

GATHER by SHG: Loyalty FAQ

SIGNING UP/REGISTERING

- When you go to pay at one of our locations or pay for an online order you will be prompted to join our loyalty program.
- You will receive a text or email indicating that you joined the program. If you have not already created a profile you will be prompted to do so.
- The credit card used for payment automatically links to your profile created.

HOW POINTS WORK AND HOW TO USE THEM:

- Every time you use your linked credit card, points will be added to your Loyalty profile automatically. You may check your point status in your profile at any time. This is found in the message you receive after every visit, on the app, or by visiting the loyalty section of our website.
- \$1 spent equals 1 loyalty point.
- You may collect points at any Summit Hospitality Group Concept. You will be able to use your rewards at any of our SHG locations on your next visit.
- Your reward dollars will only be used at your discretion and deducted from your bill. Rewards will be used for the total amount of your check or the amount of rewards you have accrued, **up to \$50 per visit.**
- You will only obtain points for items your credit card pays for. Example: You pick up the lunch tab for 3 coworkers and yourself. Yes! Absolutely you can collect points on the items you paid for.
- You pay for your lunch only but want to collect points for 3 coworkers and yourself. Unfortunately, in this circumstance you will only collect the points on the items you paid for.
- If you have any questions, please do not hesitate to ask. Feel free to ask any server, bartender or manager and we will help in every way we can.

Additional FAQ:

Can I use a gift card or cash to earn points with the Gather by SHG Loyalty program?

No, points can only be earned with a debit or credit card.

How can I unlink a credit card from a loyalty account?

Credit card information can be updated at any time within your loyalty account on the app.

Does the loyalty account holder have to enter a debit or credit card when registering for the Toast Loyalty program?

No, a physical card is not required to register, but providing an email address or phone number is required to register for the Toast Loyalty program. However, a credit card will be needed to begin earning points.

How many points can be redeemed in one visit?

500 points (\$50) is the maximum number of points that can be redeemed at one time.

Can I earn loyalty points when ordering online?

Absolutely! When placing an order online or on the app you will collect points the same way you would when dining in person.

Am I able to earn points during Happy Hour or on other specials?

Yes, points are earned on the item after the discount is applied. Loyalty points are earned on the post-discount, and pre-tax amount for all items.

Will a guest accrue loyalty points from purchasing a gift card?

No, guests will not receive loyalty points from purchasing a gift card.

Can I earn points on a Private Dining booking?

Currently, no, loyalty points can not be earned for Private Dining.

When will my birthday reward be added to my rewards account?

When you are eligible for a birthday reward, you will receive an email notifying you of your reward with instructions to use your linked credit card in-store or to speak with a staff member. You will not receive a birthday reward when signing up on the same day as the birthday entered. This reward is not applied to your rewards account balance but instead is applied to your check as an automatic discount when making an in-store purchase.

Can guests with separate loyalty accounts earn points on a shared order?

Yes. We are able to split loyalty points on a single order across multiple loyalty accounts, by splitting the check.

Will I earn points on a visit where I'm redeeming points?

Guests will still earn for a visit where a reward redemption occurs, as long as your order amount reaches or exceeds the minimum spend requirement.