

DBS Vantage Visa Infinite Card Promotions & Programmes

Complimentary Accor Plus Explorer Membership Frequently Asked Questions (FAQs)

1. What is an Accor Plus Explorer membership?

Accor Plus is the most expansive travel, dining and lifestyle programme, which enables you to do more across Asia Pacific. An Accor Plus Explorer membership includes an extensive range of benefits including a Stay Plus complimentary night, accommodation, and dining discounts of up to 50%, invitations to exclusive member events and experiences, Elite Silver membership status in ALL – Accor Live Limitless, Accor’s global lifestyle loyalty programme, early access to Accor hotel sales, and more. Accor Plus member benefits are applicable at over 1,000 participating Accor hotels and resorts, and 1,400 Accor hotel restaurants across 20 countries.

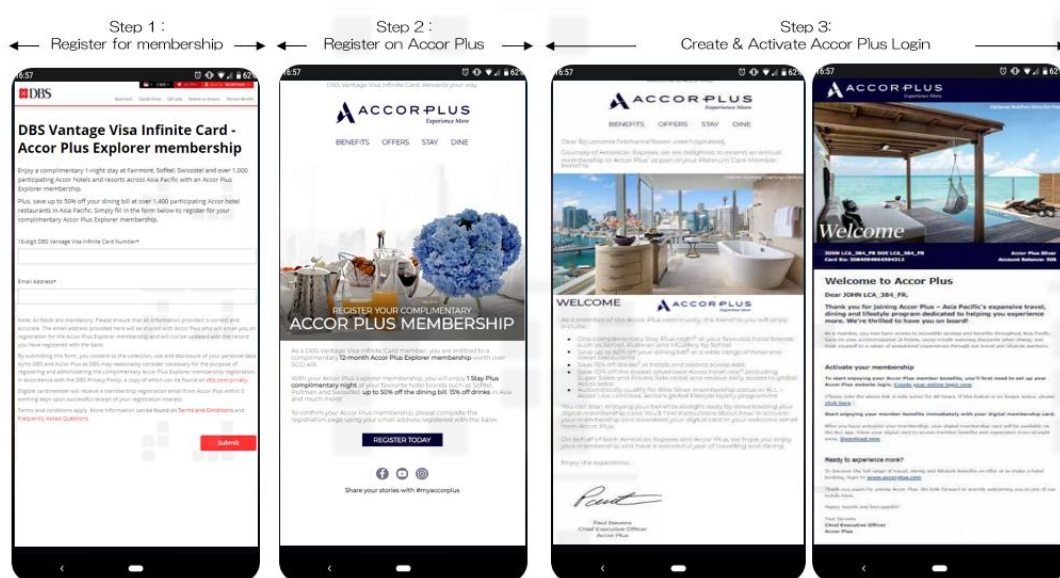
Each principal DBS Vantage Visa Infinite Cardmember who has successfully registered for a complimentary Accor Plus Explorer membership can access his/her Accor Plus member benefits via a digital card on the Accor ALL app and will receive a physical membership pack.

2. How do I register for my complimentary digital Accor Plus Explorer Membership?

Step 1: Upon receiving your DBS Vantage Card, apply for your Accor Plus membership via [DBS' webpage](#). You will receive a registration email from Accor Plus within 3 working days of successful application.

Step 2: Complete your registration on Accor Plus' website by following the instructions on the registration email.

Step 3: Upon successful registration, you will receive a welcome email from Accor Plus containing instructions on activating your membership and downloading of your digital card.



Step 4: Enjoy your Accor Plus Membership! You may access your digital membership card via the Accor ALL app after you have successfully created your member login. You will also receive a physical membership pack with dining vouchers from Accor Plus via mail within 10 to 15 working days after you have successfully completed your membership registration on Accor Plus' webpage.

3. I have registered on the DBS webpage multiple times but have not received the registration email from Accor Plus after 3 working days, even after checking my spam / junk mail. What should I do next?

