

A DAY LIKE NO OTHER
All You Need To Know: 7 – 11 November 2025

General

No.	Question	Answer
1	What is this campagin about?	<i>A Day Like No Other</i> is ION Orchard's biggest shopping season from 7 – 11 November 2025. Be treated with rebates of up to 11% including tantalising 1-for-1 dining deals.
2	When is this campaign happening?	<i>A Day Like No Other</i> will take place from 7 – 11 November 2025.
3	If I met the minimum spend requirement for ION ^{Privi} / ION ^{Privi Elite} upgrade, will I still be upgraded?	Yes, spending between 7 – 11 November 2025 will still be considered for tier upgrades during the membership period.

Get Ready To Unlock

No.	Question	Answer
1	What are the type of retail rebates available?	Members will earn 3%, 5% or 8% retail rebates capped at various amounts; valid with a same-day minimum spend in a single receipt at participating ION ⁺ Rewards stores. For more details, refer to Terms and Conditions, Point 2; and check with the respective stores for any exclusion before making your purchase.
2	Is there a rebate for dining?	Dining rebates are available at 11% with different rebate earn cap. Rebates only apply at participating stores. For more details, refer to Terms and Conditions, Point 4; and check with the respective stores for any exclusion before making your purchase.
3	How/where do I view the reward voucher?	Visit the Rewards store in the ION Orchard mobile app to view the list of reward vouchers available.
4	How do I earn the rebate?	Rebates will be issued for qualifying spend bewteen 7 – 11 November 2025 via rewards vouchers that will be available on the ION Orchard mobile app. Members must claim the respective promotion via the ION Orchard mobile app from 24 October 2025 and apply the reward voucher at point of payment between 7 – 11 November 2025 through the following steps: a. (Before payment) Select the promotion b. Claim the “reward voucher” c. (At point of payment) Tap on “Earn ION ⁺ Points” d. Apply “reward voucher” e. Generate QR code f. Scan at the participating ION ⁺ Rewards store's terminal
5	How will the rebates be issued?	Rebates will be issued in the form of ION ⁺ Points. Member will receive the rounded down ION ⁺ Point value (1 ION ⁺ Point = \$0.40).
6	Where can I find the list of participating stores for this rebate campaign?	Refer to ION Orchard website for the list of participating stores and its respective spend tiers.
7	What is the minimum spend requirement to be eligible for this campaign?	Member must make a minimum \$200 same-day spend in a single receipt at a participating store to be eligible for this campaign. The applicable rewards voucher must be applied at point of payment in order to earn the rebates.
8	How many ION ⁺ Points will I earn based on my spending?	Refer to Terms and Conditions, Point 2. Member will receive the rounded down ION ⁺ Point value (1 ION ⁺ Point = \$0.40).
9	Why didn’t I earn the rebates from a participating store?	Refer to participating stores for the respective spend tiers and exclusion list.
10	Can the rebate be stacked with Bank campaigns?	No, the rebate cannot be stacked with any promotions.
11	Can the rebate be stacked with Tourist campaigns?	No, the rebate cannot be stacked with any promotions.
12	Can I claim mutiple reward vouchers?	Yes, there is no limit to the number of reward vouchers to be claimed.
13	Can I use multiple reward vouchers for different purchases in the same store?	Yes, you can utilise multiple reward vouchers in the same store but only one (1) reward voucher must be applied per single receipt.
14	Can I use multiple reward vouchers per receipt?	No, only one (1) reward voucher must be applied per single receipt.
15	Is there a limit to the reward vouchers that I can use in a day?	There is generally no limit to the reward voucher usage daily, as long as the utilisation is done at a participating store. As there may be special conditions for some participating stores, please check with the respective stores before making your purchase.
16	Why was I not able to use the reward voucher?	Check if the store is participating in this campaign. Refer to ION Orchard website for the list of participating stores and its respective spend tiers. For some participating stores, there may be special condition. Please check with the respective stores before making your purchase.
17	I applied the wrong reward voucher, I should be eligible for the higher % rebate. Can I earn the higher rebate amount?	Issued rebate based on applied reward voucher is final and cannot be reversed. Please ensure the correct reward voucher is applied at point of purchase.
18	I signed up a new account today, can I enjoy the rebate?	Yes, all members will enjoy the rebate from 7 – 11 November 2025.
19	I spent at a non-participating store, can I earn my Base Points?	No, all Base Points will be paused from 7 – 11 November 2025.
20	I spent at a participating store, can I earn my Base Points?	No, all Base Points will be paused from 7 – 11 November 2025.
21	I am an ION ^{PRIVI} / ION ^{PRIVI ELITE} / The 100 member, will I earn my 2x Points?	No, all Base Points and 2x Points will be paused from 7 – 11 November 2025.
22	It is my 1st purchase on my birthday month during 7 – 11 Nov, will I earn 2x Birthday Points?	No, there will be no 2x Birthday Points from 7 – 11 November 2025.
23	If I spend between 1 – 6 and 12 – 30 November 2025, will I earn 2x Birthday Points?	Yes, 2X Birthday Points will be awarded for the 1st day of spend in your birthday month, excluding 7 – 11 November 2025.
24	Will the Daily / Weekly / Elevate Your Rewards spend campaign be running during 7 – 11 November 2025?	Daily, Weekly and Elevate Your Rewards spend campaigns will pause from 7 – 11 November 2025.
25	I saved the Daily / Weekly / Elevate Your Rewards reward voucher in my Wallet, why can't I apply them?	All saved reward voucher will be removed. Please visit the Reward Store from 12 November 2025 to claim your vouchers.

