



Accor Plus Digital Vouchers FAQ

Questions

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8. Will I receive a new set of digital vouchers when my membership has been renewed?
9. I am not tech savvy, can I still request for physical vouchers?

Q1: What are Digital Vouchers?

Answer: In the interest of sustainability and the environment, physical Accor Plus vouchers have now been replaced by a digital version that is accessible via the Accor Plus website.

To access your digital vouchers, log into your membership profile on accorplus.com

Q2: What digital vouchers can I expect to receive?

Answer: You should receive group dining vouchers, group drink vouchers and a complimentary birthday cake voucher from participating Accor hotel restaurants in Singapore. Please note that the vouchers may change from time to time.

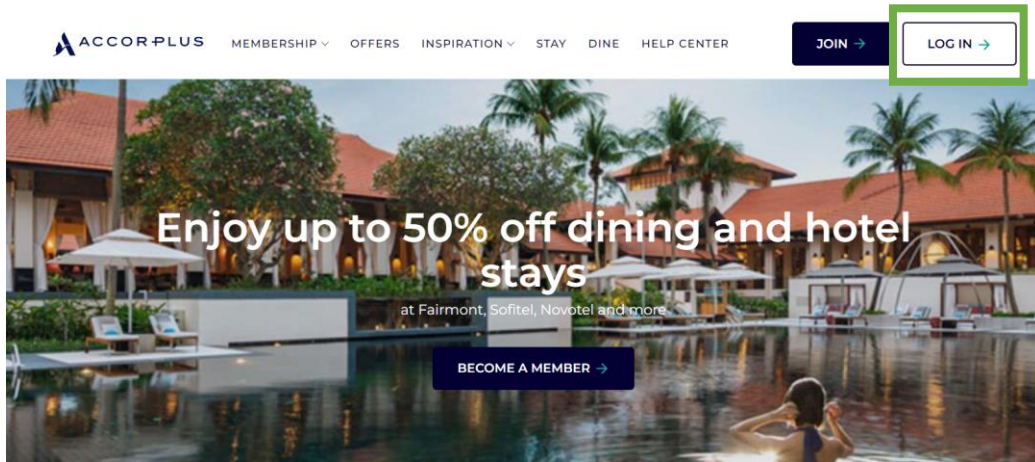
Q3: When can I expect to receive my digital vouchers?

Answer: Upon successful enrolment into the Accor Plus programme, you will be able to view your digital vouchers via your membership profile when you log into your Accor Plus account on accorplus.com within 1 business day.

Q4: How can I access my digital vouchers?

Answer:

Step 1: Click on LOG IN on accorplus.com to log into your Accor Plus membership account



Step 2: Enter your Accor Plus membership login credentials

Log in

Using your social network profile



With your email address

Your email
(example@example.com)

