



## Terrace Rewards FAQs

### 1. How do I become a Terrace Rewards member?

You can become a member by enrolling online at [www.terracerestaurants.com](http://www.terracerestaurants.com) and completing the registration form found under Terrace Rewards.

### 2. Does it cost anything to become a member?

No, there is no cost to become a member of Terrace Rewards.

### 3. Why do I have to register to become a member?

Registration is required to:

- Redeem rewards
- Track your account activity, such as your points accrual and redemptions
- Help server to look up your account in case you forgot your card when you visit.
- And allow you to opt-in to receive special offers and promotional by email.

### 4. What are the program rewards and how do I earn them?

- Every time you make a purchase, the dollars you spend\* are tracked. When you reach \$100, you automatically receive \$5 in Terrace Rewards which is placed in your account. The reward is available to use on your next visit.
- We reward you with a free appetizer (value: \$6 to \$10) when you complete your registration.
- During your birthday month, you will receive a reward for a free dessert.
- From time to time, we may also provide special rewards to program members. These special rewards will have expiration dates and limitations that will be communicated to you when the offer is made.

\*Note: Dollars spent on purchases of gift cards, alcoholic beverages or non-food items, such as taxes and delivery third-party service, are not counted towards Terrace Rewards.

### 5. Is there anything I don't earn Terrace Rewards for?

Dollars spent on purchases of gift cards, alcoholic beverages or non-food items, such as taxes and delivery charges, are not earned towards Terrace Rewards. However, purchases made *with* gift cards do count towards Terrace Rewards.

**6. What happens if I don't remember my member number when I visit?**

After you have registered online, you can provide your server with your account information, such as your name and the phone number you used to register. They will be able to look up your account with this information.

**7. Will my Terrace Rewards expire if I don't use them right away?**

Terrace Rewards expires 90 days from the time they are issued to you so you will need to redeem them during that period.

**8. I had a special reward on my card and it disappeared before I could use it. What happened?**

We're sorry you didn't get to enjoy your reward. Some of our rewards are offered for a limited time only and expire after the period ends. Please note that we specify the expiration guidelines at the time rewards are made so please check the offer details when you receive notice of a special reward.

**9. How do I know what Terrace Rewards I have earned?**

You may go online to [www.terracerestaurants.com](http://www.terracerestaurants.com) When you get to the Rewards page, select "Login" and enter your username and password. Once you have logged in, you can check your account balance by selecting the "Account Balance" link. You can also review your account history by selecting the "Rewards History" link. You may also ask a Team Member in the restaurant to check your balance for you

**10. Who should I contact if I have problems with my membership?**

You may contact us by email at [customerservice@terracerestaurants.com](mailto:customerservice@terracerestaurants.com)

**11. Where can I find my member number and registration code?**

You can find your member number and code at the bottom of your Terrace receipt.

**12. After I register, what do you do with my information?**

We use this information to send you information on special offers and promotions that we think will be of interest to you. We also use it to send updates on changes to the program and to keep you apprised of your account activity. Your phone number is necessary to look up your account. Please note that we will never share your information with a third party.

**13. Can I use my Terrace Rewards at all Terrace restaurants?**

Terrace Rewards cards are valid at all Terrace restaurant locations.