

# Loyalty Club Member FAQs

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## How do I earn Loyalty Member Points?

| Member Status | Points      | Dining Rewards per 300 point increment |
|---------------|-------------|----------------------------------------|
| Regular       | 1 - 1199    | \$20                                   |
| Premium       | 1200 - 4499 | \$25                                   |
| VIP           | Over 4500   | \$30                                   |

You receive \$20 in Reward Dollars for every 300 points you earn at any Fifty/50 Group Restaurants. 1 dollar spent usually earns you 1 point, but in some situations you can earn double and even triple points.

Your points will convert to Rewards Dollars as soon as your guest check is closed, and you will be able to use your Reward Dollars the next calendar day.

## **How do I use my account to earn points?**

**There are three easy options to access your account:**

1. Present your Reward Card when paying your check.
2. Present a photo ID to your server and ask them to look you up in the system.

## **How do I redeem my Reward Dollars?**

**You have 3 options:**

1. Present your Reward Card and ask your server to apply your Reward Dollars to your meal.

*Please note: Reward dollars cannot be used to purchase gift cards and may not be redeemed on Saturday's.*

## **Are there any restrictions in using my Reward Dollars?**

Fifty/50 Group Loyalty Dining Rewards are not valid in conjunction with any other offers, discounts and promotional certificates. Reward dollars may not be redeemed on Saturdays. Other restrictions may also apply.

## **Can I earn Loyalty Member Points when someone else at my table pays the bill?**

Loyalty Member points are earned only when the Card Holder or his/her spouse pays the bill.

## **Can I earn Loyalty Member Points for a private party at a Fifty/50 Group restaurant?**

Of course you can, but you must be a Loyalty member before you sign the contract. It's a great way to build up points fast. You will receive points for the food and beverage total up to \$3,000.

## **What do I do if I forget to present my Loyalty Card and want to earn credit for the transaction?**

You can take a photo of your credit card receipt with your mobile device and email it to [loyalty@thefifty50.com](mailto:loyalty@thefifty50.com). Please include your Loyalty member number.

Please note that The Fifty/50 Restaurant Group cannot process cash receipts or itemized restaurant receipts unless they are accompanied by a Loyalty Member voucher, credit card receipt or statement.

## **What are the advantages of earning 1200 points in one calendar year? 4500 points?**

First, you'll earn more dollars per points: \$25 for every dining reward at each 300-increment. \$30 for every dining reward at every 300-point increment once you've reached 4500 points. Pay attention to promotions and other opportunities to earn double and triple points at our restaurants. Also, VIP Level Members receive Priority Reservation privileges at Fifty/50 Group Restaurants.

Once you have reached a higher status, you will keep that status through that year and the following calendar year as long as you spend at least one dollar within a 365 day period at any of our restaurants.

## **What happens to my points at the end of the calendar year?**

If you have at least one visit in the calendar year, the points on your account will rollover to the following year. If you have not had a visit in the calendar year, any unredeemed points remaining at the end of the year will be forfeited at year's end.

Please be aware that dollars on your Rewards Card never expire and will carry over from year to year.