

# Hometown V.I.P. Frequently Asked Questions

## **How do I become a Hometown V.I.P.?**

Anyone over the age of 18 may purchase a Hometown V.I.P. card at any of the Hot Corner Concept restaurants; Austin's, Enzo's, The Moot House or Austin's Homestead. V.I.P. cards may also be purchased online at any of our websites.

## **How does the \$10 payment work?**

There is a \$10 enrollment fee for the Hometown V.I.P. card. We will put this \$10 directly onto your V.I.P. card to redeem as rewards whenever you choose. It takes approximately 1 full business day to process.

## **How do I accumulate rewards?**

For each dollar you spend at our restaurants, you will earn rewards. Reward earning begins at 3% per dollar spent, not including tax.

## **How do I use my rewards?**

You may use your rewards to purchase food and beverage at any of our restaurant locations. Simply inform your server that you'd like to pay using your V.I.P. rewards. You may use all or partial rewards as your payment.

## **Do I earn rewards for the entire meal even if I pay a portion of my bill with my rewards?**

No, however V.I.P. members will earn rewards for any portion of the bill which has not been paid with rewards.

## **Can I use my V.I.P. card to earn rewards the day I purchase it?**

Yes. You may accumulate rewards the day you purchase your V.I.P. card, however the initial \$10 cannot be used until 1 full business day after the day of your V.I.P. card purchase.

## **Where can I find my V.I.P. reward balance?**

Your V.I.P. reward balance will appear at the bottom of your receipt after your V.I.P. card has been swiped. The balance does not include rewards for your current visit; those rewards will be shown at your next visit.

## **Do I have to use my rewards at every visit?**

No. You may earn and save your rewards until you choose to redeem the balance.

## **Will my rewards automatically be redeemed at my next visit?**

No. You will be given the option to use your rewards, or continue to build your reward balance.

## **Can my secondary member redeem points?**

Yes. Both the primary and secondary members may earn and redeem rewards; however they must be in possession of the card at the time of reward redemption and must be listed as the primary or secondary member on file.

## **Can I allow someone who is not listed as a secondary member to earn rewards with my card when I am not with them?**

No. To prevent stolen cards, we cannot allow anybody who is not listed as either the primary or secondary member to earn or redeem rewards, even if they are in possession of the card. Family members of the same household may be added as additional secondary members to your card, but they must be in our system in order to actively use the card.

### **How do I know that my secondary member didn't redeem all of my points?**

We encourage our V.I.P. members to only sign up with a secondary member who they trust. If the secondary member is in possession of the card, they may redeem rewards as they choose. To avoid confusion, you may want to consider an additional V.I.P. account. Rewards cannot be combined between separate V.I.P. accounts.

### **What happens if I lose my V.I.P. card?**

We can replace a lost V.I.P. card. The original card – if later found – will no longer be active.

### **Can I earn rewards if I forget my V.I.P. card?**

Rewards may accumulate to your V.I.P. account by phone number or name on file. A form of ID may be needed at this time. You will not be able to redeem rewards at any time without your V.I.P. card.

### **I frequently attend wine and beer dinners at several of the restaurants, will I be able to accumulate or redeem points at these events?**

Yes. Any events listed in the V.I.P. e-Newsletters will be reward-earning events.

### **Can I earn rewards when someone else pays the bill?**

No. Either the primary or secondary member must be present and pay the bill in order to earn or redeem rewards.

### **Can two members from the same household share an account?**

Yes. Family members of the same household may be added as additional secondary members to your card, but they must be in our system in order to actively use the card.

### **Do my rewards expire?**

No. Rewards will never expire, however if a V.I.P. account is inactive for a period of one year the account will be terminated and the guest must re-enroll and start over with a new account and reward balance.

### **Can I use my rewards to purchase a gift card?**

Yes. You may use your accumulated rewards to purchase a gift card.

### **Do I accumulate points when I purchase a gift card?**

No. Rewards will not be earned with a gift card purchase.

### **Do I accumulate points when I use a gift card?**

Yes. When you pay for food or beverage using a gift card, you may accumulate rewards for that bill.

### **What happens if I don't use my card?**

V.I.P. accounts which remain inactive for a period of one year will be terminated. The guest must then re-enroll with a new account and reward balance.

### **Can I transfer my rewards to someone else's card?**

No. At no time will rewards be transferable from one account to another.

### **If I forget to use my card can I still earn the rewards from that visit?**

No. We cannot go back and add rewards from a closed check.

## **Are there extra perks for becoming a Hometown V.I.P. member?**

There are many benefits to becoming a Hometown V.I.P. member, which go above and beyond the rewards earned with each visit.

- V.I.P. members have the ability to make reservations.
- HCC restaurants will hold special events which will be V.I.P. invite only.
- V.I.P. members will receive additional discounts at many select HCC events.
- As V.I.P. members accumulate points they will reach different levels and earn a higher percentage per dollar at each new level.

If you didn't find the answer to your questions, please email us at: [\*\*info@austinsamericangrill.com\*\*](mailto:info@austinsamericangrill.com).

Thanks You,

Austin's American Grill  
Enzio's Italian Kitchen  
The Moot House  
Austin's Homestead