



## Aubree's Nation Loyalty Club Frequently Asked Questions

*We're excited to share that there is a delicious way for you to earn rewards for dining at Aubree's. 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. If you have a question that is not answered below, please send an email to [LoyaltyClub@aubrees.com](mailto:LoyaltyClub@aubrees.com).*

**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 10 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/loyalty-e-club](http://aubrees.com/loyalty-e-club). 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. If you have more than \$10 in rewards, there is a limit of \$100 in rewards able to be redeemed during a single visit.

**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 itemized receipt to [LoyaltyClub@aubrees.com](mailto:LoyaltyClub@aubrees.com) and include your name and email address. We can manually adjust your account.

**Q: Can I earn rewards when I place an order online?**

A: Yes, loyalty points can be earned when placing orders online. However, you must enter your loyalty card number in the appropriate spot in the ordering process.

**Q: Can I redeem my reward via an Online Order?**

A: No, due to system limitations, your Aubree's Nation rewards cannot be redeemed when placing an online order.

**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 10 locations to learn more.

**Q: Will I still receive birthday and anniversary rewards?**

A: Yes. Anniversary rewards (free dessert) are emailed directly to your inbox and expire in 7 days after you receive the email. Birthday rewards (free personal pizza) are loaded to your card and expire at the end of your birthday month.