



## Loyalty Rewards Card Terms and Conditions

1. IRG's Loyalty Rewards Card is a unique program to Bermuda for Island Restaurant Group to reward and encourage guests to become our best and most important regulars and frequently visit our various restaurants.
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 as well as merchandise purchases and IRG gift cards. Points are excluded from all gratuities and service charges, and are ONLY awarded at the time the bill is generated and paid for. On Sale Merchandise items are not eligible for loyalty points.
4. The purchaser of an IRG gift card is only eligible to be rewarded with Loyalty points.
5. Guests redeeming IRG gift cards for Food and Beverage items are NOT eligible for Loyalty points, as points may have been allocated upon the purchase of the gift card.
6. IRG letter vouchers are not eligible for loyalty points.
7. Should a guest be using an IRG gift card to pay a portion of a bill presented and a credit card/cash for the other portion, only the latter portion will be allocated loyalty points.
8. Once 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.
9. Loyalty Rewards Program inclusion is by invitation only by Management of IRG, and we reserve the right to cancel the program or individual inclusion at any time.
10. Loyalty cards should be signed on the back, as you would a credit card. With Management permission, cohabitating couples may use one Loyalty card, registered both names. We reserve the right to verify the card members identity.
11. Card has no cash value, and cards are not redeemable for cash.

12. Once issued, upon the first swipe, a set of instructions will print off from the POS, and will be given to you immediately. 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 left corner, enter your card number twice (12 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!*
13. 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
14. **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 a Microsoft browser, with Pop-up blocker turned off.
15. New card members will not be able to access their Loyalty Rewards until they have registered in full, although they can continue to accrue points.
16. 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 termination and future exclusion from the program.
17. If you have lost or misplaced your card, we can re-issue you a new card and can transfer points. An email should be sent to [kirstin@irg.bm](mailto:kirstin@irg.bm) with your full name and email verification. Please note that sometimes based on the card members information that has been inputted on the card members profile, there may be technical difficulties. If issued a new card due to having a lost or stolen card, the new card will need to register it all over again.
18. Loyalty cards must be presented at time of use, and before the bill is settled out. Points cannot be added from previous visits when a Loyalty Card is forgotten or not presented upon payment.
19. One Loyalty Member only can receive points per bill issued.

20. 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 be prepared to show corroborating ID.
21. Loyalty points can only be used for parties of 6 or less if being paid by 1 individual loyalty member. Large parties, Caterings or Corporate groups, such as buy outs or Christmas parties are not eligible to be allocated loyalty points.
22. Loyalty points cannot be used to purchase Gift Cards.
23. 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.