Happy Birthday from SAFRA April 2026 to March 2027

Frequently Asked Questions

1. **Who is eligible to redeem Happy Birthday from SAFRA e-voucher?**
   SAFRA members with active membership may redeem Happy Birthday from SAFRA e-voucher in their birthday month, subjected to first 100 members at each SAFRA Club or first 10 members for SAFRA@29 Carpenter Street, limited to 1 redemption per member.

2. **Do I need to have a SAFRA Mobile App to enjoy the e-voucher?**
   We recommend installing the SAFRA Mobile App for ease of redemption and usage of the e-voucher. However, if you are unable to access or download the app, you may visit https://m.safra.sg to access the e-voucher wallet as well.

   For **Happy Birthday from SAFRA November 2026** edition, as our e-voucher system is undergoing a system upgrade, November-born SAFRA Members may collect a physical $10 SAFRA Rewards Voucher instead of redeeming a Happy Birthday from SAFRA e-voucher via the SAFRA Mobile app. Issuance of e-voucher through the new voucher system will resume for Happy Birthday from December 2026 edition.

3. **What happens if my birthday is not updated in the system (differs from NRIC)?**
   Please present your NRIC or Sing Pass for verification upon sighting by our Customer Service Counter. If your birthday is within the month and your SAFRA Membership is valid, our Customer Service Counter will pass a form to update your birthday in our system and submit it to our HQ accordingly. Once the form is completed, they will issue the Happy Birthday e-voucher (or $10 SAFRA Rewards Voucher for November edition) to you. SAFRA HQ will also assist in updating your birthday in our system when they receive the form afterwards.

4. **How can I check if I am still within the first 100 members at any of the locations?**
   You may check the status of redemption from the webpage here. The page will be updated whenever the e-voucher is fully redeemed at any of the locations.

5. **Where can I use the e-voucher after I redeem it?**
   For Happy Birthday from SAFRA e-voucher, you may refer to the list of the participating outlets & eligible facilities at all the SAFRA Clubs here.

   For Happy Birthday from SAFRA November edition, please refer here for the list of places where you may utilize the $10 SAFRA Rewards voucher at.

6. **How to redeem (claim) the Happy Birthday e-voucher?**
   Redemption of the Happy Birthday from SAFRA is at the 7 SAFRA Clubs' Customer Service Counters from 9am to 9pm daily. Please produce your membership card or e-card for verification purposes. Kindly note that redemption is limited to first 100 SAFRA Members at SAFRA Clubs and first 10 SAFRA Members for SAFRA@29 Carpenter Street.

7. **Other than the 7 SAFRA clubs, I saw that there is SAFRA@29 Carpenter Street as well. How do I redeem (claim) the e-voucher for that?**
   To redeem e-voucher of SAFRA@29 Carpenter Street, please proceed to SAFRA Mount Faber's Customer Service Counter between 9am to 9pm daily and produce your membership card or e-card for verification purposes. Kindly note that redemption is limited to first 100 SAFRA Members at SAFRA Clubs and first 10 SAFRA Members for SAFRA@29 Carpenter Street.

8. **Can I transfer the e-voucher to someone else or collect on behalf of someone else (e.g. family member or dependent)?**
   Happy Birthday from SAFRA e-voucher is non-transferable. Members must be physically present at the SAFRA Club's Customer Service Counter at point of redemption to ensure successful issuance of the e-voucher to their SAFRA mobile app / MySAFRA Portal. Collection on behalf with/without letter of authorization is not allowed.

9. **Is there any contact number that I can reach out to find out more?**
   You may reach our Customer Service Counters from 9am to 9pm, the contact number can be found below:

Club	Contact No.
SAFRA Choa Chu Kang	6379 9334
SAFRA Jurong	6686 4333
SAFRA Mount Faber	6278 6011
SAFRA Punggol	6585 8718
SAFRA Tampines	6785 8800
SAFRA Toa Payoh	6259 4000
SAFRA Yishun	6852 8200

10. **Is there any minimum spend required to use the e-voucher?**
    A minimum spend of $10 before GST/discounts and service charges is required in a single receipt. No change nor return in cash/credit will be given.

11. **Can the e-voucher be used concurrently with SAFRA Members discount and any other promotion?**
    Participating outlets will honour applicable SAFRA Members' Benefits before providing $10 cash discount upon usage of Happy Birthday from SAFRA e-voucher or SAFRA Rewards Voucher (for November edition). Happy Birthday from SAFRA is also stackable with other SAFRA e-voucher campaigns, unless otherwise stated in the e-voucher's Terms & Conditions.

    Kindly note that there will be no change nor return in cash/credit will be given if the total amount in receipt is less than $10.

12. **Can I use the e-voucher for FINS Swim School?**
    Yes, you may use it for FINS Swim School. Kindly approach the FINS coordinator for usage of Happy Birthday e-voucher/voucher.

13. **How do I use the e-voucher to book facility at SAFRA Club?**
    Usage of e-vouchers/vouchers for facility booking is strictly done at Customer Service Counter of SAFRA Club during operating hours from 9am to 9pm daily with min. spend of $10 before GST / discounts / service charge in a single transaction.

14. **Why is the e-voucher amount reduced from $20 to $10?**
    The Happy Birthday from SAFRA campaign has been refreshed to allow more members to celebrate and to enjoy this special perk during their birthday month and the number of redemptions is increased from 50 to 100 members per month.

15. **Why can't I use the e-voucher at other SAFRA Clubs?**
    This campaign is designed to support our Clubs' participating outlets and experiences within respective SAFRA Clubs. By redeeming and using the e-voucher at the same location, we hope that you will enjoy a more seamless experience while helping us bring you better perks and offers tailored to your preferred SAFRA Club.

    For Happy Birthday November 2026 edition, please refer to here for the list of places where you may utilize the voucher at.

16. **What is the validity of Happy Birthday from SAFRA e-voucher?**
    Validity for e-voucher is valid for use till the last day of the issued month (for example, Happy Birthday April 2026 e-voucher will be valid for use from 1 to 30 Apr 2026). No extension will be granted.

    For Happy Birthday November 2026 edition, please refer to the expiry date indicated on the SAFRA Rewards Vouchers. Kindly note that there will be no extension and no replacement for any unused, expired or lost vouchers.

17. **There is not enough time for me to utilize the e-voucher as the validity period is only until end of the month. Is there an option for extension?**
    As per Terms & Conditions stated in our e-voucher & website, there will be no extension for the validity of Happy Birthday from SAFRA e-voucher. We encourage members to utilize the Happy Birthday from SAFRA e-voucher as early as possible to enjoy the benefit before it expires. An email reminder will be sent to members who have not utilised the e-voucher in the third week of the month as well. You may refer to the various participating outlets and facilities that accept Happy Birthday from SAFRA e-voucher at https://www.safra.sg/promotions/happy-birthday-from-safra

    For Happy Birthday November 2026 edition, please refer to the expiry date indicated on the SAFRA Rewards Vouchers as it does not expire at the end of the same month. Kindly note that there will be no extension and no replacement for any unused, expired or lost vouchers.