Only the first email address submitted via the DBS webpage will be tagged with an Accor membership. If you have not received the registration email from Accor Plus after 3 working days, please visit www.accorplus.com/sg/vantage to complete your registration by inputting the first email address submitted on the DBS webpage.

Should you encounter membership registration errors, please contact Accor Plus Member Services at singapore@accorplus.com.

4. Which hotel brands are currently participating in the Accor Plus programme?

The following Accor hotel brands are currently participating in the Accor Plus programme:

Banyan Tree, Sofitel Legend, Fairmont, SO/, Sofitel, MGallery, Art Series, Mondrian, Pullman, Swissôtel, Angsana, Mövenpick, Grand Mercure, Quay West, Peppers, The Sebel, Mantra, Cassia, Novotel, Mercure, Tribe, BreakFree, Ibis, Ibis Styles and Ibis Budget.

Accor Plus member benefits exceptions may apply at individual participating Accor properties. For more details, visit accorplus.com/sg.

5. Which countries can an Accor Plus membership be used at?

Your Accor Plus membership is applicable across participating Accor hotels in Australia, Cambodia, Fiji, French Polynesia, Hong Kong China, India, Indonesia, Japan, Laos, Macau China, Mainland China, Maldives, Malaysia, Mongolia, Myanmar, New Zealand, Philippines, Singapore, South Korea, Taiwan China, Thailand and Vietnam.

The countries listed above are accurate as of April 2022.

Visit www.accorplus.com/sg/benefits/more-destinations/ to discover more.

6. What is the difference between Accor Plus and ALL – Accor Live Limitless?

Besides enjoying additional stay benefits with Members' Rate at minimum 10% off, up to 50% on room offers, and dining discounts of up to 50% off, Accor Plus members also enjoy all the benefits of being a member of ALL – Accor Live Limitless. Accor Plus members automatically qualify for a minimum of Elite Silver membership status in ALL upon joining the programme, which offers priority check-in, welcome drink and late check-out (subject to availability).

7. Who is entitled to Accor Plus Explorer membership?

Each principal DBS Vantage Visa Infinite Cardmember is entitled to 1 complimentary Accor Plus Explorer membership per Card Year. This membership will be automatically renewed every year on your DBS Vantage Card open date.

8. How can I register for my Accor Plus Explorer membership?

You may register for a complimentary Accor Plus Explorer membership via [DBS' webpage](#).

9. Will I receive a physical Accor Plus membership card when my application is successful?

No, you will receive a digital membership card instead. Upon successful registration, you will receive a welcome email from Accor Plus within 3 working days. The welcome email will provide you with steps to create your member login and further details on accessing your Accor Plus member benefits.

10. How do I access my digital membership card?

You may access your digital membership card via the Accor ALL app after you have successfully created your member login.

11. What will I receive from Accor Plus upon successful registration?

You will receive a physical membership pack from Accor Plus via mail within 10 to 15 working days after you have successfully completed your membership registration on [Accor Plus' webpage](#).

12. I did not receive the welcome pack from Accor Plus upon successful registration.

Please contact Accor Plus at singapore@accorplus.com and indicate your 16-character Accor Plus membership ID if you did not receive your physical membership pack.

13. What should I do if I have misplaced the physical dining vouchers that comes in the welcome pack from Accor Plus?

Once the vouchers have been issued, Accor Plus is unable to replace the physical dining vouchers.

14. How long is my Accor Plus Explorer membership valid for?

Your Accor Plus Explorer membership is valid for 12-month period per Card Year, as long as your Card remains in good standing.

15. Why do I see 'Accor Plus Silver' in the Accor ALL App instead of 'Accor Plus Explorer'?

This refers to your status as an Accor Plus member and your Elite Silver status in ALL – Accor Live Limitless, Accor's global lifestyle loyalty programme.

16. What is the definition of 1 Stay Plus in the Accor ALL App?

The Stay Plus benefits refers to the complimentary night accommodation in a participating Accor hotel each year. Members can choose from a wide variety of participating hotels, resorts, and apartments across Asia Pacific.

