

Customers FAQ's for rewards Dine & Fly App

Q1. Is Dine & Fly App offer valid for all customers or selected ones only?

A1. Dine & Fly offer is only valid for Samba Visa Platinum, Signature, and Infinite.

Q2. What is Dine & Fly App?

A2. Dine & Fly is a mobile application that offers discount and other promotion for Dining in the airport terminals

Q3. Where Dine & Fly App have offers?

A3. Dine & Fly App has offers at: cafes, beauty & fitness locations, casual & dining outlets, sports venues, attractions and hotels amongst other offerings.

Q4. How to get or download the Dine & Fly App?

A4. Customers can download the app through Apple Store or Google Play.

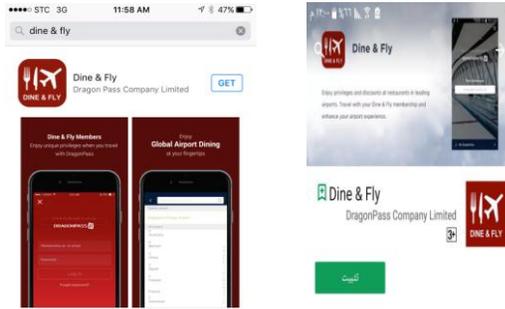
Application Name: Dine & Fly

Q5. How does Dine & Fly App work?

A5.

A. Users with Apple products	B. Users with Android products
<ol style="list-style-type: none">1. Open your App Store.2. Search for Fly & Dine Application and download.3. Click on register Enter your Samba Credit Card Number4. Complete the registration process.5. You will be asked to enter a verification code that will be sent to your email.6. Create a Password7. Log into the Dine & Fly App using your registered details.8. Select your airport location and enjoy browsing your offers!	<ol style="list-style-type: none">1. Open Google Play store.2. Search for Fly & Dine Application and download.3. Enter your Samba Credit Card Number4. Click on register and complete the registration process.5. You will be asked to enter a verification code that will be sent to your email.6. Log into the Dine & Fly App using your registered details.7. Select your airport location and enjoy browsing your offers!

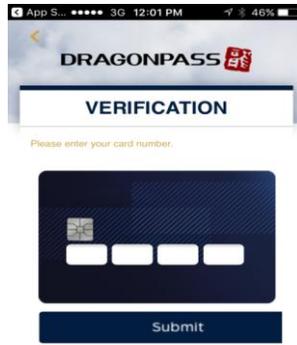
Step One



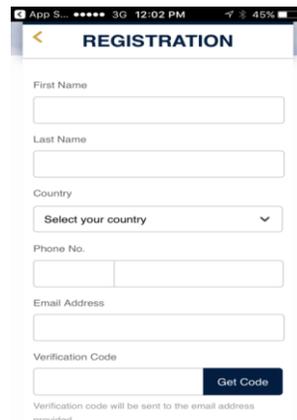
Step Two



Step Three



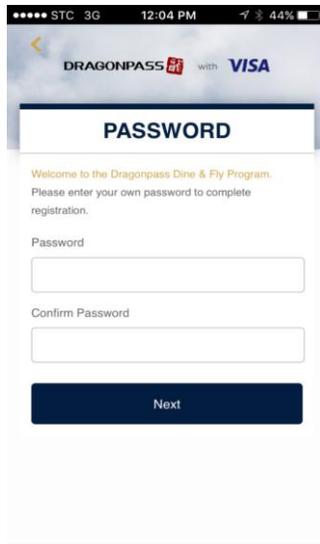
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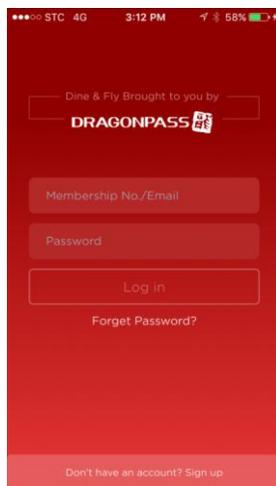
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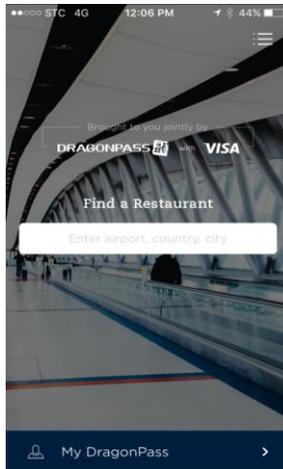
Step Six



Step Seven



Step Eight



Q6. Is there validity for the Coupons ?

A6. Yes, the validity of the coupons is based on the restaurant that issued the coupon.

Q7. How many times can customer redeem each offer?

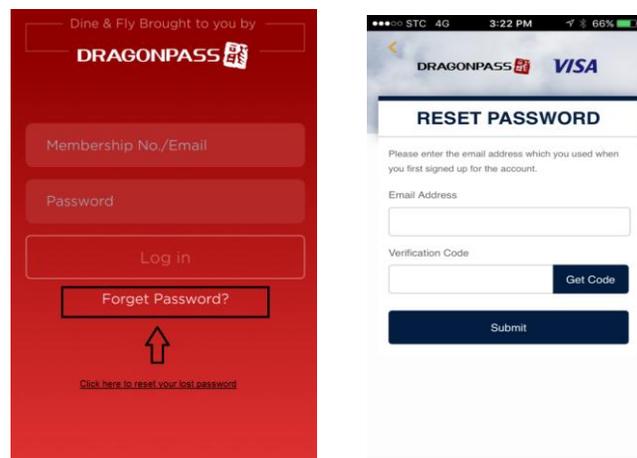
A7. There is no limit to redeem offers.

Q8. Can customers log in to rewards Dine & Fly App account from multiple devices?

A8. Yes, customers can log in using username & password from 5 different devices at the same time as the account isn't device specific.

Q9. What if customers forget the app password, how can she/he sign in to the app?

A9. If customers forget their password they can click on "forgot password" on app. Customer will receive an email from the Entertainer with detailed instructions on password resetting.



Q10. How many offers are available in Dine & Fly App for Samba customers?

A10. The offers will be update frequently by the participating restaurants

Q11. What if customers forget the app password, how can she/he sign in to the app?

A11. If customers forget their password they can click on “forgot password” on app. Customer will receive an email from the Entertainer with detailed instructions on password resetting.

Q12. Do customers need internet connection to redeem offers?

A12. To redeem offers from the App, customers need either a Wi-Fi or cellular data 4G connection.

Q13. How many offers customer may use at one time?

A13: there is no limit to the offer that you can use

Q14. Can customer cancel the redemption after hitting redeem on the app for any reason?

A14. No, redemption transaction can't be cancelled after processed.