

VivoCity Kids Club Frequently Asked Questions (FAQs)

Membership – VivoCity Kids Club

1. What is the VivoCity Kids Club about?

The VivoCity Kids Club is a membership programme for families with young children. Specially for children aged 3 to 12 years old, the VivoCity Kids Club opens doors to a host of fun activities, exhilarating play times and great offers from your favourite stores all year round.

2. What are the benefits and privileges to sign up as a VivoCity Kids Club member?

As a Kids Club member, you can enjoy the following benefits and privileges:

- Kids Club year-long promotions from participating stores
- Birthday month promotions from participating stores
- Invitation to Kids Club events

3. How do I register my child(ren) as a VivoCity Kids Club member?

Please download the VivoCity SG App and sign up for a VivoCity SG App account. You may then register your child for a Membership using the online registration form found under 'More Content > Kids Fun'. The mobile app account holder is automatically registered as the Kids Club Guardian Account holder upon Kids Club membership registration.

4. My child is an existing Kids Club member; would my child's membership profile be displayed in the VivoCity SG App?

If the Guardian's email address used during the Membership sign up is the same as the email address used to setup the VivoCity SG App account, the membership profile for the Kids Club electronic membership card (eCard) will be automatically synced.

If you are using a different email address for VivoCity SG App from the one used to sign up for VivoCity Kids Club, please write in to vkidsclub@vivocity.com.sg for assistance.

5. What information do I need for the registration?

The mandatory information needed are as follows:

Parent / Guardian

- Full Name of Parent/Guardian
- Gender
- Parent/Guardian's Date of Birth
- Email Address
- Mobile Number
- Postal Code

Child

- Child's Full Name
- Child's Gender
- Child's Date of Birth

6. How do I know if my registration is successful?

Upon successful registration of a VivoCity Kids Club Membership, you will have instant access to the member's eCard on the VivoCity SG App with the child's name, date of birth, membership card number and member's graduation date reflected.

- 7. Is there an age limit to register as a VivoCity Kids Club member?**
Yes, this programme is only open to children aged 3 - 12 years old during the time of registration.
- 8. Is there an expiry to the membership and is there a membership fee?**
Membership is free for all children from the time of registration till the month they turn 13 years old.
- 9. How many children can I sign up for per account?**
You can register a maximum of 4 children per Guardian account.
- 10. How long does it take before I can use my eCard?**
The activation is immediate and the eCard will be tagged with a unique membership number.
- 11. Can I edit my child(ren)'s particulars after registration?**
We regret that editing of personal particulars is not possible via the app. Should you require to make a change, please write in to vckidsclub@vivocity.com.sg or visit our Customer Service Counters for assistance.
- 12. Where can I retrieve my child(ren) e-Membership cards in the app?**
You can access your eCards from 'More Content > Profile > Manage Kids Club memberships'.
- 13. How do I register another child for Kids Club?**
You can register another child for the programme under the eCards page in the VivoCity SG App, which is accessible from the 'Rewards' tab or from the 'Manage Kids Club membership' button under the 'Kids Fun' tab. Each Guardian may register up to a maximum of 4 children.

Termination

- 14. How do I terminate my VivoCity Kids Club membership account?**
To terminate your membership account, please email your request to vckidsclub@vivocity.com.sg. Upon termination, your eCard will be removed from your account in the VivoCity SG App.