17. Is the complimentary night applicable at any of the Accor hotel brands?

Accor Plus Stay Plus complimentary night is applicable at participating Accor properties across Asia Pacific. Please visit accorplus.com/sg for more details on utilising the Stay Plus benefit including [Stay Exceptions](#).

18. Can the complimentary night be used for any room booking?

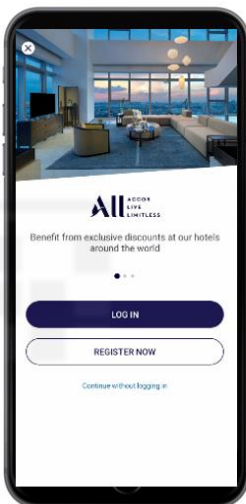
The Stay Plus complimentary night is valid for a Standard Room and any Stay Plus booking with a higher room category requires an upgrade fee. The Stay Plus benefit is subject to allocation. If you are looking to use your complimentary night on a weekend or during special event periods, please be sure to book well in advance. A Stay Plus booking can be made up to 12 months in advance, provided the check-in and check-out date is within the membership period.

19. How do I book my Stay Plus complimentary night?

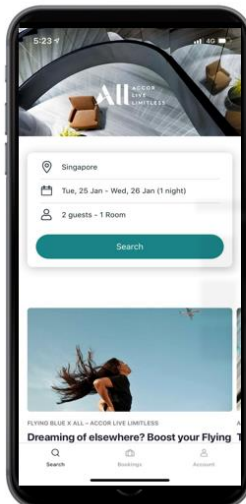
Follow the steps below to book your Stay Plus night:

- a) Login to accorplus.com/sg
- b) Select a destination or a participating Accor hotel within Asia Pacific
- c) Enter your preferred dates and fill in the other requested details
- d) Select “Yes” in the Stay Plus drop-down menu
- e) Click the Search or Book button
- f) You will be redirected to the booking page where you can select your hotel and room of choice

