



FREQUENTLY ASKED QUESTIONS

GENERAL

What is the ENTERTAINER?

We are the leading provider of Buy One Get One Free offers for various businesses - including restaurants, bars, spas, salons, attractions, activities, hotels and more.

Our annual location-specific products (e.g. ENTERTAINER Dubai 2024) offer a wide range of deals for different venues in your city. Our Buy One Get One Free offers can generally be used seven days a week throughout the year, with minimal exclusion days like Public Holidays. Each venue provides three offers, allowing you to enjoy significant savings and a variety of experiences.

How do I become an ENTERTAINER member?

It's super simple. Just download the free ENTERTAINER App from the Apple App Store, Google Play or Samsung Apps on your smartphone device and let your ENTERTAINER journey begin.

Here's a few links to help you find the App in your device:

Apple: <https://itunes.apple.com/ae/app/the-ENTERTAINER/id702813714?mt=8>

Google Play:

<https://play.google.com/store/apps/details?id=com.theENTERTAINERme.ENTERTAINER>

Once you've downloaded the App and registered an account, you can take a look at all the offers available before purchasing a destination-specific product.

Which destinations are there offers in?

We've got a fantastic lineup! With 10 ENTERTAINER products across 8 countries, you can easily buy them from the ENTERTAINER App or our website.

- Dubai
- Abu Dhabi
- Qatar
- Kingdom of Saudi Arabia (offers across Riyadh, Jeddah and Eastern Province)
- Oman
- Bahrain
- Kuwait
- Singapore
- Egypt
- GCC – includes offers for Dubai, Abu Dhabi, Qatar, KSA, Oman, Bahrain and Kuwait.

Now, here's the exciting twist – each product is like a local superstar tailored to its own city or country, packed with exclusive Buy One Get One Free offers you won't find elsewhere. Keep an eye out for location-specific exclusion dates and Rules of Use to ensure a disappointment-free experience.

Which languages can I use my App in?

While our products are primarily in English, the App is also available in Arabic. To change your language, go to the 'Profile' icon, select the 'Settings' icon and select 'Language' and switch your preference.

How do I change my location? How do I view offers in other destinations?

To view offers in a different destination, simply click on the top left location drop down on your app home screen to change your location.

How long are ENTERTAINER products valid for?

Our products are valid annually from the 2nd of January to the 30th of December. They're valid 7 days a week with some exclusion dates, including public holidays and other special occasions.

Please read through the Rules of Use for each product to find out specific exclusion dates as they can vary from country to country.

How to Reset Your Password?

If you've forgotten your password, don't worry; it happens to everyone from time to time, and it's a simple issue to resolve. Just follow these steps to reset your password:

- Click on the 'Forgot Password' link located on the Sign In page.
- Enter your registered email address.
- You will receive an email from us containing instructions on how to reset your password.

If all else fails, we'd love to help. Please, get in touch with our customer support team via <http://www.theentertainerme.com>. You can chat to us live from the help section in our App or You can also get in touch with us over WhatsApp on **+971 50 298 9993**.

How do I redeem an Offer?

Brilliant, it's time to save! We've made our Buy One Get One Free offers super easy to redeem. Here is a step-by-step guide:

1. Browse to find the offer you want to redeem (check that it is valid for the outlet you're in).
2. When you request the bill, please notify the merchant that you would like to redeem an ENTERTAINER offer.
3. Tap on the offer you want to redeem.
4. Ask the merchant to enter their PIN (they may mark down the code).
5. They will bring your bill with your free item(s) removed.
6. ENJOY YOUR SAVINGS!

How do I see the different merchants available within the products?

You can view merchants filtered by category and location, as well as search for specific merchants, offers and hotels. Enter your search terms in the fields and see which merchants and offers are available to you.

What are the Rules of Use?

The use of all ENTERTAINER offers is subject to the Rules of Use. Here's a quick overview of the key rules and restrictions:

- Offers can be used seven days a week, with only minimal exclusion days.

- A minimum of two people is required for redemption, except for specific Beauty & Fitness, Retail and Services offers.
- Up to four offers can be redeemed at once for groups of eight or more.
- Offers should be presented before payment or requesting the bill.
- Offers are not valid when used in conjunction with other discount offers, promotions, special menu items, or loyalty/rewards programs.

Please refer to our full [Rules of Use](#) for more details.

When are ENTERTAINER offers NOT valid?

