

## **LOYALTY POINTS - FAQs for clients**

### **Earning Points**

#### ***How do I earn points?***

Services performed qualify for reward points currently based on a value of 4 points per £1 of value (subject to any bonuses applicable).

### **Non-Qualifying Items for reward**

#### ***Are points issued on sales of Gift Voucher or account deposits?***

No. Sales of Gift Vouchers, and Account Deposits are not included in the value qualifying for rewards.

### **Paying using Points**

#### ***How many points to I need before I can use them?***

Points may only be used to pay for the value of service and retail items on the bill. The current redemption rate is 1 point worth 1 pence (subject to any minimum limits of the scheme). Clients need a minimum of 200 points before they can use them as a method of payment and they must be redeemed in blocks of 100 (£1 worth) Bills that are part paid by points will not be rewarded with points.

#### ***Can points be used to pay for Gift Cards? - Yes***

### **Day Bonus**

#### ***Can I have appointments on days which reward extra points?***

This is possible in the system but is not always activated. Watch out for future offers like double points on Monday, Tuesday and Wednesday.

### **Promotion Bonus**

#### ***Can clients get extra points on promotional services?***

Yes. Look out on Facebook and the website for Promotional bonuses that will reward with extra points to members.

#### ***Do you ever run a period of promotion?***

Yes. The scheme can be set with a date range and bonus reward e.g. double points for January.

### **Top Earners Bonus**

#### ***Can top members be rewarded?***

Yes. The High Flyer bonus allows top members to be rewarded.

### **Lost Cards**

#### ***If I lose my card can I get a new one and how?***

Yes. A new one can be issued for £1 and the points balance transferred.

## Forgotten Cards

***If I have forgotten my card can I use my points?***

Yes

***If I have forgotten my card do I need to add points at a later date and how?***

Payments and points earned will be recorded on the system but may not be available until you next bring in your card.

## Client Points Balance

***When the bill is generated will it tell me how many points available and the value I could redeem?***

Yes. On the Receipt, the Opening Balance, Points Awarded, Points Redeemed, Closing Balance and Bonuses awarded are identified

## Family members

***If another member of the family wants to use the card can they and how do I add the points?***

No. Other family members cannot use the card to collect or redeem points.

Only if the card holder is paying for their bill and another **OPEN BILL** at that time can all the points be awarded to the card holder or the card holder use their points as part payment towards the whole bill.

***A client must be 16yrs or over to have their own card.***

## Other Terms and Conditions of use

**RT hair and beauty reserve the right to withhold points if the following conditions are not met:**

1. Up to date contact details must be given on the day of issue
2. The staff at RT hair and beauty must be notified of changes in contact details by the customer.
3. The loyalty card is lost and not replaced.
4. We hold the right to remove points from clients who have not had any hair or beauty services in this salon for over 2yrs.

**Other terms of use:**

1. The redemption value of points may change. Clients will be notified of this on our website at least 1 month in advance
2. The number of points allocated per £1 spent may change. Clients will be notified via the website at least 1 month in advance.

**Data Protection Statement:**

1. Information kept on the salon computer system will only be used for salon purposes such as appointment reminders, billing, notification of special offers from RT Hair and beauty, and reward points calculations.
2. Personal information will not be given to any third party without the consent of the client.
3. Please see our Information Privacy statement.

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