password' link on the app. You will receive an email from us with detailed instructions on resetting your password.

Do I need an internet connection to redeem ELITE signature dish(es)?

Yes, you will need an active online connection to redeem signature dishes from the mobile app. This is to ensure your account can be updated in real time.

How do I find out which signature dish(es) has been redeemed on the app?

Please login to your account on the TABLEAPP mobile app and visit the ELITE section. Tap on "All Signature Dishes", you will see signature dish(es) that has been redeemed before to have a "REDEEMED" icon on it. Signature dish(es) with the "REDEEMED" icon can no longer be redeemed.

4. TABLEAPP ELITE Customer Support

How can I contact you for support/questions for your products?

We have many contact points for our customers to reach us and are always happy to help you out.

Email us: visasupport@tableapp.com

Call us: +603-4266 7688