

Starbucks Malta Loyalty Programme – Subscriber FAQ's

GENERAL PROGRAMME FAQ's

1. How do I collect stamps?

You receive 1 stamp for every hand-crafted beverage you purchase in the same transaction.

2. Do food items earn stamps?

No. Only hand-crafted beverages earn stamps.

3. Does every size count?

Yes. Short, Tall, Grande, and Venti drinks all qualify.

4. Do add-ons earn extra stamps?

No. Add-ons (extra espresso, syrup, etc.) do not count as additional stamps.

5. Can I collect stamps without the app?

No. Stamps are digital only and can be collected through the Magic Stamp app.

6. What if I forget to scan?

Your digital loyalty card must be presented before your order is made. Stamps must be applied during the transaction. They cannot be added after the transaction is closed off or payment has been completed.

7. Do promotional or discounted drinks count?

No. Promotional and discounted drinks are not eligible for stamps.

8. Is there a limit to how many stamps I can earn per day?

Yes, A maximum of 5 stamps per day can be earned.

BRONZE TIER (Tier 1)

9. When do I get a free drink?

You'll receive a free drink after collecting 9 stamps.

10. What does the free reward include?

Any Short/Tall/Grande/Venti hot or cold drink with a single add-on included.

11. What happens after 27 stamps?

After completing 3 Bronze cards (27 stamps), you'll automatically be upgraded to Silver.

SILVER TIER (Tier 2)

12. What is the reward at Silver?

After every 9 stamps: 1 free drink.

13. Are add-ons included?

Yes, Your reward drink can include 1 add-on (1 extra espresso shot OR 1 extra pump of syrup) as part of the reward.

14. When do I move from Silver to Gold?

After collecting 45 total stamps (5 Silver cards), you'll automatically be upgraded to Gold.

GOLD TIER (Tier 3)

15. What is the Gold reward?

After every 15 stamps: Any drink (with add-on included) + choice of food.

16. Is Gold status permanent?

Yes. Once you reach Gold, your status is permanent.

TIER & TECHNICAL QUESTIONS

17. Does the app automatically switch tiers?

Yes — 27 stamps → Silver, 45 stamps → Gold.

18. Do my stamps reset after upgrading?

Your card resets every 9 or 15 stamps, but your overall progress continues toward tier upgrades.

19. Can I lose my tier?

No. Once you move up a tier, you won't be downgraded.

20. Can rewards be combined?

No. Each 9-stamp cycle unlocks one reward, while Gold requires 15 stamp to Reach the reward.

21. Can I exchange rewards for cash?

No. Rewards have no cash value.

EVERYDAY QUESTIONS

22. Can I use my free drink and still collect stamps in the same transaction?

Yes. If you purchase additional drinks in the same transaction.

23. Can I split my reward across multiple visits?

No, your reward must be redeemed in one transaction.

24. Can I upgrade my reward to include items not listed?

Rewards include only what is specified in your tier benefits.

25. What if the app isn't loading?

Check that you have the latest version of Magic Stamp installed (from App Store or Google Play). Try restarting the app or checking your internet connection. Starbucks Malta is not responsible for device or software malfunction.

26. Does takeaway vs dine-in matter?

No — both qualify. However, orders made through third-party apps such as Wolt and Bolt Food do not qualify even if pick-up is selected as the method rather than delivery.