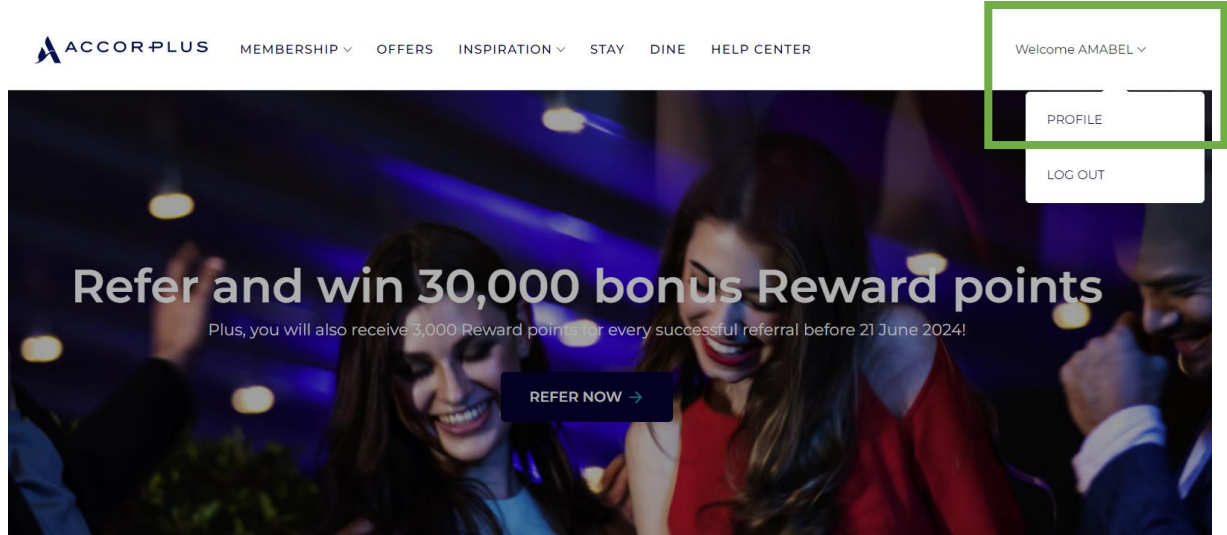


Password

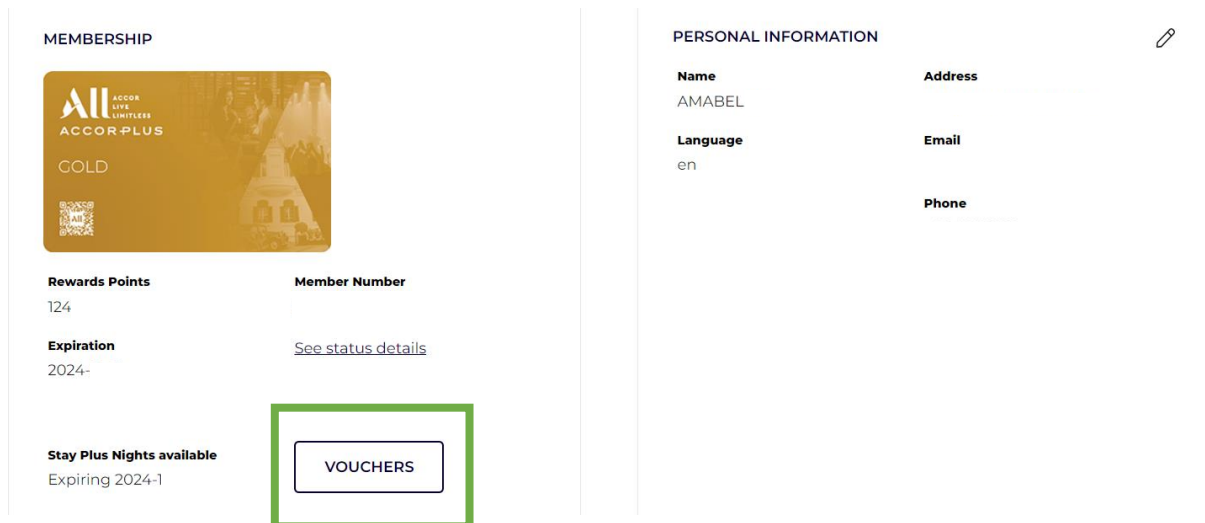


Remember me

Step 3: Once logged in, click on 'Profile'




Step 4: On your profile page, you will be able to see details of your Accor Plus membership. Click on 'Vouchers' as shown to access your digital vouchers.




Step 5: Once you click on 'Vouchers', you will be able to see a list of your available vouchers, including the expiry dates.

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50% OFF GROUP DINING
Participating Fairmont and Swissôtel hotel restaurants in Singapore.
31-12-2024

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50% OFF GROUP DINING
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31-12-2024

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50% OFF GROUP DINING
Grand Mercure, Novotel and Mercure.

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50% off group dining

Description/Summary

50% off total food bill for a group of three (3) to ten (10) at participating Fairmont and Swissôtel hotel restaurants in Singapore

Voucher Number

31-12-2024
DD/MM/YYYY

Terms and Conditions

- Voucher is applicable for dine-in only and must be presented upon arrival with a valid Accor Plus membership at below participating Fairmont and Swissôtel hotel restaurants in Singapore

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Note: Click on individual voucher to view more details.

Q5: How do I redeem my vouchers?

Answer: Simply present the voucher you wish to redeem to the staff at the applicable Accor hotel restaurant upon arrival.

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50% off group dining

Description/Summary

50% off total food bill for a group of three (3) to ten (10) at participating Fairmont and Swissôtel hotel restaurants in Singapore

Voucher Number

Valid Until

31-12-2024

DD/MM/YYYY

Terms and Conditions

- Voucher is applicable for dine-in only and must be presented upon arrival with a valid Accor Plus membership at below participating Fairmont and Swissôtel hotel restaurants in Singapore

Present this page of voucher to the staff for redemption.



Q6: How do I know if the voucher has been redeemed?

Answer: Upon redemption, each voucher will be automatically categorised under Redeemed Vouchers. Within the same pop-up window as your active vouchers, you will find the vouchers that you have redeemed at the bottom of the window when you click on 'Redeemed Vouchers'



The screenshot shows a list of four vouchers, each with an icon, a title, a description, and an expiration date. A vertical scrollbar is on the right. At the bottom, a dark blue button labeled 'Redeemed Vouchers' is highlighted with a green border.

Icon	Title	Description	Expiration Date
	30% OFF GROUP DRINKS	participating Sofitel, Pullman, Grand Mercure, Novotel, Mercure, ibis and ibis Styles hotels and resort	31-12-2024
	50% OFF GROUP DINING	Pullman Singapore Orchard and Pullman Singapore Hill Street.	31-12-2024
	50% OFF GROUP DINING	Pullman Singapore Orchard and Pullman Singapore Hill Street.	31-12-2024
	COMPLIMENTARY BIRTHDAY CAKE	Participating Accor hotel restaurants in Singapore.	31-12-2024

Redeemed Vouchers



Q7: Can I access my digital vouchers on the ALL.com app?

Answer: The digital vouchers are currently only accessible via accorplus.com. We are however looking at enhancements for the vouchers to also be available through the ALL.com app in the future.

Q8: Will I receive a new set of digital vouchers when my membership has been renewed?

Answer: Yes. A new set of digital vouchers will be issued upon renewal of your Accor Plus membership. If you have problems accessing your vouchers, you may contact the Accor Plus Member Services team via the [**Member Help Centre**](#) for assistance.

Q9: I am not tech savvy, can I still request for physical vouchers?

Answer: Please approach our [**Member Services Team**](#) for assistance.