Our offers have very few restrictions and are usually valid 7 days a week, all year long. We do have some Exclusion Days when ENTERTAINER offers cannot be redeemed – these include public holidays and some key dates and occasions.

Exclusion days per market:

UAE / Qatar / Bahrain / Oman / Kuwait	Egypt	Singapore
New Year's Day (1 st Jan) Valentine's Day (14 th Feb) Eid Al Fitr Eid Al Adha National Day Christmas Eve (24 th Dec) Christmas Day (25 th Dec) New Year's Eve (31 st Dec)	Revolution Day (25 th Jan) Coptic Easter Sunday Eid EL Fitr Labor Day Eid El Adha June 30 Uprising Islamic New Year Revolution Day July 23 Prophet Mohamed's Birthday Armed Forces Day Coptic Christmas Day	New Year's Day (1 st Jan) Valentine's Day (14 th Feb) Good Friday Labour Day Mother's Day Vesak Day Father's Day Hari Raya Puasa National Day Hari Raya Haji Deepavali Christmas Day (25 th Dec) New Year's Eve (31 st Dec) All Eves of Singapore Public Holidays, after 5 pm Entire (14 day) Chinese New Year period (at merchant's discretion) F1 period (at merchant's discretion) Any other public holiday as announced by the Singapore Government

Please note, a limited number of outlets may be closed over summer, Ramadan and other selected religious holidays. We cannot be held responsible if an outlet is temporarily or permanently closed during the offer validity period.

How many offers may I use at one time?

The general rule for "Buy One Get One Free" offers is that one offer can be used by two people, with a maximum of four offers per visit for a group of eight people or more.

Number of people	1	2	3	4	5	6	7	8 or more
Number of offers	0	1	1	2	2	3	3	4 Max

However, there are exceptions:

1. Beauty & Fitness offers allow two usage options: 0 people can use one offer during the same visit, with the second treatment or service being free.

- One person can use the offer, paying the full price for the first treatment, and the second visit is free. A voucher is provided for the second visit, and it must be used within the offer's validity period. It's non-transferable and cannot be issued as a gift voucher.

2. "Discount" offers are for single visits, no partner required, and there's no obligation for a second visit when used alone.

What if I have issues with redeeming an offer or have other questions?

If you encounter any issues or have questions, you can reach out to our customer support team 24/7 through the Live Chat feature on the app. You can also email us at <mailto:customerservice@theentertainerme.com> - but please allow 1 working day for a reply.

Can I cancel a redemption?

We all change our minds, but you can only cancel a redemption before the merchant enters their 4-digit pin and a reference number is generated. Once the merchant has entered their 4-digit PIN, it can't be changed, reversed, or stopped.

FAMILY ACCOUNTS / SHARING YOUR ENTERTAINER

Can I share my ENTERTAINER account with friends and family?

Of course you can share your account. We love to share – sharing is caring! Therefore, we allow you to share your ENTERTAINER product(s) with up to 3 additional friends and family. Here's a little more info about how it works:

Primary Members: *You are the one that has purchased an ENTERTAINER product, and you are the Primary Member. Now, you can give up to 3 friends and family (we call them Secondary Members) exclusive access to your account. Once appointed you cannot change Secondary Members during your product lifecycle.*

Secondary Members: *You are the ones that can reap the rewards, without having to buy a product! Once a Primary Member has invited you to join their family, you will have access to all of their offers.*

To invite Secondary Members, please follow the instructions below:

1. Click the 'Profile' icon
2. Navigate to the 'Settings' icon
3. Click 'My Family' and select 'Start my family'
4. Enter their email address and relation to you

They'll get a notification in the App and an invitation email

As a Secondary Member, can I receive and/or send Pings?

You can send and receive Pings using your registered ENTERTAINER email, but they are not linked to your account. The Primary Member gets 20 pings when they buy a product, , but these are shared with

the whole ENTERTAINER family. If a Secondary Member uses a Ping or Smile, it's subtracted from the Primary Member's account. You can receive 20 Pings per membership.

Is it possible for me and one of my ENTERTAINER Family Members to use the App/redeem offers at the same time?

Yes, your offers are updated in real-time, allowing you to monitor when your family members use them. You can find this information in your 'Redemption History' under 'Preferences'.

How do I know that I have been invited to join an ENTERTAINER family?

If invited to an ENTERTAINER family, you'll get an email and in-app notification. The invitation can be found in your 'Profile' or 'Pending Invites' under 'Preferences'. You can only belong to one family, but if you're a Secondary Member and want to switch families, you can do so by clicking 'My Family' and then 'Leave the Family'.

