

Stride & Seek (Monopoly HIDDEN Singapore at Suntec City):
Suntec+ Corporate members Exclusive (11 May to 30 June 2026)

Frequently Questions & Answers (FAQ)

Q1	I am one of the office tenants working in Suntec Tower, but I do not have a Suntec+ Corporate Account, will I be entitled to purchase the game ticket at the discounted price?
A1	No, only Suntec+ Corporate member will be eligible to redeem the discount e-vouchers on the Suntec+ App rewards catalogue on a first-come-first serve basis, while stocks last.
Q2	I am Suntec office tenant, but I do not have Suntec+ Corporate account. How do I sign up?
A2	To sign up as a Suntec+ Corporate Member, kindly seek assistance from your company office administrator.
Q3	I am Suntec office tenant, but I only have Suntec+ Account (Shopper account), how do I convert to Suntec+ Corporate account?
A3	To convert to a Suntec+ Corporate Member, kindly seek assistance from your company office administrator.
Q4	Can I redeem more than 1 exclusive rate e-Voucher?
A4	No, each Suntec+ Corporate members is only entitled to one redemption of exclusive rate e-Voucher, on a first-come-first-serve basis, while stocks last.
Q5	Can I purchase more than one (1) experience e-tickets using the exclusive rate e-Voucher?
A5	No, one exclusive rate e-Voucher* can only use to purchase one experience e-ticket, on a first-come-first serve basis, while stocks last. *Having an exclusive rate e-Voucher does not guarantee eligibility to purchase the ticket at the exclusive price of \$5, as it is subject to availability on a first-come, first-served basis, while stocks last.
Q6	After I purchased the experience e-ticket, can I pass it to my family member and/or friends to play the game?
A6	Yes, after purchasing the experience e-ticket, your family member or friend may play the game on your behalf. You may forward the email confirmation containing the game instructions to him/her, so that he/she can access and play the game. Only one mobile device is required per ticket for game setup. Once the setup is completed, the game instructions will be sent directly via WhatsApp.
Q7	Can I purchase the experience e-ticket online using the exclusive rate e-Voucher?
A7	No, the exclusive rate e-Voucher* is only valid for on-site use. You will need to proceed to the Customer Service Counter to purchase the ticket on the spot, subject to availability on a first-come, first-served basis, while stocks last. The goodies bag will be issued upon successful ticket purchase at the counter.

	*Having an exclusive rate e-Voucher does not guarantee eligibility to purchase the ticket at the exclusive price of \$5, as it is subject to availability on a first-come, first-served basis, while stocks last.
Q8	Where is the Stride & Seek (Monopoly Hidden Singapore at Suntec City) experience located?
A8	The experience is located at within Suntec City mall, 3 Temasek Blvd, Singapore 038983 Operating hours: 11:00am - 8:30pm
Q9	If I pass my e-ticket to my family member or friend to play, can they receive the completion game rewards?
A9	Game completion rewards can only be redeemed by the Suntec+ Corporate member who holds the completion rewards e-voucher (in the Suntec+ e-Wallet) and the WhatsApp chatbot completion message. <u>Both items</u> must be presented at the Customer Service Counter (Atrium Convention Centre) for redemption. Please note that without the valid complete reward e-voucher in the Suntec+ e-wallet, the completion rewards cannot be redeemed.
Q10	I have selected a game play date and time during my purchase. Can I change the date and timing?
A10	Yes, you can reschedule your game date and time. The experience is designed to be flexible and self-paced, so you may play at a time that works best for you. When you are ready to begin, please refer to the instructions in your confirmation email to complete the setup. Once completed, your game instructions will be sent to you directly via WhatsApp
Q11	Can I use one (1) experience e-ticket to play with my family or friends?
A11	Yes, you can play solo or as a team. For the best experience, we recommend teams of 2 to 5 participants, with each participant having their own adventure ticket. Each adventure ticket includes access to the Monopoly Suntec City experience on one mobile device, and an exclusive Monopoly Utility bag (includes tote bag, chance key chain, Monopoly money) . This ensures everyone can follow the game, participate fully, and enjoy their own set of game materials.
Q12	If my family members and/or friends are not Suntec+ Corporate members, can they still play the game together with me (office tenant)?
A12	Yes, they are welcome to join you.

