



## Bowl Rewards FAQ



### **What is a Bowl Rewards Card?**

The Bowl Rewards card earns you cash back on every bowling purchase and can be pre-loaded to use as a gift card or pre paid customer card

### **Does the card cost money?**

The cards are FREE. The only money involved would be if you want to load a gift amount

### **What increments are the gift cards?**

Gift cards can be loaded with any amount you choose.

### **What % cash back do I earn.**

Everyone automatically earns AT LEAST 5% cash back. League bowlers earn an automatic 15%. Emerald will run promotions that allows everyone to earn a higher percentage.

### **How will I know you are running a promotion that allows me to earn a higher percentage?**

It will be promoted on the Emerald Bowl website, in the center and via e-mail or text message

### **Can I use my card in the snack bar and bar or to pay for league?**

Currently, the card is only valid to earn and redeem **rewards** on open play bowling and shoes. **GIFT cards** can be used in the snack bar. The card can **not** be used to pay for league. Promotions will run occasional that allow you to **EARN and USE** rewards in the snack bar. Due to TABC regulations, the card is not currently available for use in the bar.

### **Why should I get a card?**

You will earn cash back on every purchase of bowling / shoes. Sometimes the % of cash back will run as high as 40%. Your earning **free money** to come back and bowl again.

### **How do I get a card?**

1. Ask the front desk for a card
2. Activate the card by going to [www.bowlrewards.com](http://www.bowlrewards.com) and clicking on the red bowling ball that says ACTIVATE YOUR CARD. You will complete the registration process and choose a password.
3. Bowl Rewards will send you a welcome e mail confirming your address and containing a link to activate your account. **YOU MUST CLICK THIS LINK TO ACTIVATE YOUR ACCOUNT**

### **Can I use my card instantly?**

Cards can be used to load and redeem gifts and games and EARN rewards but the card must be ACTIVATED before redeeming REWARDS.

### **I did not get the welcome e mail**

Check your spam or deleted items if the email does not appear within a minute of registration. Please call the customer service number on the back of your card if you have issues registering.

### **I do not have e-mail**

Call the customer service number on the back of the card

### **I forgot my card**

We can still process your transaction. Give the front desk staff the phone number you activated your card with.

### ***I lost my card***

*Ask for a new card at the front desk then log into Bowling Rewards. Click the "Transfer to New Card" link and enter your new card number. Your balances and previous transactions will be transferred from your old card to your new one. Please note: the system only allows automated transfer to cards that have not been previously registered or swiped. If you need to transfer to a card that has been previously used, please email [webmaster@bowlrewards.com](mailto:webmaster@bowlrewards.com) with the old and new card numbers and passwords and they will perform the transfer for you. If you have any issues, please call the customer service number on the back of the card*

### ***I know I registered, why can't I redeem rewards.***

*Remember, registration and activation are 2 different things. You REGISTER your card by going to [www.bowlingrewards.com](http://www.bowlingrewards.com) and clicking ACTIVATE CARD. Your card is not ACTIVATED until you respond to the welcome e mail. Your card must be activated to redeem rewards.*

### ***How do I know my balances***

*Your balances will be printed on your receipt every time you use your card. You can also check your account anytime by logging into [www.bowlingrewards.com](http://www.bowlingrewards.com) , or ask the front desk to run a balance inquiry for you. Also, every time you use your card, you will receive an e-mail outlining your balances.*

### ***Can I save up my rewards***

*Yes. Each time you use your card to purchase bowling and shoes, you earn cash back. At that time you will be asked if you want to redeem your reward money, just tell the desk staff NO. Your rewards will be calculated and nothing will be redeemed.*

### ***Something is wrong with the magnetic strip on my card, I want a new one.***

*No problem, we can hand key your card number so you can continue earning rewards money. Just ask the front desk for a new card and then transfer your balances to the new card. ( See " I lost my card" )*

### ***When I register, my cell phone is required. I do not have a cell phone ( or I do not want to give out my cell phone #)***

*You can activate your card using your home phone number. Cell phone is preferred so you can receive text messages of upcoming promotions*

### ***The guy at the desk said I have 12.00 in rewards money and I know I have 30.00 on the card.***

*The front desk staff can only go by the balances the card shows at the time of purchase. If you feel those balances are in error, please review your account history by logging on to the bowl rewards website or call the customer support number on the back of the card.*

<p><i>If you have a question that is not covered on this page, please e-mail to <a href="mailto:letsroll@emeraldbowl.com">letsroll@emeraldbowl.com</a> so we can keep this page updated. Thank You.</i></p>
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