



Q: WHY DON'T YOU OFFER THE REGISTRATION & BIRTHDAY BONUSES ANYMORE?

A: Our Dining Club members have always been incredibly loyal and valued friends of all of us at Ray's. After thorough consideration, we have come to the decision, with the success and future of Ray's Restaurants in mind, to no longer offer the registration and birthday bonuses, at this time. We instead encourage you to let our host or your server know when you are coming in to celebrate your birthday and we will be sure you receive a complimentary dessert with your meal. This decision comes as we all adjust to this new normal and we genuinely appreciate your understanding, support and time as a Ray's customer.

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Q: IF I HAVE THE REGISTRATION BONUS LOADED ON MY CARD, BUT HAVEN'T USED IT YET, WILL I LOSE IT?

A: No, you will not lose your bonus. Any registration bonus, that has been loaded on your Dining Club card, but has not been used, as well as any dollar balance currently on your card, will remain on your card.

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Q: WHY DO I NEED TO REGISTER MY DINING CARD?

A: By having your information in our system, you are able to access your card information online as well as see your transaction history. We also want to be able to contact you, via email, regarding any bonus programs and extra incentives for being a Ray's Dining Club card holder.

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Q. WHAT INCENTIVES WILL I RECEIVE WITH THE DINING CLUB CARD PROGRAM?

A. You will receive 10% off your bill for food & non-alcoholic beverages (not including tax or gratuity). By being a Dining Club Card holder, and having your card registered, you will receive special promotional offers and VIP event invitations.

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Q: I AM TRYING TO REGISTER MY CARD BUT KEEP GETTING AN ERROR MESSAGE.

A: Your card may already be registered. Under the “LogIn” page, please type in your email address and click on “Forgot Password.” If that goes through, please follow the instructions on changing your password. If you are still having problems, send your 14 digit card number, first & last name, mailing address, email address, birth date, and cell phone # to [rayscards@raysrestaurants.com](mailto:rayscards@raysrestaurants.com) and we will register your card for you. Your information will NOT be sold. We use your information for internal purposes only.

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Q. WHAT IF I DON'T HAVE MY CARD WHEN I DINE AT A RAY'S RESTAURANT?

A. We encourage you to remember your Ray's Dining Club Card. If you do forget your card, please be sure to tell your server that you are a Ray's Dining Club card member and provide your name and the phone # you registered in your account.

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Q: WHERE DO I FIND MY DOLLAR BALANCE ON MY CARD FROM MY PAST DINING CLUB CARD?

A: When you log in to your account, the amount under “Current Rewards” are rewards that are in your account.

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Q: ARE THERE ANY ITEMS I CANNOT USE MY DINING CLUB CARD REWARD DOLLARS ON?

A: Dining Club card cannot be used on purchasing alcoholic beverages, Gift Cards, or payment towards private, semi-private events or catering.

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Q: WHAT IF I LOST OR DAMAGED MY DINING CLUB CARD?

A: Please send your name, email address and phone #, card # (if you have it), to [rayscards@raysrestaurants.com](mailto:rayscards@raysrestaurants.com), and we can mail you a replacement card. Your account information will transfer over to the new card, however your transaction history may not.