



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

A: By having your information in our system, you are able to access your points and card balance online. By registering your card, we can add points to your account if you forget to bring your card when you dine at Ray's. By letting your server know you are in our system, they can look you up by your name or phone number and your points will be added for your current visit.

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

A. You will receive 1 point for every \$1 spent on your food and beverage purchases (not including tax or gratuity). For every 300 points you earn on your Dining Club card, \$30 will be **automatically** loaded onto your card. You will receive a \$25 birthday bonus, loaded on your card on the 1<sup>st</sup> of your birthday month. (i.e. If your birthday is July 8<sup>th</sup>, you will have the opportunity to use the \$25 reward starting July 1<sup>st</sup> through July 31<sup>st</sup>), as long as you have 1 visit before your birthday month. 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 email 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.

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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. If you are still having issues receiving your points, please fax your name, telephone number, card number and your full detailed check receipt to 770-612-2473. Or, if you have scanning capabilities, please email the information to [rayscards@raysrestaurants.com](mailto:rayscards@raysrestaurants.com). Please be sure to send the full detailed check and not just your credit card receipt. Please note that by adding points manually, your points are delayed going on your card. Points will not be added for visits prior to registering your Dining Club card.

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**Q: WHERE DO I FIND MY DOLLAR BALANCE ON MY CARD?**

A: When you log in to your account, the amount under “Current Rewards” are rewards that are in your account. You will see your points balance underneath that, as well as your Birthday Bonus countdown.

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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 or semi-private events.

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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) and we can mail you a replacement card. Your points and dollar balance will transfer over to the new card, however your transaction history will not and it will be considered a “new” card.