

## Exclusive Offer

### Question

### Answer

**Benefits customer will receive upon registering for the Q Wallet service.**

When customer register for the service and top up at least 3,000 THBS, they will receive a TAGTHAI promo code worth 300 THB.

**What is TAGTHAI?**

TAGTHAI is a collaborative platform between Thailand's public and private sectors, designed to elevate the travel experience in Thailand by making it more convenient, accessible, and tailored to diverse traveler lifestyles and preferences. The platform draws inspiration from local recommendations and the "Happy Model" concept introduced by the Thai Chamber of Commerce, which includes:

- Eat well – Enjoy a variety of high-quality Thai cuisine.
- Live well – Experience a quality lifestyle in a pleasant environment.
- Fit well – Prioritize physical and mental well-being.
- Give well – Share goodness and give back to society.

TAGTHAI aims to be your trusted travel companion, making every journey in Thailand meaningful and memorable.

**Is it necessary for customer to top up 3,000 THBS in a single transaction?**

No need to top up all at once – customer can accumulate THBS top-ups to reach 3,000 THBS anytime between June 15 2025 and 30 June 2026.

**If a customer tops up a total of 6,000 THBS, will customer receive a TAGTHAI promo code worth 600 THB?**

Each customer is eligible to receive a TAGTHAI promo code worth up to 300 THB only. However, additional marketing campaigns may be launched in the future. Customer is encouraged to stay updated through the project's official communication channels.

**How will customer receive their TAGTHAI promo code?**

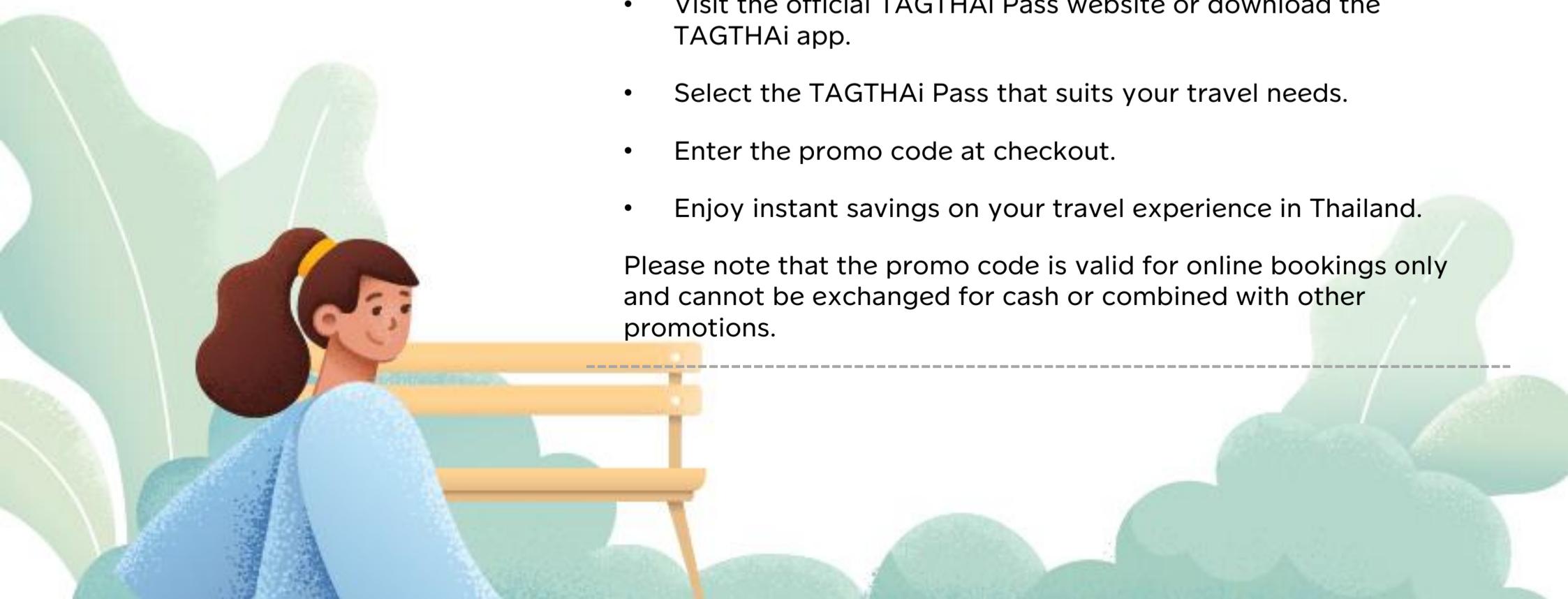
The promo code will be sent to the customer's registered email address (used with Q Wallet) on the next business day after the customer has met the service conditions.