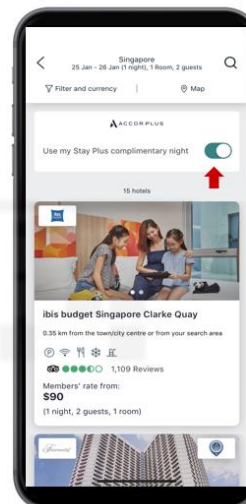
Entry Point: Accor ALL App



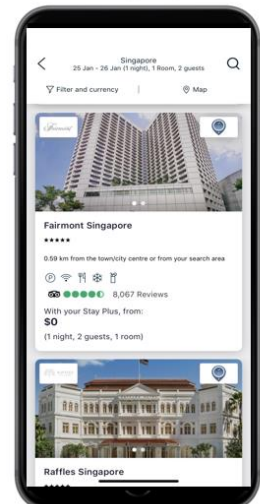
Step 1: Search for availability

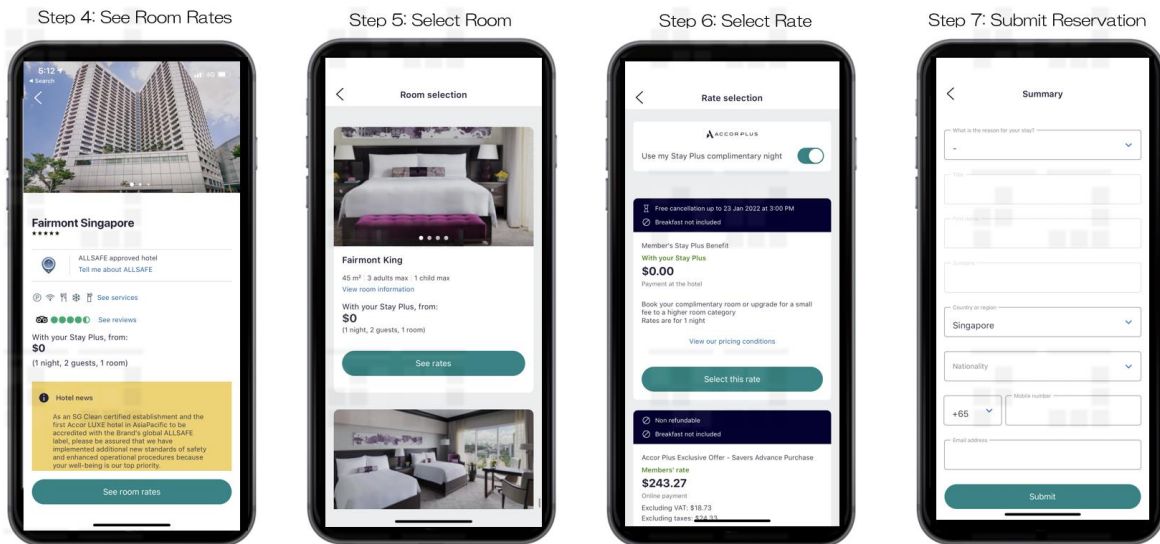


Step 2: Redeem your 1N stay



Step 3: Choose your preferred hotel





20. Do all restaurants at Accor hotels offer member dining discounts?

Accor Plus member dining discounts are applicable at participating Accor hotel restaurants across Asia Pacific when a valid membership card is presented. Accor Plus member dining discounts of up to 50% may not apply on seasonal or special menus and are not applicable for in-room dining and items from the kids’ menu. Accor Plus members get to enjoy a minimum 10% off any promotion price available to the public. Please visit accorplus.com/sg for more details on utilising the dining benefit including [Dining Exceptions](#).

21. How does the dining discount work?

Accor Plus member dining discounts in Asia are based on the number of people dining per table – 100% of total food bill divided by total diners per table.

- 1 member – 25% off
- 1 member with 1 guest – 50% off
- 1 member with 2 guests – 33% off
- 1 member with 3 guests – 25% off
- 1 member with 4 guests – 20% off
- 1 member with 9 or more guests – minimum 10% off

In the Pacific, more than 1 Accor Plus membership card may be presented per table, provided the total food discount does not exceed 50%.

22. How do I receive the dining benefits with my Accor Plus membership?

You may make a booking for a restaurant on the accorplus.com/sg via Table Plus, an online restaurant booking site for instant reservations. Be sure to present your digital Accor Plus membership card upon arrival at a participating Accor hotel restaurant to enjoy your member dining benefits.

23. How many rooms can I book as an Accor Plus member?

You may book up to two rooms with Members' Rate, providing the member is staying in one of the rooms, and the stay dates of the second room are the same as the stay dates of the room occupied by the member.

24. Can I use my Members' Rate to book an accommodation on behalf of someone else?

No, any accommodation booking on Members' Rate must be for the Accor Plus member.

25. Can my family or friends share my Accor Plus Explorer membership?

No, your Accor Plus membership is strictly for your use only and is non-transferrable.

26. I'm a supplementary cardmember. Am I eligible?

Complimentary Accor Plus Explorer membership is only applicable to principal DBS Vantage Visa Infinite Cardmembers.

27. I am an existing Accor Plus Traveller / Explorer / Explorer Plus member, what will happen to my existing membership when I sign up for the DBS Vantage Card and register via DBS' webpage?

Accor Plus will renew you as a DBS x Accor Plus Explorer member for the next term only upon expiry of any existing memberships. This membership will then be automatically renewed every year on your DBS Vantage Card open date.

28. I am an existing Accor Plus Traveller member. Will I be automatically upgraded to an Accor Plus Explorer member after I sign up for the DBS Vantage Card and register via DBS' webpage?

No, Accor Plus will renew and upgrade you to a DBS x Accor Plus Explorer member only upon expiry of your existing Accor Plus Traveller membership. If you want to upgrade immediately, you will need to contact Accor Plus to terminate your existing Accor Plus Traveller membership.

Terms and Conditions Governing DBS Vantage Visa Infinite Card Promotions and Programmes ("Vantage Card Promotions & Programmes") apply. Please refer [here](#) for details.