

LOYALTY FAQ

- How do I sign up for the Rewards program?
 - You can sign up one of two ways:
 - 1) Download the app & register.
 - 2) Create an account by visiting VillageBurgerBar.com/Rewards & registering.
- Is there a fee to join the rewards program?
 - No, there is no fee.
- Do I have to have an email address to sign up for the rewards program?
 - Yes, we do require an email address in order to sign up.
- Why should I download the app?
 - By downloading the Village Burger Bar Rewards app you will have access to your rewards balance, transaction history, Village Burger Bar locations list & simple 3-digit check-in code for earning rewards.
- Are all Village Burger Bar locations participating in the rewards program?
 - Yes, all locations will be participating.
- What are rewards?
 - Rewards can include food or drink items you wish to redeem using your available points – like truffle fries, milkshakes, appetizers & even a burger, sandwich or panini!
- How do I earn rewards?
 - You will earn rewards for every dollar spent at Village Burger Bar. Simply give the person taking your order your 3-digit check-in code, account number or phone number and they will apply the rewards to your account.
- How will I know when I receive a reward?
 - You will receive a push notification on your app, an email or both. You can also check your rewards balance and transaction history with your app.
- How do I redeem rewards?
 - To redeem your rewards, simply give your server your 3-digit check-in code, account number or phone number with your payment and let them know which reward you would like to use.
- Do my rewards expire?
 - Yes, your welcome & birthday rewards expire after 30 days. All other rewards sent via email expire after 60 days.
- Do my points expire?
 - No, your points that have been earned through purchases do not expire.
- Where can I check my rewards balance?
 - You can check your balance through the app, by visiting VillageBurgerBar.com/Rewards or by going into a Village Burger Bar location and giving a team member your account number or phone number.
- Can I earn more than one reward before redeeming?
 - Yes, you do not have to redeem a reward before earning another; however, rewards do expire within a certain timeframe based on the reward.

- How do I ensure I get points for each visit?
 - You must give the person taking your order your 3-digit check-in code, account number or phone number at the beginning of each visit to earn your points. To ensure you've earned your points, ask them to print your rewards balance before leaving the restaurant. You can also check your transaction history through the app.
- I forgot to tell the server my redemption code. How can I get credit for my visit?
 - Unfortunately, we can only ensure you receive your points during that visit. Once you've left the restaurant, we cannot credit your points.
- Which purchases qualify for points?
 - All purchases at Village Burger Bar are eligible to earn points to be used for rewards excluding gift cards.
- Is my information kept private?
 - Yes, personal information is kept secure and will be used pursuant to our Privacy Policy.
- What is a push notification?
 - A push notification is an alert sent to your phone that informs you of news from the app. This should be opted-in when signing up for the app so you can stay informed on the newest deals, promotions & news.
- If I am a Village Burger Bar E-Club Member, will I automatically get signed up for the Rewards Program?
 - You will receive an email prompting sign-up for the Rewards Program. From there, you will need to download the app, sign-up and complete your Village Burger Bar Rewards profile.
- How do I update my account information?
 - You can update your information at VillageBurgerBar.com/Rewards or through or App. Login to your profile to change information needed.
- If I have trouble with my app, what do I do?
 - Please reach out to feedback@villageburgerbar.com with any technical issues.