



**Nam Ho Travel Miles**

**FAQ**

## **General**

**Q: What is the email for any enquiries to Travel Miles?**

A: [travelmiles@namho.com.sg](mailto:travelmiles@namho.com.sg)

**Q: What are the Terms and Conditions for Travel Miles?**

A: You may refer to [Terms and Conditions](#) for more details.

## **Travel Miles Membership**

**Q: Who are applicable to be a member of Travel Miles?**

A: Anyone who hold a NRIC/FIN number can enrol as a member. However, all transactions carried out by Members under 18 years of age require consent from their parents or guardians.

**Q: Do I need to pay for Travel Miles membership?**

A: No, signing up is free!

**Q: How do I become a Member of Travel Miles?**

A:

Sign up at Nam Ho Travel main office.

Sign up [online](#) with Nam Ho Travel Miles.

**Q: Will my Travel Miles membership expire?**

A: No, it is a lifetime membership!

## **Accessing to Travel Miles Portal**

**Q: What should I do if I cannot log in to my account or forgotten my username/password?**

A: Your username is your NRIC number (for Singapore Citizens and Permanent Residents) or FIN number (for foreigners). If you still cannot log in:

Click "[Forgot password?](#)" at the login section.

Send us an [email](#).

Visit Nam Ho Travel main office to reset your username/password at:

*People's Park Complex,*

*1 Park Road, #01-84D/E*

*Singapore 059108*

## **Earning Reward Points**

### **Q: How do I earn Reward Points?**

A: Sign up as a member.

Make an eligible booking at Nam Ho Travel.

### **Q: How many Reward Points do I receive for each booking?**

A: For every S\$1 spent, you will receive 1 Reward Point (Decimal places value will not counted). For example, an eligible booking of value S\$1000.00 will earn \$1000 Reward Points; an eligible booking of value S\$2000.05 will earn \$2000 Reward Points.

### **Q: Will my Reward Points expire?**

A: All received Reward Points expire 2 years from the date of accrual. Reward Points will not be reinstated or extended under any circumstances once expired. For example, 50 Reward Points credited to an account on 01 January 2016, will expire at 23:59 hours Singapore time (GMT +08:00 hours) on 31 December 2018.

### **Q: When are Reward Points credited into my account?**

A: Reward Points are credited into your account after departure of your tour.

### **Q: Are all bookings from Nam Ho Travel eligible for earning of Reward Points?**

A: No, not all booking are applicable. Eligible booking includes any booking of Nam Ho Travel's group tour and FIT (land only) packages booked through Nam Ho Travel that is completed by the Member.

Excluded bookings means any booking of cruises package, air tickets and/or accommodations through Nam Ho Travel website and our main office or any other booking for which Nam Ho Travel does not receive a fee.

Bookings made during the following events and/or under the following conditions are not be eligible for earning of Reward Points, as specified by Nam Ho Travel from time to time:

Industry discount

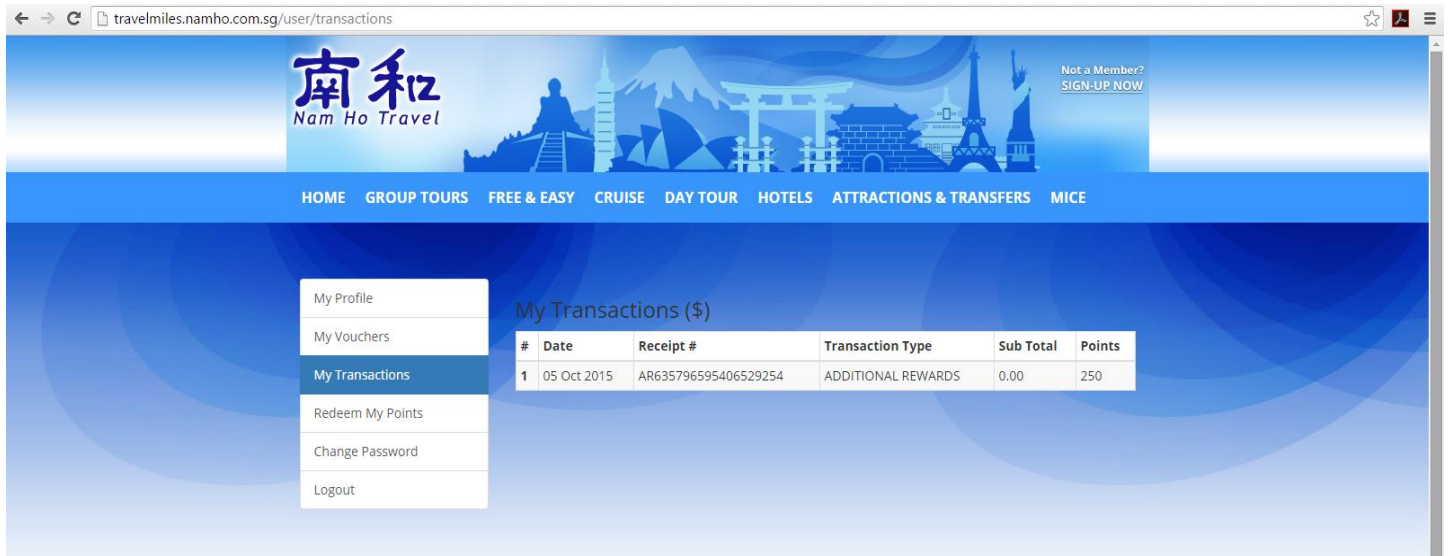
Agency discount

Special tickets

## Q: How do I ensure that Reward Points are credited into my account?

A:

