

會員常見問題

問 如何申請成為會員？

答 想申請成為會員，可以於透過 iPhone 或 Android 手機的 App Store 下載【白石燒烤】應用程式，填寫個人資料，並按發訊息收取驗證碼。輸入驗證碼後，於左邊方格位置按接受條款，再按登記，便可成為【白石燒烤】的會員。

問 成為會員有何優惠？

答 凡於白石燒烤(海景士多除外)消費滿 HK\$20 (以每次消費折扣後交易金額計算)，可獲 1 分，小數點後及不足 HK\$20 之消費金額不作計算，例如折實消費淨金額為 HK\$388.5，即可獲 19 分；1 分可作 HK\$1 使用，所使用的積分於付款時（即場付款 / 網上付款）即時扣減，賺取的積分亦會於翌日更新。

- * 一經成功登記成為白石會員，可即時獲得 HK\$100 現金券。
- * 會員於生日月份可免費獲贈堂食金牌乳豬一隻。
- * 【白石燒烤】將不定期向會員發放優惠券，會員可於優惠券到期日前到場使用。

問 如果我今個月生日，我今日登記成為會員可以享有生日優惠嗎？

答 不可以，由於生日優惠會於每月 1 日發送給已登記之會員，因此，如果之前未有登記，便不會在當月生日月份享有此優惠。而其生日優惠會於翌年生日才可享受。例如，如會員六月生日而於 6 月才登記會員，他便可於翌年的 6 月才享有生日優惠

問 我登記時，收不到驗證碼？

答 由於驗證碼是以短訊接收，或會有少許時間延誤，請等待 5 至 10 分鐘，如未有收到，可於辦公時間內(09:00 – 22:00)，致電 2744 8188 查詢

問 我換了手機，會遺失我已儲的積分嗎？

答 我們的會員制度是以客人之電話號碼登記，如果客人換了手機型號，可以致電 2744 8188，我們會協助你把之前的優惠轉到你新手機上。

問 可以於會員程式內預訂燒烤嗎？

答 如需預訂請到 <http://whiteheadbbq.hk>，進行網上預訂。

Common Questions of Membership

Q: How to apply for membership

A: To apply for membership, you can download the "Whitehead Barbecue" app via the App Store on the iPhone or Android phone, fill in your personal information and press the "Send Message" button to receive a confirmation code. After entering the confirmation code, you have to accept the Terms & Conditions in the left side, then press "Registration" to become "Whitehead Barbecue" member.

Q: Benefits of membership?

A: Purchase at Whitehead Barbecue (Exclude Seaview Store) for every HK\$20 (calculated on the basis of the amount of the transaction after each consumption discount) will earn 1 point, the amount of the consumption after the decimal point and less than HK\$20 is not calculated. For example, the net amount after discounted is HK \$ 388.5 you can earn 19 points, and 1 point can be used as HK\$1, the points used will be deducted at the time of payment (on the-spot pay / online payment), and the points earned will be renewed on the following day.

* Once successfully registered as a member, you can immediately get HK\$100 cash coupons.

* Members will receive a free suckling pig in the birthday month and need to dine at Whitehead Barbecue.

* Whitehead Barbecue will issue Coupons to Members irregularly

Q: If my birthday is at this month and register as a member today, can I enjoy the birthday discount?

A: No, since birthday offer will be sent to members on the 1st day of each calendar month, they will not be eligible for this month if they have not previously registered. And the birthday offer will be available on the following birthday. For example, if a member birthday in June and is registered in June, they will be able to enjoy a birthday offer in June of the following year.

Q: When I register, I have not received a confirmation code?

A: Since the confirmation code is received by SMS, or there maybe a few delay, please wait 5 to 10 minutes. If not received, please call 2744 8188 during office hours (09:00 – 22:00)

Q: I have changed my cell phone, will I lost the points?

A: Our membership system is registered with the phone number. If you change your phone model, you can call 2744 8188 to transfer your previous offer to your new phone.

Q: Can I order a barbecue in member App?

A: Please go to <http://whiteheadbbq.hk> for online booking.