Can I be part of more than one ENTERTAINER family?

All users can ONLY be part of one ENTERTAINER family at a time. As a Secondary Member, should you wish to leave one family and join another, you can simply click on 'My Family' followed by 'Leave the Family'.

If I leave my family, can I take my Pings & Smiles I've earned with me?

Smiles and Pings are associated with an account, not an individual user. If you leave your family, offers Pinged to your email, and earned Smiles will remain on the Primary Member's account.

What happens if a Member of the ENTERTAINER family is blacklisted?

If the Primary Member is suspiciously active, their account and devices are blacklisted, and Secondary Members lose access to offers. If a Secondary Member is suspiciously active, their account and devices are blacklisted, and they become inactive within the ENTERTAINER family until Customer Service is notified. The Primary Member can choose to remove them during this time.

Can I replace a Secondary Member in my Family Account during the active Membership Period?

No, once a Secondary Member is allocated to a Family Account by the Primary Member, it is not possible to make changes during the active Membership Period. If you remove a Secondary Member, you cannot use that slot to replace them with another member until the current Membership Period concludes. This policy ensures stability and consistency within the Family Account composition throughout the membership term. If you have specific concerns or need assistance, please contact our customer support.

VIP KEYS

I have a VIP Key, how do I activate it?

1. If you're already registered, sign in on the website (& skip to Step 4).
2. If you're not a part of the family yet, download the App and register your details. Follow this link to get started <https://www.theENTERTAINERme.com/connect/ENTERTAINER>.
3. Once registered, sign into the website.
4. Enter your VIP Key in the box at the bottom of the screen.
5. Click submit and voila, you're ready to go!

How do I add my VIP key to another device?

It's a one-time thing. Once the VIP key is used, you can't use it again. If you want to use your App between multiple devices, all you need to do is download the App on the devices you wish to use it on and log in using your account details.

SENDING (PINGS) OFFERS TO OTHERS

How many offers can I send to others?

At the ENTERTAINER, we value the importance of friends and family connections. To help you be the best friend you can be, we provide you with the ability to send offers to your loved ones. When you purchase any ENTERTAINER product, you will receive 20 Pings that you can use to share offers.

With these Pings, you can send offers to your friends during the product's validity period. Simply use the email address they used to sign up for the ENTERTAINER.

Please note that you cannot use Pings to send Monthly or Hotels Worldwide offers.

Can I receive a Ping back to my account?

While we all enjoy a game of ping-pong, our Pings only go one way. You cannot send an offer back to the sender or to another ENTERTAINER account once it's been accepted. The offer will remain in the recipient's account until it expires.

What happens if the recipient doesn't accept a pinged offer?

If the recipient doesn't accept your pinged offer, you'll receive it back within 10 days of sending it. This allows you to use the offer yourself or send it to someone else again.

Can I Ping/send an offer to someone who doesn't have an ENTERTAINER account?

No I'm afraid not. You can only ping offers to other Entertainer Member. You will need the email address of the Primary Account Holder (the person who bought the product). The offer you pinged can then be accepted and used by anyone in the Family Membership.

PAYMENTS / REFUNDS

Can I pay in installments?

Yes, but only in the UAE and Singapore.

- In the UAE, you can select to pay in 3 interest-free payments via PostPay. You will need to agree to their Terms & Conditions when you sign up.
- In Singapore, you can select to pay in 3 zero-fee installments via atome. You will need to agree to their Terms & Conditions when you sign up.

How can I change, exchange or refund my order?

If you've made a mistake with your order, don't worry; assistance is available. Just get in touch with customerservice@theentertainerme.com and we will be able to help you. As long as there are no redemptions made on your ENTERTAINER app, we should be able to refund your order within 30 days of purchase date.

Can I cancel my ENTERTAINER Membership within the first 30 days?

Yes, all Members (excluding ENTERTAINER Elite and Smart members) have the option to request cancellation of a new or auto-renewed Membership within the first 30 days, provided that no Offers have been redeemed and the product is unused. To initiate the cancellation process, please contact Customer Service via email at customerservice@theentertainerme.com.

SMILES

How do I earn Smiles?

Smiles are our loyalty points. Smiles are earned by redeeming offers in your App; each offer has an estimated saving on it. This is the number of smiles you will earn redeeming that offer.

How long are Smiles valid?

