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RAMEN + BAR

## HAKATA LOYALTY CLUB

### How It Works

#### Join our Club & get rewarded for your loyalty

- > Every **£1 spent** at HAKATA you will **earn 1 point**.
- > Every **100 points** you collect we will automatically reward you with a voucher to redeem for a **free bowl of ramen**.

#### Registering your Loyalty Club account

- > Creating your loyalty club account is quick & easy. We just need a few personal details from you. Don't worry, everything is held 100% securely.
- > Go to our website, [hakata.co.uk](http://hakata.co.uk), and select the '**Loyalty Club**' tab.
- > Click on the '**Register your loyalty account**' link.
- > Complete the registration process with your details as required.
- > Once your account has been registered you will receive an email to verify your account.
- > Once verified you can start earning loyalty points on all your purchases with us.
- > You can login to your account to view your points, add loyalty points earned (using a receipt code) and see any voucher(s) you have been awarded.
- > Loyalty points can be added at time of payment or manually yourself by using the loyalty points code printed on the footer of your receipt.

**(Please be advised, if you have already registered an account with us for online ordering you will have created your Loyalty Club account too. If you have forgotten your login password please use the '*forgotten your password*' function on the login page)**

# HAKATA LOYALTY CLUB

## How It Works (cont.)

### Terms & Conditions:

- Loyalty Point(s) are earned for every whole/full £ spent, i.e £10.00 = 10 points, £12.50 = 12 points, £25.95 = 25 points, and are earned on the bill's Sub-total, **before** any service charge is added.
- Loyalty Point(s) have no cash value and cannot be exchanged for a cash or redeemed against a purchase as a discount or as a reduction of a bill payment.
- Loyalty Reward Voucher(s) can only be used for the menu item specified on the voucher (1 x Free Ramen).
- Loyalty Reward Voucher(s) cannot be transferred to another party. You must be present at time of bill payment to redeem a voucher.
- For a Loyalty Reward Voucher to be redeemable, the specified menu item (ramen) must be part of the purchase.
- You can use multiple Loyalty Reward Vouchers on a bill should you wish. You can only redeem multiple vouchers if the same number of menu items (ramen) have been purchased.
- Loyalty Point Codes are automatically printed on the footer of each customer receipts if points have not been assigned to a loyalty account at time of payment.
- Each Loyalty Point Code can be added to any loyalty account manually at any time – simply login to your account and enter the unique loyalty point code into the field provided.
- Loyalty Point Codes can only be used once. Once redeemed, they become invalid automatically.
- Loyalty Point Codes cannot be re-issued if lost. So please keep your receipt safe until the code has been redeemed.
- Loyalty Reward Voucher(s) are valid for 6-months from date of issue. Expired vouchers cannot be re-instated for any reason. Please check your account for details of any vouchers awarded and the expiry date(s) shown.

(May 2021)