

FAQs

Q: Do I need to take out the Cashcard from the IU before exiting the car park?

A: No, there is no need to remove your Cashcard from the IU.

Points accumulated in your account will automatically be deducted when you exit the carpark. If the points earned are insufficient to cover your parking charges, the balance will be deducted from your Cashcard.

Q: Am I able to register my motorbike for this scheme?

A: We regret that only privately-owned motor cars qualify for this scheme.

Q: Can CRS points be extended after expiry date?

A: No, points will be forfeited absolutely upon expiry and any request for extension will not be entertained.

Q: I have recently changed my vehicle. How can I update my vehicle record?

A: You can proceed to any of our Customer Service Counters for update of your vehicle records or other personal particulars. Alternatively, you may write in to vccrs@vivocity.com.sg for the update, providing your NRIC number, and the new information.

Q: Can I submit my past-dated receipt(s) to earn points?

A: No, only same-day-of-purchase receipt(s) can be accepted. For receipts printed after 9pm, you can visit us again within 3 days to have your points credited.

Q: Can I submit my receipts online?

A: We regret to inform that we do not accept receipts online at this moment.

Q: Can I transfer my points to another member?

A: Points are issued on per-member basis and are strictly non-transferable.

Q: Can I exchange my points for cash / vouchers / cash equivalents?

A: We regret that at this moment, points accumulated can only be used to offset parking charges at VivoCity.

Q: How will my personal information be used?

A: With the Singapore's Personal Data Protection Act (PDPA) in effect from 2 July 2014, we wish to inform you that we will be requesting for your one-time electronic consent at the Customer Service Counters for us to collect, use and disclose your personal data for the purposes of providing products and services to you, and offering you rewards and promotions from VivoCity and our tenants and partners. Collection and usage of your personal data will continue for the purpose of enhancing your shopping experience at VivoCity.

Q: What if I do not wish for my personal information to be used?

A: Under the Singapore Personal Data Protection Act, you have the discretion to decide if you would like to provide us with your personal information. However, we regret that we are unable to accept/continue your membership should you decline to do so.