

# Bracegirdles Loyalty Programs - Frequently Asked Questions

## How do I join the Bracegirdles Loyalty Program?

Simply collect a card from any of the Bracegirdles cafés, register your card and begin collecting points immediately.

## Where can I earn points with the Bracegirdles Loyalty Program?

You can earn points on each purchase in any of Bracegirdles cafés. The Bracegirdles Loyalty Program is only valid within Bracegirdles cafés and cannot be used at pop up stores or outdoor events

## How many points do I earn for every visit to a cafe?

You receive 10 points for each \$1 you spend in any Bracegirdles cafés. For example: if you spend \$25.00 you will accrue 250 points.

## How do I redeem my points?

You can redeem your points on any purchases made in any of the Bracegirdles café.

For example: if you have accumulated 500 points they are worth \$5.00 to spend in any of the cafés on any menu item or retail purchases.

## How do I become a Key Member?

When you reach 5000 points you will have the opportunity to be elevated to become a Key member.

## What are the benefits of being a Key Member?

As a valued customer of Bracegirdle's House of Fine Chocolate you will receive 5% discount on your purchases anytime you visit one of Bracegirdles cafés. You will also enjoy a free coffee and chocolate for your birthday. You will be invited to join us for exclusive events that we will be hosting from time to time.

## What happens if I lose my card?

You will need to collect a new card from your nearest Bracegirdles café.

- Log into your Bracegirdles Loyalty Program account using your Bracegirdles Loyalty Program registered email and password connected to your old card.
- Go to the 'Card Transfer' section, where you will enter the new Membership Number and Verification code on the card. All existing points and information will transfer onto the new card.

## My card is not scanning properly, what should I do?

You will need to collect a new card from your nearest Bracegirdles cafe.

- Then log into your Bracegirdles Loyalty Program account using your Bracegirdles Loyalty Program registered email and password connected to your old card. Please hand in your old card at the café.
- Go to the 'Card Transfer' section, where you will enter the new Membership Number and Verification code on the card. All existing points and information will transfer on to the new card.