



FAQS ON NEW HHG REWARDS

GOING LIVE 10/18

What is different with the new program?

There are 2 main differences between our old program and our awesome new one!

- 1) Points are no longer added based on your credit card, they are earned when you give your server/bartender/manager your phone number or email address when you order. Points will be added to your account automatically. You will receive one point for every dollar you spend (before tax and gratuity).
- 2) Points you earn will now expire in 6 months if you do not reach 100 pts. Once you reach 100 points and earn your benefit, your benefit will then expire in 30 days.

Why the change to a new program/ what are the benefits to signing up?

We decided to make this change to engage with you better. The new program allows us to give our guests ways to earn points besides spending dollars with us when you visit. We'll now be able to share with you the many extra ways we can reward your loyalty via our app. Keep an eye out for that! The app is coming soon!

We will be better able to send you specific offers that are more tailored to each of our guests. Offers just for you!

We are also now able to communicate better with our loyalty guests through this program. We'll be able to keep you better informed of special events, sneak peaks when we update our menu, etc.

What happens to my old points?

Don't worry, they're still there! Your points with the old program are automatically converted into benefits in our new program. Come on in soon as they will expire on November 30th.

When do I sign up? SIT TIGHT! LIVE 10/18!



MEMBER PERKS:

- Earn 1 Point for every \$1 spent at our venues
- Reach 100 Points and receive \$10 off your bill!
- Receive 50 points for new member signup!
- Receive 25 points every birthday and half birthday!

How do I earn points?

It's easy! If you are currently a loyalty member, just give your server, bartender or the manager your phone number or email when you order. Our app will be ready soon!

How do I redeem points?

Once you reach 100 points, you will automatically receive a \$10 benefit. To use the benefit, simply tell your server/bartender/manager. They'll ask you for your phone number or email address, access your account, and apply your benefit. **It's that easy!**

What if I forgot to give my server/bartender/manager my information?

- 1) Email support@harmonichg.com with any questions or concerns regarding your loyalty account.

Who do I contact if I have issues?

- 1) Have a problem? Here are ways you can reach us so we can answer your questions or address a concern:
- 2) If you are at one of our locations and are experiencing problems, please feel free to ask your server/bartender for assistance.

You may also email support@harmonichg.com.

What if you have not registered your old account?

Guests that were a part of our past loyalty program will be migrated over. You can simply go to the "reset password" link on our loyalty website to get started on registering with the new program.

Not registered yet, no problem! You can still accrue points by giving your server/bartender your phone number. These points will continue to grow until you register or they hit the expiration date. Remember, you have to register your account to be able to redeem your points!



Mobile App Coming Soon!