Smiles are valid for 13 months from the date they are added to your ENTERTAINER account. If you don't renew your Membership, Smiles will expire when your Membership expires. Expired Smiles cannot be reinstated, so make sure to use them. You can check your Smiles' expiration date in your App's Smiles tab.

My paid Membership has expired – what happens to my Smiles?

If your Membership lapses your Smiles will no longer be valid once your paid membership has expired and therefore cannot be carried over.

Can I transfer my Smiles to another account?

Unfortunately Smiles cannot be moved between accounts, they are only valid on the account they were earned on. But our customer service team would be happy to assist you with possibly changing the e-mail address on your account. Speak to them in the help section of your App or here: www.theentertainerme.com - they are there available 24 hours a day.

DELIVERY

How do Delivery offers work?

Now, you can enjoy Buy One Get One Free food offers from the comfort of your home with our new Delivery feature. We love our users so much, so we added 3 additional offers for you from many of our existing F&B venues to deliver just to you!

Please note, the Delivery feature is exclusive to users with the following products:

- Dubai 2024
- Abu Dhabi 2024
- Bahrain 2024
- Qatar 2024
- Oman 2024

How many vouchers can I redeem for Delivery?

There are 3 offers to redeem for each merchant, however 4 is the amount you can redeem on one order. So, if you are lucky enough to have been pinged the 4th offer or if you own more than one of the products that this offer is in, you can use all 4 offers in one bill.

ENTERTAINER CHEERS OFFERS

What are Cheers offers?

Cheers offers Buy One Get One Free drinks at popular bars, restaurants, and nightspots in the city. You can enjoy a variety of 2-for-1 drink options, including cocktails, bubbly, and more. The program has a few rules to keep in mind: Each merchant offers three 2-for-1 deals that are available every day of the week (except public/special holidays – for more information, refer to our Rules of Use). You can use a maximum of four offers per booking or group, regardless of the product. For example, a group of four people can redeem 2 Cheers offers or combine 1 Cheers offer with 1 Main Course offer, totaling 2 offers.

Why can I not access the ENTERTAINER Cheers offers?

To access ENTERTAINER Cheers offers, you need to meet certain requirements related to age and, in some markets, religion. The product is intended for use by individuals of legal drinking age and non-

Muslims. After purchasing the product and verifying your details, you can easily find and enjoy Cheers offers.

HOTELS WORLDWIDE

What are Hotels Worldwide offers?

When you buy an ENTERTAINER Product you will have access to Hotels Worldwide, which includes Buy One Night Get One Free offers at over 120 top hotels and resorts in the Middle East, Africa, Asia, and the Indian Ocean.

Buy One Night Get One Free offers for Hotels Worldwide are valid for one complimentary night when one night of equal or greater value is purchased at the 'Best Available Rate'. Hotel Offers are based on a one-time use for a minimum of two nights' consecutive stay and applies to the room-only rate, excluding breakfast (unless otherwise specified in the Hotel Offer).

See full [Hotels Worldwide Rules of Use](#)

How do I redeem a Hotels Worldwide offer?

Call the hotel directly to make a booking and let them know that you would like to use the Buy One Night Get One Free offer from the ENTERTAINER and they will assist you with your booking. Please be sure to agree to the offer with the hotel ahead of your booking.

To redeem your offer, present the ENTERTAINER offer in the app to the hotel reception at the time of check-in.

1. Select your chosen offer for use on the app.
2. Present your mobile device with the chosen offer upon hotel check-in.
3. The hotel staff member will then enter their four-digit PIN.
4. Once the staff member has entered their PIN, a Reference Number will appear - please allow the hotel staff to make a note of this.
5. The free night will be removed from your final bill upon check-out.

See full [Hotels Worldwide Rules of Use](#)

CONTACT CUSTOMER SERVICE

How can I contact the ENTERTAINER for support?

Got a question? We're always here to help – so please feel free to get in touch.

<mailto:customerservice@theentertainerme.com>

Speak to us via:

- **Live Chat:** Get help 24/7 with our live chat on the website (look for the icon in the bottom right corner) or in the App (where you'll find it in the Help section).
- **WhatsApp:** Message us on **+971 50 5579619**.
- **Email:** Send us feedback, comments, questions, love and anything else (except spam) on customerservice@theentertainerme.com – we'll do our best to respond to all emails within 48 hours (about 2 days), so if your enquiry is urgent, live chat is the best option.
- **Phone:** Call us during office hours on **+971 (0) 600 543000**.