

# Visit our Experience Center or Pick-Up Centers

Starting March 1, 2025

## *Frequently Asked Questions*

**1. Can we still process bulk orders at the Manila Experience Center?**

Yes, bulk order pick-up at the Manila Experience Center is still available, provided that the request is made **at least one day** before your scheduled pick-up.

A minimum of five (5) orders per request is required. Bulk orders will be available for pick-up on the next business day after your request has been submitted. To request a bulk order, please submit your request through:

<https://bit.ly/YLPHBulkOrders>

**2. Will there be someone to assist us in bringing bulk orders to the ground floor?**

Yes, we will assist you up to the ground floor of the building.

**3. What are the operating hours?**

The Manila Experience Center is open from Tuesday to Saturday, 10AM to 7PM.

The Baguio, Cebu, and Davao Pick-Up Centers are open from Tuesday to Saturday, 10AM to 6PM.

**4. Is there a dress code for visiting the Manila Experience Center?**

Yes, as per building policy, all visitors must comply with the dress code. The following are not allowed: spaghetti straps, shorts, ripped jeans, and slippers.

**5. Are pets allowed inside the Manila Experience Center?**

No, as per building policy, pets are not allowed inside the building.

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**6. Will there still be a pick-up fee?**

Starting March 1, 2025, all Pick-Up Centers—including Baguio & Cebu—will no longer have a pick-up fee.

**7. Are third-party riders allowed to pick up my order on my behalf?**

Yes, third-party riders (e.g., Grab, Lalamove, etc.) may pick up your order at the 12<sup>th</sup> floor, provided they comply with the building's guidelines. It is the responsibility of the member to manage all pick up arrangements.