



FAQ's Irish 31 iSociety Rewards – Loyalty Program

- **What is iSOCIETY?** iSociety is Irish 31 Pub House & Eatery's loyalty club that allows you to earn rewards and offers throughout the year.
- **Ok. How do I get started?** Visit <https://irish31.myguestaccount.com/en-us/guest/> to sign up via your internet browser and be sure to complete your profile so you receive messages and offers that apply to you and your favorite neighborhood pub! We will thank you for joining with a \$5 credit to your account as soon as you sign up!
- **How does iSociety work?** With any qualifying restaurant purchase, you earn 1 point for every \$1 spent. When you have earned 200 points, you will receive a \$10 reward. Your reward can be redeemed with any subsequent purchase on qualifying items. Members also enjoy a Free Dessert during their birthday month and other special offers and discounts throughout the year.
- **Why do you ask for my favorite Irish 31 location?** By sharing which location you frequent, we can better personalize your experience and only send you info/offers that you would enjoy!
- **How do you use my personal and purchase information?** We do not share your personal or purchase information. Purchase information is used to help us better provide you with offers and information that you are interested in.
- **How do I earn points?** By enjoying delicious food and drinks at Irish 31! Simply let your server or bartender know that you are an iSociety member prior to paying your bill and they will apply the points for that visit to your account.
- **I have an account but I forgot to tell the server/bartender that I was a member when I purchased. Can I still earn points?** Yes! Be sure to save your receipt and email a scanned copy to the applicable email address below. This must be done within 7 days of purchase.
 - If dined at Irish 31 Hyde Park send receipt to: HYDEPARKVILLAGE@IRISH31.COM
 - If dined at Irish 31 Westchase send receipt to: WESTCHASE@IRISH31.COM
 - If dined at Irish 31 Wiregrass send receipt to: WIREGRASS@IRISH31.COM
 - If dined at Irish 31 Seminole send receipt to: SEMINOLE@IRISH31.COM
 - If dined at Irish 31 Oviedo send receipt to: OVIEDO@IRISH31.COM
- **How do I know how many points I have earned?** You can view your points balance as well as available rewards and when they expire on your account dashboard which you can access via the following login page: <https://irish31.myguestaccount.com/en-us/guest/>
- **Do I earn points for catering orders?** YES
- **Do I earn points for alcohol purchases?** YES
- **Do I earn points when purchasing Gift Cards?** NO
- **My receipt was for higher than the points I received, why?** You earn points on all pre-tax, post discounted sales and not the receipt total, which includes tax.
- **Can I give the server/bartender my last name to apply my points to account?** Yes.
- **Besides points, are there other ways to get free food and discounts?** From time to time we provide special rewards and offers for our members. Be sure to mark our email address as safe and open our emails so you don't miss any offers or rewards!

- **I earned a \$10 reward, how do I redeem it?** Simply let your server or bartender know that you are an iSociety member and have a reward that you would like to redeem **prior to paying your bill** and they will apply your discount before processing payment.
- **My purchase total is less than my \$10 reward. Can I redeem part of it now and the rest later?** No, \$10 must be surrendered all at once.
- **Can I use my reward on an already discounted item (example: BOGO or Lunch for Less)?** No, applying multiple discounts to a single check is not permitted, so since the special offer/item has already been discounted rewards discounts may not be applied.
- **Can I use my reward along with another discount coupon/voucher?** No, applying multiple discounts to a single check is not permitted.
- **If I earn more than one reward, can I save them and use them later?** Rewards can be saved but only one can be redeemed per transaction and rewards expire.
- **I have multiple rewards, can I apply them all to one purchase to cover the cost of most of my purchase?** You can only redeem one reward per transaction. **Redeeming two or more rewards in a single purchase is not allowed.**
- **Do my rewards expire?** Yes, all rewards expire, although we do our best to give you enough time to redeem. You can check your account for current rewards and view expiration dates.
- **None of these situations apply and I still don't know why I didn't earn points. What can I do?** Please send a detailed email along with a photo of your receipt to the email address below that matches the location of your last visit and a team member will be in touch.
 - If dined at Irish 31 Hyde Park send receipt to: HYDEPARKVILLAGE@IRISH31.COM
 - If dined at Irish 31 Westchase send receipt to: WESTCHASE@IRISH31.COM
 - If dined at Irish 31 Wiregrass send receipt to: WIREGRASS@IRISH31.COM
 - If dined at Irish 31 Seminole send receipt to: SEMINOLE@IRISH31.COM
 - If dined at Irish 31 Oviedo send receipt to: OVIEDO@IRISH31.COM

**Thank you for your interest in our Irish 31 iSociety program and for being a loyal patron of our pubs!
We look forward to seeing you soon!**

IRISH31.COM