Frequently Asked Questions

What is Bhat-Bhateni Club Card?
Bhat-Bhateni *Club Card* is the loyalty card of Bhat-Bhateni Super Market and Departmental Store P. Ltd., Nepal's largest retailer.

How can I apply for a Club Card?
You can obtain the application form online at www.bbsm.com.np, or pick up an application form in store.

How long will my Club Card be valid for?
Your club card will be valid for 2 years. It can be renewed every 2 years thereafter.

What are the benefits of joining Club Card?
As well as collecting valuable Club Card points which you can use on a huge range of things from everyday shopping, you can also join any of our Clubs for free. As a member you'll have access to specialist information as well as money-saving offers.

What will I get when I join?
When you join, you'll receive a Welcome Pack containing your permanent Club Card.

How can I collect Club Card points?
Points can be collected by shopping at all Bhat-Bhateni stores as well as with our partners.

What do I get in return?
The Club Card is all about giving you something back, so 1 point is worth a minimum of 6.5 rupees in the form of Club Card free shopping coupons. Once you've collected 200 points or more (which you'll probably do in no time at all!), you'll receive your Club Card Vouchers.

When will I receive my Club Card Vouchers?
We'll send you your Club Card Vouchers with your Club Card Statement. This is sent quarterly in March, June, September, and December.

I haven't received any Vouchers and think I deserve some - what can I do?
Please call our Customer Service Representative. A member of our team will be able to look at your account details and provide you brief information.

How and where can I use my Vouchers?
You can exchange your vouchers on shopping at our stores as well as with our partners. (Please see terms and conditions at the back of the vouchers)

How long are my Club Card Vouchers valid for?
Your Vouchers are valid for 6 months - which should give you plenty of time to choose something great to spend them on!