

## PROGRAMME FAQs

### Programme Introduction

The Gardens Club (“TGC”) is a rewards programme that gives loyal customers a wide range of exceptional privileges and unique experiences when shopping and dining at over 300 outlets at The Gardens Mall.

### Is TGC membership free of charge?

Yes, the membership fee is currently waived. Complimentary sign ups only require proof of spending requirements.

### How do I sign up as a TGC Club member?

Subscribers who purchase RM10,000 and above in a single or multiple receipts (up to a maximum of 3) on the same day will be qualified to join TGC as Club tier.

All the relevant receipts must be submitted to The Gardens Club Concierge counter located on the 5th Floor, The Gardens Mall (Isetan side) within the same day of purchase to begin your TGC membership journey.

### How do I sign up as a TGC Emerald member?

Subscribers or Club members who purchase RM100,000 and more within 30 days will be automatically upgraded to Emerald tier.

### Why do I need to provide my mobile number and email address?

Your membership account will be identified using your mobile number. Each mobile number is unique to each member and sharing of mobile number is not allowed.

Your email address will be used in the event if you need to reset your account password and also to receive e-newsletter updates from TGC.

### Am I eligible for TGC membership?

You will need to be at least 18 years of age and reside in Malaysia to be eligible for TGC membership.

### How many membership tiers are there?

We have 3 membership tiers.

- Basic tier: Subscriber  
Shoppers will begin with this tier upon signing up as a Subscriber.
- Next tier: The Gardens Club Card “Club”  
Subscribers who purchase RM10,000 and above in a single or multiple receipts (up to a maximum of 3) on the same day will be qualified to join TGC as Club tier.
- Highest tier: The Gardens Club Emerald Card “Emerald”  
Subscribers or Club members who purchase RM100,000 and more within 30 days will be automatically upgraded to Emerald tier.

### How long is my TGC membership valid for?

All members enjoy a 12-month membership cycle of TGC membership.

### How do I renew my TGC membership?

TGC Club members will have to spend a minimum of RM8,000.00 within the next 12 consecutive months from the time they are promoted to retain that membership tier.

TGC Emerald members will have to spend a minimum of RM50,000.00 within the next 12 consecutive months from the time they are promoted to retain that membership tier.

### **How do I accumulate my spendings for membership renewal?**

1. Members must self-scan their receipt(s) of qualifying purchases from our retailers through the TGC mobile app. However, it will be reflected on the relevant account within 1-3 working days.
2. Members can present their receipt(s) of qualifying purchases from our retailers to our customer service desks conveniently located at Ground floor or Level 5. The customer service representative will enter these spendings in the relevant account and it will be reflected on the TGC mobile app immediately.

### **Are there limits on the number of receipts I can submit in a day for spending accumulations?**

No, there are no limits to the number of receipts you can submit in a single day. However, there is a daily cap of maximum 5 receipts from the same retail outlet that you can submit.

Example, you may submit only a maximum of 5 receipts from PappaRich in a single day.

### **What purchases are not accepted for TGC membership rewards redemption?**

1. Receipt(s) that are not from the retailers in The Gardens Mall, Mid Valley City.
2. Temporary vendors at promotional spaces;
3. Push carts & mini-kiosk;
4. Purchase of vouchers/gift cards;
5. Purchases offset with voucher/rebates;
6. Online spending;
7. Currency exchange;
8. Cellular bill payments;
9. Purchase of stored-value cards, reloads, top-up transactions
10. Duplicate receipt
11. Credit Card slip/ Payment slip
12. Membership fee / Subscription fee
13. Sale Order / Confirmation / Job Order / Purchase Order
14. Back dated receipt
15. Unfinalised Bill / Pre-settlement bill / Pre-order Sales
16. Food delivery receipts
17. Deposit / Partial / installment payment; and
18. Handwritten receipts

### **Can I take an image of my receipt using the TGC mobile app to update my spendings?**

Yes, members can self-scan their receipt(s) of qualifying purchases from our retailers through the TGC mobile app. However, it will be reflected on the relevant account within 1-3 working days.

### **Where and how can I check my transaction history and spending progressions?**

You can use your TGC mobile app to check on the status of your membership. You can find this information under "Accounts" on the app.

### **How long are my spendings valid for?**

Cumulative spendings have a 12-month rolling cycle period. Once you reach your renewal requirements, the extra spendings will be burned as you will start with zero to commence another 12-month of membership cycle. You will be able to check your transaction history and spending progressions through the TGC mobile app.

### **Must I be a TGC member to enjoy all mall promotions conducted by The Gardens Mall?**

No, you will be able to access this information as a Subscriber. However, you will enjoy the preferential privileges for all mall promotions as a TGC member.

### **Is my TGC membership and rewards transferable?**

No, your TGC membership, privileges and rewards are non-transferable.

### **Why are my spendings not showing up on my mobile app?**

Upon receipt(s) being determined to be valid, the total net transaction amount shall be credited into the Club / Emerald member's account in at least 1-3 working days after the receipt submission through the mobile app OCR receipt scanning feature by the member.

### **How do I login to my TGC mobile app?**

Members can only login onto the TGC mobile app via your registered mobile number. Each mobile number is unique to each member and sharing of mobile number is not allowed.

You should register the mobile number that is on the phone you are using to download the application as a one-time password will be sent to your mobile device as part of the verification process.

### **How can I access the TGC mobile app if I have not registered my mobile number?**

You can register your mobile number via TGC mobile app or visit our customer service desks for assistance.

### **What should I do if I have more membership enquiries?**

You can either drop by our TGC concierge counter at Level 5 (Isetan side) The Gardens Mall between 10am to 10pm daily, drop us an email at [tgc-cs@midvalleygardens.com.my](mailto:tgc-cs@midvalleygardens.com.my) or call 03-2297 0233.