Endless Indulgence

No.	Question	Answer
1	How many game chances can I receive?	Each member will be issued with 1x game chance daily from 24 October – 6 November 2025.
2	What is the validity of the game chance?	Each member will be issued with 1x game chance daily and the game must be played before 2359hrs. A new game chance will be issued the next day.
3	How/where do I view the game chance?	Click on the 'Gameboard' icon > 'Play' for a game chance.
4	I signed up a new account today, will I get a game chance on the same	Yes, all members will receive a game chance on the same day and daily thereafter till 6 November 2025.
5	What will I receive for playing the game?	Members stand a chance to win a reward voucher for dining rebates of 11%. Rebates only apply at participating stores. For more details, refer to Terms and Conditions, Point 3; and check with the respective stores for any exclusion before making your purchase.
6	How else can I get an 11% dining rebate if I didn't play the game before 6 November 2025?	From 7 – 11 November 2025, members can also receive up to two (2) 11% dining rebate rewards vouchers daily, capped at 5 ION ⁺ Points (worth up to \$2 e-voucher) with every qualifying spend at participating stores, while stocks last.

Share The Joy

No.	Question	Answer
1	Where can I find the unique referrer code?	Login to ION ⁺ Rewards account via the ION Orchard mobile app, proceed to 'Profile' page and tab on 'Refer A Friend'.
2	How many friends can I refer? Can I receive multiple referral rewards?	There is no limit to the number of friends each member can refer. You will receive the referral reward once the following criteria are met: 1. Referred friend used your unique referral code during new membership sign-up 2. This referred friend (who is the new member) makes a minimum \$100 same-day spend in a single receipt between 7 – 11 November 2025
3	When will I receive the referral reward of 13 ION ⁺ Points?	You will receive the reward of 13 ION ⁺ Points (worth \$5 e-vouchers) once your referred friend (the new member) makes a minimum \$100 same-day spend in a single receipt between 7 – 11 November 2025. No further action is required.
4	When will my referred friend receive the referral rewards of 13 ION ⁺ Points and the \$5 Grab voucher?	Your referred friend will receive the reward of 13 ION ⁺ Points (worth \$5 e-vouchers) once he/she makes a minimum \$100 same-day spend in a single receipt between 7 – 11 November 2025. The Grab voucher code will be sent via their registered email address the next day, while stocks last.
5	I forgot to add my friend's unique referral code when I signed up as a new member, can I still earn the referral rewards?	No, your friend's unique referral code must be entered during the new member registration. If there is no unique referral code entered at point of sign up, both referrer and referred friend will not be eligible for this campaign.
6	If I don't have a referral code, will there be any welcome reward for new member sign-up?	Please visit our friendly Concierges at B1 or L4 Concierge Counter to receive a welcome referral code to sign up as a new member. The referral rewards of 13 ION ⁺ Points and the \$5 Grab voucher will be applicable if you make a minimum \$100 same-day spend in a single receipt between 7 – 11 November 2025.