



## Loyalty Rewards Card Terms and Conditions

1. IRG's Loyalty Rewards Card is a unique program to Bermuda, and a classy way to reward our best and most important regulars for frequent usage at our various restaurants, as well as entice not-so-regulars to become IRG customers for life.
2. IRG's Loyalty Rewards Card Program is currently set up to allow cardholders to accrue 10 Loyalty dollars (Points) for every \$100 spent on food and beverage within each restaurant and bar of IRG Ltd.
3. Points accrue on food and beverage purchases only, exclude all merchandise and service charge, and are ONLY awarded at the time the bill is generated and paid for.
4. Loyalty points cannot be awarded when purchasing Gift Cards. The user of the gift card is the only one eligible to be rewarded with Loyalty points.
5. Once those Loyalty dollars have been earned, the card member can choose to use those dollars against future purchases on food or beverage at whichever IRG restaurant they wish. Loyalty redemption cannot be applied to service charges or gratuities.
6. In addition, the Loyalty Rewards card can also be used at Java Jive as a coffee card. When a card member purchases nine specialty coffees, the next one is rewarded free.
7. Loyalty Rewards Program inclusion is by invitation only by Management of Island Restaurant Group, and we reserve the right to cancel the program or individual inclusion at any time.
8. Loyalty Cards are for personal use only, and may not be transferred or used by any other person except that who it was issued to. The Loyalty User's name will be written on the back of the Loyalty Card.
9. Card has no cash value, and cards are not redeemable for cash.
10. Once issued, upon the first swipe, a set of instructions will print off from the POS, and will be given to you. They are: *To activate your card, please go online to our website at [www.irg.bm](http://www.irg.bm), click on **Loyalty Program Login** in the top right, enter your card number twice (14 digit number on back of card starting with 24565), then your pin number located*

*under the silver scratch panel on the back of your card. You will then be asked to enter your profile information, and upon completion, your account is active, and your accrued points or rewards are available to use!*

11. Loyalty Members must get card swiped against an active bill and accrue purchases (and thus points) on it BEFORE registering the card online. The card will NOT register (error message will pop-up) unless it has purchases assigned to it
12. **Note:** some cardholders have had problems when they sign up from their office computer due to workplace firewalls or restrictions. In that case the customer may need to sign up from home, or from a non-firewalled computer. The Loyalty program vendor recommends using Microsoft Internet Explorer browser, with Pop-up blocker turned off.
13. New card members will not be able to access their Loyalty Rewards until they have registered, although they can continue to accrue points.
14. When a card member presents their card during the payment process, the staff member is required to verify that the person presenting the card is the person who is written on the card. Improper use of Loyalty Card is grounds for program termination, loss of any accrued Loyalty points or dollars, and future exclusion from the program.
15. It is not possible to replace a lost/stolen card, as the account number on each card is where all points and Loyalty dollars are accrued. With proper ID presented, Management can look up the old card and apply those Loyalty dollars manually to a bill for payment until the account is emptied. If issued a new card due to having a lost or stolen card, the new card will need to register it all over again.
16. Loyalty cards must be presented at time of use, and before the bill is settled out. Points cannot be added from previous bills when a Loyalty Card is forgotten or not presented upon payment.
17. One Loyalty Member only can receive points per bill issued.
18. If a card holder and other guests are dining together and split checks, the cardholder can only register for the points on his/her share. Also, the card is Non Transferable. The cardholder is the only person that can use the card, and the name must match the name on the credit card, or if they are paying cash, they should show corroborating ID.
19. The Loyalty instructions and guidelines may be amended from time to time, and the most recent edition posted on the website [www.irg.bm](http://www.irg.bm) shall be the ruling set.