1. You can go to "My Transactions" section and check that your Reward Points have been awarded.



travelmiles.namho.com.sg/user/transactions

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Nam Ho Travel

Not a Member?  
SIGN-UP NOW

HOME GROUP TOURS FREE & EASY CRUISE DAY TOUR HOTELS ATTRACTIONS & TRANSFERS MICE

My Profile  
My Vouchers  
**My Transactions**  
Redeem My Points  
Change Password  
Logout

### My Transactions (\$)

#	Date	Receipt #	Transaction Type	Sub Total	Points
1	05 Oct 2015	AR635796595406529254	ADDITIONAL REWARDS	0.00	250

## Q: Can I earn all Reward Points if I pay for my family or friends?

A: No, Reward Points earned from eligible bookings are equally credited to individual Member's accounts, regardless of the difference in value booked by different travellers in the group or who is paying. If you do not wish to equally credit Reward Points to different travellers in the group, you may separate the bookings accordingly at the time of booking.

## Q: Do I earn Reward Points from the use of Travel Voucher?

A: Yes. For every S\$1 spent using Travel Gift Voucher on eligible bookings, the Member will earn 1 Reward Point.

## Q: Why are purchase of Travel Voucher not eligible for Reward Points?

A: Reward Points are awarded for traveller when the Travel Cash Voucher is used.

## Using Reward Points

### Q: What can I use Reward Points for?

A: "Reward Points" are used to:

1. Redeem any Travel Miles Privileges

### Q: How do I redeem my Reward Points?

A:

1. Log into your account
2. Next, you can go to "Redeem My Points" (circled in Red) to check your final balance of Reward Points. If you have enough points, you can click to "REDEEM" (circled in Green).

The screenshot shows the user's account page with a navigation menu on the left and a table of available promotions. The 'Redeem My Points' option in the menu is highlighted with a red circle. The table lists seven promotions, each with a 'REDEEM' button. The first promotion, a \$10 NTUC FairPrice Voucher, has its 'REDEEM' button circled in green.

#	Image	Promo Name	Description	Points	REDEEM
1		Retail NTUC FairPrice	\$10 NTUC FairPrice Voucher	6000	REDEEM
2		Retail Robinsons	\$10 Robinsons Voucher	6000	REDEEM
3		Dining Sakae Sushi	\$10 Sakae Sushi Dining Voucher	5000	REDEEM
4		Retail Takashimaya	\$10 Takashimaya Voucher	6000	REDEEM
5		Retail CapitaLand	\$10 CapitaLand Voucher	6000	REDEEM
6		Retail Takashimaya	\$30 Takashimaya Voucher	15000	REDEEM
7		Retail CapitaLand	\$30 CapitaLand Voucher	15000	REDEEM

- Once redeemed, you will receive a message that Points Redemption is successful. You can refer to “My Vouchers” page. Member has to present “My Vouchers” page for redemption. This can be done at Nam Ho’s office or by emailing a screenshot to your preferred Tour Executive or to [travelmiles@namho.com.sg](mailto:travelmiles@namho.com.sg).

The screenshot shows the user interface of the Nam Ho Travel website. At the top, there is a navigation bar with links for HOME, GROUP TOURS, FREE & EASY, CRUISE, DAY TOUR, HOTELS, MICE, and MEMBERSHIPS. A sidebar on the left contains links for My Profile, My Vouchers, My Transactions, Redeem My Points (highlighted), Change Password, and Logout. A central message box, highlighted with a red border, states: "Points Redemption is Successful. An eVoucher has been issued. You can check it at "My Vouchers" tab. To claim your item, please proceed to Nam Ho office or email a screenshot of My Vouchers page to travelmiles@namho.com.sg." Below this message is a table of vouchers:

#	Image	Promo Name	Description	Points	
1		Dining Din Tai Fung	\$10 Din Tai Fung Voucher	5000	REDEEM
2		Retail NTUC FairPrice	\$10 NTUC FairPrice Voucher	6000	REDEEM
3		Retail Robinsons	\$10 Robinsons Voucher	6000	REDEEM
4		Dining Sakae Sushi	\$10 Sakae Sushi Dining Voucher	5000	REDEEM

- Please do redemption of your vouchers before it expires (within 30 days). Reward Vouchers will be deliver by post in 3 to 7 working days based on member’s delivery address. Reward Vouchers are subject to availability.

### Q: Why can’t I redeem my points?

A: Please check that you have the sufficient number of Reward Points to redeem the Reward Voucher(s) or any Travel Miles rewards. If you still face difficulties in redemption, send us an email at [travelmiles@namho.com.sg](mailto:travelmiles@namho.com.sg)