

## **Personal Shopping Service – Frequently Asked Questions (FAQ)**

### **Q: What is Personal Shopping?**

A: The Personal Shopping service is a curated experience which makes your shopping needs a breeze at The Shoppes. We filter through over 170 luxury and premium brands to find the best 3 that suit your profile, whether you're looking for a wardrobe update or even gifts for your loved ones. A dedicated Concierge will take you through the entire journey and assist you with any requests, be it dining reservations or a relaxing trip to the spa. End your experience with a delightful Boutique Experience (with a complimentary gift) at TWG Tea.

### **Q: Can I visit less/more than the 3 recommended brands? Or can I shop beyond the 3-hours allocated to the service?**

A: Yes, your dedicated Concierge will bring you to your pre-designated boutiques first and you can request to visit as little as 2 or as many as 4 brands maximum during your experience. Customers who wish to visit more than 4 boutiques or beyond the 3-hours, may be accompanied by their Concierge on a discretionary basis or will be encouraged to continue on their own without their dedicated Concierge. Services, such as the buggy service, will be offered on a case-by-case basis.

### **Q: I'll be driving to The Shoppes. Will you be able to provide complimentary parking?**

A: We have special VIP lots reserved for our Personal Shopping guests that are subject to availability and are limited to 6-hours (self-parking) only. Please indicate on the form in "Additional Requests" or inform us when you are contacted to confirm your appointment and we will be able to check and reserve accordingly.

### **Q: Is Personal Shopping transferable?**

A: The Personal Shopping service is non-transferable. If you wish to purchase the service as a gift to someone else, you may fill up the form with the giftee's details and indicate this in the "Additional Requests" box on the e-form.

### **Q: I need to check if an item I want is in stock! Can you help?**

A: Our Personal Shopping team would be glad to check on any items you're interested in, with sufficient notice (at least 2-3 working days before). Kindly email us at [Personal.Shopping@MarinaBaySands.com](mailto:Personal.Shopping@MarinaBaySands.com) or send us a text message at +65 9336 8573 with details.

**Q: I received the Personal Shopping service as part of my hotel package/promotion. Can I redeem the TWG Tea Boutique Experience (with a complimentary gift) without going on the service?**

A: No. The TWG Tea Boutique Experience (with a complimentary gift) is a part of the Personal Shopping service. Only guests who make appointments with us accordingly and go through the full experience are entitled to redeem for the complimentary gift during the TWG Tea Boutique Experience.

**Q: I have a guest or family joining me on my Personal Shopping experience, can I have the complimentary gift redeemed from the TWG Tea Boutique Experience for all of us?**

A: The Personal Shopping experience is catered on an individual-basis and as such, the complimentary gift is only applicable for the main guest receiving the service.

**Q: Can I redeem the S\$250 Shopping Voucher from boutiques other than the ones I chose/was allocated to visit during my experience?**

A: For guests who are eligible for the S\$250 Shopping Voucher, they can only redeem the voucher with a maximum of 3 receipts during the experience (per the Terms & Conditions stated). If you shop before/after the experience, receipts accumulated then are not eligible. However, if you stop by an additional boutique that you did not originally choose/was allocated to, you can still use the receipt from that boutique as long as it is during your 3-hour Personal Shopping experience.

**Q: Can I use Sands Dollars, Destination Dollars, Shopping Voucher or Gift Certificate, as part of the S\$1,000 spending to be entitled to the S\$250 Shopping Voucher?**

A: Yes as long as the final value on the receipt is S\$1,000 and above, all the before-mentioned payment methods are eligible as part of the redemption for the S\$250 Shopping Voucher. Please take note of our Terms & Conditions which stipulates the exclusions as to where the qualifying amount can be spent.

**Q: I receive a complimentary Personal Shopping experience but the redemption date has passed, are you able to extend?**

A: Exceptions are only given on a case-by-case basis. If you wish to submit a request for extension, please email us at [Personal.Shopping@MarinaBaySands.com](mailto:Personal.Shopping@MarinaBaySands.com) with (1) Reason why you missed the redemption deadline (2) Preferred appointment date for your Personal Shopping service