



## Aubree's Nation Loyalty Club Frequently Asked Questions

*We're excited to share that there is a delicious new way for you to earn rewards for dining at Aubree's starting in April 2017. The Aubree's Nation Loyalty Club has had some changes to make earning and redeeming rewards easier.*

*Starting in April, for each \$1 spent at Aubree's, members will receive 1 point. Accumulate 100 points and you receive \$10 your next visit. It's that simple.*

*Here are some answers to frequently asked questions about the Loyalty Program and this transition. If you have a question that is not answered below, please send an email to [LoyaltyClub@aubrees.com](mailto:LoyaltyClub@aubrees.com).*

**Q: What happens to any rewards and points I have earned and not used from the old program?**

A: We encourage all Loyalty Club members to try to use their rewards by March 31, 2017. We will roll your points to the new program. Here is an example of how this transition will work:

On April 3, a member has 600 points in the old program, which was based on a total goal of earning 1,200 points. That means this member was 50% of the way to the total goal. In the new program, that member's card will be credited 50 points, which is also 50% of the way to the 100 point goal.

In another example, a member has 900 points in the old program on April 1. This equals 75% of the way to the total goal. When those points are transitioned to the new program, this member will have 75 points on their card, which is 75% of the way to the 100 point goal.

**Q: How do I join the Aubree's Nation Loyalty Club?**

A: Simply visit any Aubree's location and speak to a team member to join.

**Q: Where can I earn points?**

A: Points are earned on all purchases at any of Aubree's 11 locations, including dine-in, delivery, and carryout orders.

**Q: How do I earn points?**

A: Simply bring your Loyalty Club card whenever you visit Aubree's and your server will swipe your card when you pay for your meal. Points are added to your membership immediately.

**Q: Can I earn points for a visit before becoming a Loyalty Club member?**

A: Unfortunately, you can only earn points after you sign up to become a member.

**Q: How can I track my progress?**

A: You can check your Loyalty Club membership points online at [aubrees.com/specials](http://aubrees.com/specials). A member of our team can also check your status at any Aubree's location.

- Q: How do I redeem my \$10 reward after earning 100 points?**  
A: Your \$10 reward will automatically deduct from your next visit once your membership card is swiped. If you do not spend the full \$10 during that visit, any remaining credit will carryover to your next visit. For example, if you spend \$8, the remaining \$2 will be deducted from your next visit when you use your card.
- Q: Do reward points expire?**  
A: No, they do not.
- Q: Who do I contact if I have questions about the Aubree's Nation Loyalty Club or issues accessing my rewards account?**  
A: Please send an email to: [LoyaltyClub@aubrees.com](mailto:LoyaltyClub@aubrees.com)
- Q: Do you have an app for the Loyalty Club?**  
A: No, not at this time.
- Q: Can I quit the Loyalty Club at any time?**  
A: Yes. There is no charge to join the club and you can stop using the card at any time.
- Q: How do I change the email address associated with my membership card?**  
A: Simply send an email to [LoyaltyClub@aubrees.com](mailto:LoyaltyClub@aubrees.com) and we'll make that change for you.
- Q: I ate at Aubree's and forgot my membership card. Can I still earn points?**  
A: Yes. Simply send a picture of your receipt to [LoyaltyClub@aubrees.com](mailto:LoyaltyClub@aubrees.com) and include your name and email address. We can manually adjust your account.
- Q: Are alcohol purchases included in earning points?**  
A: Yes.
- Q: Are points earned when I purchase an Aubree's gift card?**  
A: No, points are not earned on gift card purchases.
- Q: Can I purchase gift cards with my \$10 rewards?**  
A: No, you may not. Rewards are not transferrable.
- Q: Where can I learn more about Aubree's Nation Loyalty Club?**  
A: Visit [aubrees.com](http://aubrees.com) or any of our 11 locations to learn more.
- Q: Will I still receive birthday and anniversary rewards?**  
A: Yes. Anniversary rewards are emailed directly to your inbox and expire in 7 days after you receive the email. Birthday rewards are loaded to your card and expire in 30 days.