

### **Why sign up for Loyal and Local Rewards?**

You can earn points on all your food and beverage purchases at 5 of our Concept Restaurant locations in Colorado Springs. Earn 1 point for every \$1 spent. See Terms & Conditions for exclusions. 100 points = \$10 in Concept Cash.

### **My email address had changed since originally signing up.**

Login in to [www.localandloyalrewards.com](http://www.localandloyalrewards.com) and click on edit account. Fill out entire form.

### **I was informed I was not registered, but I entered all my information on the website.**

You may still need to confirm your email address. Check your email for a confirmation message from [www.localandloyalrewards.com](http://www.localandloyalrewards.com). If you cannot find it, simply login to the site and you will be redirected to a page that tells you your registration is not complete. Click the button in the lower right hand corner to resend confirmation email. Be sure to check any junk email folder for missing emails.

### **How many points do I have?**

Please login to [www.localandloyalrewards.com](http://www.localandloyalrewards.com) to view your points and see your rewards.

### **Why can't I use my sign up reward the day I register?**

You have to be registered for at least 24 hours for your rewards to turn in to Concept Cash in the system.

### **When am I able to use my rewards?**

Rewards will turn in to Concept Cash after the points have been in the system 24 hours.

### **I have lost my card, what should I do?**

Go to any of the locations and they can issue you a new card or you can always use your phone number.

### **I forgot my password and cannot log into the website.**

Click the "forgot password" link below the login button on the main page. Answer the security question that you selected at registration, and provide a new password for logon.

### **Can I have more than one account associated to an email address?**

No. Your email address is used to log into the site, and therefore cannot be used on multiple cards.

### **What is the maximum amount of Concept Cash I can redeem?**

You can redeem a max of \$100 per location per day.