

Frequently Asked Questions

1. How long will this offer last?

Answer: This offer will start from 1 January 2025 until 31 December 2025.

2. Which cards are eligible for the offer?

Answer: The offers is open to ALL AmBank Visa Credit Card/AmBank Islamic Visa Credit Card-i. Mastercard, UnionPay and Debit Card are excluded.

3. Do I need to make a reservation at the participating outlet before visiting?

Answer: To ensure an enjoyable dining experience, it is highly recommended for interested customers to make a reservation with the participating Shangri-La Hotels. Kindly indicate that you would like to enjoy this AmBank offer and to provide details below during reservation:

- i. Name, time and date
- ii. Number of guests
- iii. Eligible AmBank Credit Card/-i type (Example: METAL / Visa Infinite)

4. Is there a blackout period?

Answer: Yes, offers are NOT applicable on the eve of public holidays and public holidays. For more blackout period during festivities, please check with participating Shangri-La Hotels.

5. Are there restrictions on the offer?

Answer: Yes, offers are only applicable on food menu only. Offers are not applicable on government taxes, sales & service tax (SST), and beverages.

6. Do I need to bring physical credit card? Are Apple Pay or Google Pay accepted?

Answer: Physical credit card, Apple Pay and Google Pay are accepted as payment methods.

7. I am a supplementary cardholder. Can I enjoy this offer?

Answer: Yes, you can.

8. Are these offers applicable for room service?

Answer: No, the offers are applicable for dine in restaurants only.

9. I am staying in Shangri-La Hotel as a guest. Can I request to charge the bill to my room while enjoying these offers?

Answer: No, you must make payment at the restaurant itself to enjoy the offer. Should you request to charge the bill to your room, you will not be entitled to the offers.

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10. Do I need to meet any minimum spends requirements to qualify for the offer?

Answer: No minimum spend is required.

11. Can I combine this offer with other promotions or discounts?

Answer: No, these offers cannot be used with any other ongoing promotional items, discounts, vouchers, or privileges (unless otherwise specified).