	As the retail experience will only be available from the end of May, non-Suntec+ Corporate members can keep an eye on ticket availability at https://hiddenxp.com/collections/games Do note that tickets from separate bookings cannot be merged. While you may play and progress together, each booking will run on its own device and will need to complete the clues separately.
Q13	What time can I play?
A13	The experience is available daily between 11 AM and 8:30 PM (last session at 7:00 PM)
Q14	When will I need to complete the Stride & Seek (Monopoly Hidden Singapore at Suntec City) experience ?
A14	The experience must be played and completed between 11 May and 30 June 2026. Please note that any unused or incomplete game adventure ticket will not be refunded, and no extension of the gameplay period will be granted.
Q15	When and how do I need to collect my game completion reward?
A15	Game completion rewards must be redeemed from <u>25 May to 19 July 2026</u>. Present your Hidden WhatsApp chatbot completion message together with the completion reward e-voucher in your Suntec+ App e-wallet to redeem your reward. Any unredeemed rewards after this date will be forfeited, and no extensions will be granted.
A16	What is Chance Key Chain? How does it works?
Q16	The Chance Card keychain is a special merchandise item which unlocks perks when players flash it at participating retail tenants from <u>11 May onwards</u>. It also serves as a lasting keepsake players can carry with them beyond the experience. How it works: • Players show their Chance Card keychain in exchange for offers or promotions on item(s) at selected and participating Suntec City Retail Tenants • Refer to the website (go.hiddenxp.com/suntecgems) for more details
A17	What is Monopoly Money? How does it work?
Q17	MONOPOLY Money are part of the game materials which you can use to exchange for items at selected and participating Suntec Retail Tenants (F&B and non-F&B) from <u>11 May onwards</u>. How it works: • Players exchange MONOPOLY Money for a small item, or experience at selected and participating Suntec City Retail Tenants • Refer to the website (go.hiddenxp.com/suntecgems) for more details
Q18	What happens after I purchase my ticket?
A17	

	After completing your purchase, you will receive an email from Void Deck Cat at (cat@hiddenxp.com), sent to the email address used for your ticket purchase. This email will include your unique game code and a link to set up your game. Please check your spam or junk folder if you do not see it in your inbox. Once you complete the setup, your game instructions will be sent directly to you via WhatsApp. If you do not receive the email at least 30 minutes before your scheduled session, please contact HIDDEN via WhatsApp at +65 9722 7244.
Q18	Are there any age restrictions for Stride & Seek (Monopoly Hidden Singapore at Suntec City) game experience?
A18	This experience is suitable for all ages. However, children under 13 years old must be accompanied by an adult.
Q19	How long does the Stride & Seek (Monopoly Hidden Singapore at Suntec City) experience takes?
A19	Participants typically spend 1.5 completing the trail, depending on their pace.
Q20	Do I need to use a phone or app to play?
A20	Yes, each participant needs a smartphone with the latest version of WhatsApp installed. No additional app downloads are required.
Q21	Do I need an active internet connection?
A21	Yes, a stable internet connection is required to receive clues, send answers, and progress through the experience.
Q22	What if I need help in the game?
A22	Just type "Help" during the game to access a list of support commands. If you are stuck, hints are available. There is also the option to skip the clue if required.
Q23	What if we need additional help?
A23	For game-related issues, type "SOS" in the WhatsApp game chat, or contact HIDDEN via WhatsApp at +65 9722 7244. For Suntec+ account related matters (such as e-Vouchers, rewards, or app issues), please email to rewards@sunteccity.com.sg
Q24	When setting up the game, which ticketing platform should I select?
A24	When prompted to select the ticketing platform you purchased from, please choose "HIDDEN website."