



## Hall Pass Loyalty Program FAQs

- Why is an email address required to join?
  - Email addresses help to prevent duplicate accounts.
  - Account activity notifications and member-only special offers are communicated by email.
- Will I receive points for paying the enrollment fee?
  - YES! 10 points will be added to your account when your card is registered.
- How do I earn points?
  - Earn 1 point for every \$1 you spend, excluding tax and gratuity, at Halls Chophouse in Charleston, Halls Chophouse in Greenville, High Cotton Charleston, Old Village Post House Inn, Slightly North of Broad, and Rita's Seaside Grille.
  - Points may not be earned for purchases made prior to enrollment.
  - Only the member paying the bill will be credited with points for the purchase. Multiple members in the same party will earn points for their paid portion of the bill only.
  - Points are rounded up to the next whole dollar when posted (ex.: a purchase sub-total of \$50.01 earns 51 points).
  - Each time your points balance reaches or exceeds 250, those 250 points are converted into \$25 reward dollars that are stored on in your account.
- Can I earn points for my private dining or catered event?
  - YES! Points for private dining or catered events will be given to members who have been enrolled for at least 6 months, who have previously earned at least 100 points, and who pay the bill for the event themselves.
- How do I spend my reward dollars?
  - Rewards may be redeemed for food, beverage, and retail items offered in any of our restaurants.
  - Points and rewards are not redeemable for cash.
- I was a Maverick Collection member. Now what?
  - Your existing Maverick Collection card is still valid.
  - Your existing Maverick Collection card must be registered in our new system: <https://hallpass.myguestaccount.com/guest/register>.
  - You can transfer your account to a Hall Pass card, if you prefer. Any of our restaurants can transfer your card, or contact Jennifer Rainear Kleckley at 843-724-3808 or [jkleckley@hallmanagementgroup.com](mailto:jkleckley@hallmanagementgroup.com).
- I might be missing some visits on my account.
  - Transaction histories date back to April 27, 2017 – the date we converted to our new system.
  - Please send receipts for any missing visits to Jennifer Rainear Kleckley at [jkleckley@hallmanagementgroup.com](mailto:jkleckley@hallmanagementgroup.com).
- Current employees are not eligible for membership.
- You must be 18 years of age to become a member.