**How can customer use the TAGTHAI promo code?**

Customer can redeem their TAGTHAI promo code by following these steps:

- Visit the official TAGTHAI Pass website or download the TAGTHAI app.
- Select the TAGTHAI Pass that suits your travel needs.
- Enter the promo code at checkout.
- Enjoy instant savings on your travel experience in Thailand.

Please note that the promo code is valid for online bookings only and cannot be exchanged for cash or combined with other promotions.



## Question

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If customer has already been onboarded with TAGTHAi, can they continue using their existing account?

Customer can use their existing TAGTHAi account to redeem the promo code.

Which merchants accept the TAGTHAi promo code?

The promo code must be redeemed through the TAGTHAi application. Each code can be used once per merchant to receive a cash-equivalent discount via OTA. Customer can apply the code to products available in both the Pass and Marketplace categories.

Does promo code have an expiration date, and how is it determined?

Promo code is valid until 30 June 2026. Be sure to redeem yours before it expires!

Is it necessary to book in advance with participating merchants before using the promo code?

Appointment requirements may vary depending on the merchant's policy.

Is the promo code reusable, or can it only be used once?

Unfortunately, promo code is single-use only and cannot be redeemed more than once.

Can customer transfer or share their promo code with someone else?

Yes, promo codes can be shared with others. Customer is free to forward their code for someone else to use

In case your promo code is lost, what steps should you take?

Promo codes are sent to the customer's registered email and cannot be resent or replaced with a new code. Please ensure you keep the original email for reference.

Is it possible to combine the promo code with other discounts or promotional offers from participating merchants?

This promo code cannot be used in conjunction with any other discounts or promotions offered by the store or TAGTHAi.

If a customer redeems a promo code via the TAGTHAi app but does not complete the payment, what should they do?

Customer is advised to complete the payment after redeeming a promo code. If the payment is not finalized, customer may reach out to TAGTHAi's call center to request the reissuance of the promo code."

Can customer change the use of a promo code to another TAGTHAi partner after the payment has been successfully completed?

No, once the customer has completed the payment using a promo code, the usage cannot be changed or transferred to another store.



## Question

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**Are TAGTHAi promo codes valid for use at partner stores under the THBS project?**

Unfortunately, TAGTHAi Promo code is not valid for use at THBS partner stores. As the redemption process is handled exclusively through the TAGTHAi application, customer must complete the discounted payment within the app.

**Can customer use a promo code to purchase more than one service?**

Customer is allowed to purchase more than one service from TAGTHAi and use a promo code to receive a discount on the total amount, as long as the promo code terms and conditions permit this usage.

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**Can customer use a promo code to purchase more than one service?**

**Is it necessary for customer to choose a specific time for their spa service at the moment they redeem the promo code?**

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No, customer is not required to select a service time immediately upon redeeming the promo code. TAGTHAi provides two usage options:  
(1) Booking – where customer can choose the date, time, and number of guests in advance; and  
(2) Voucher – where customer pays first and use the service later. Please note that promo code is valid for 3 months from the date of payment.

