



Charlie Mopps MVP Club

Frequently Asked Questions

Q. What is the On Tap MVP Program?

A. This Loyalty program is designed to reward our Guests. Members earn points for their purchases (1 point for every \$1 purchased) and when you reach 250 points, \$10 in food and beverage credit will automatically be added to your account overnight.

Q. Why were 250 points deducted from my account?

A. Every time your account reaches 250 points, the points will automatically be deducted and a \$10 Reward will be issued.

Q. When can I spend my rewards?

A. When your account exceeds 250 points, the system will automatically deduct the points overnight and issue a \$10 credit on your card. Anytime you see more than 250 points on your receipt, the system will deduct the 250 points and you will have a \$10 reward to use on your next visit.

Q. How do I join?

A. Guests simply fill out a short application at any On Tap location. We need your name, e-mail address, zip code and date of birth. That's all we need to get you started. You will receive your card and begin earning points immediately on that same visit.

Q. What if I don't have e-mail access?

A. Most people have e-mail access-either at work, the library or you can use a relative or neighbor's e-mail address. The e-mail access is the key to our program. We will be able to communicate directly and quickly with our Guests.

Q. Why don't I get e-mails from On Tap?

A. Your e-mail provider might be mistaking our e-mails for spam. To ensure delivery, add ontapsportscafe1@bellsouth.net to your address book. Also note our system is not designed to support duplicate e-mail addresses. For example, a husband and wife who each have their own MVP Card must also each have a unique e-mail address to receive special offers and the proper notifications associated with that account. If more than one account lists the same e-mail address, only the most recent account will receive e-mail notifications.

Q. After I have enrolled, when will my points appear on my account?

A. Within 48 hours.

Q. Do I get double points on Monday and Tuesday for Happy Hour between 2-5?

A. Yes

Q. When I redeem my rewards, will I earn points?

A. No. We do not issue points on the amount you have redeemed. For example, if your bill is \$36 and you redeem \$10 in rewards, you will only earn 26 points for that visit. At the time of purchase you will receive a receipt showing 36 points added, but 10 points will be automatically deducted overnight.

Q. What if I lose my card?

A. No problem. You can be re-issued a card at any On Tap location. The server will give you a "Help Card" with clear instructions for the procedure to transfer your existing points onto a new one.

Q. Will my MVP Card ever expire?

A. Points and rewards on an active card never expire. Inactive cards for over 1 year are automatically cancelled and the points and rewards balance are forfeited. To keep your card from being cancelled, simply use it at least 1 time per year. We consider the "year" to be based on your enrollment date. For example, if you signed up for an MVP Card in June, you need to use it at least 1 time between June and May of the following year.

Q. What if I have a question that isn't covered here?

A. You can contact us via e-mail with your concern or question at ontapsportscafe1@bellsouth.net. You can also contact us via phone at one of our four locations- Galleria (205-988-3202), Fultondale, (205-745-4888), Inverness (205-437-1999) or Lakeview (205-320-1225).