

Islands Locals Program FAQ

1. Are you new to the Islands Locals Loyalty Program or an old Islands Rewards member?

If you're a new Islands Locals Member, then please continue reading below. If you are an old Islands Rewards member that has questions regarding account migration and how this program differs, then please scroll down to the "Account Migration FAQ".

2. What is the Islands Locals Program?

The Locals Program is Islands' new loyalty platform with an all-new app and technology that provides more personalized offers, easy mobile ordering, and a more reliable user experience.

3. How does Islands Rewards points work?

\$1 = 1 point. For every 150 points, members unlock a \$10 reward that they can use on their next visit! Members can also save and accumulate rewards dollars to use all at once or incrementally over time.

4. What other perks does the Islands Locals Program offer?

The program offers the following perks:

- Scan your receipts to earn points after you visit
- View account history
- Refer a friend for 50 points
- Enjoy secret menu items and sneak peeks
- Receive personalized offers and more!

5. Do I need an Islands Locals loyalty account to participate in the rewards program?

Yes, you must be an Islands Locals Member to earn points and receive/redeem offers.

6. Do you need to keep the app to remain a member?

We recommend keeping the app for ease of checking your points, banked dollar rewards balance, viewing account history, ordering to-go, being the first to hear exciting updates, and more!

7. How do I make sure my rewards account is linked when I make Islands purchases?

While dining with us, please tell your server you are a loyalty member and share your phone number connected to your account. If you're ordering online or through the app, just make sure you logged into your account before completing your order.

8. How do I know how many Islands Rewards points I currently have and how much more I need to score my next reward?

You can check and track your rewards points balance in the app on the home screen.

9. How do the banked rewards dollars work?

Banked dollars function like regular dollars applied to your Islands purchases. The amount you choose to use is scalable and flexible on every purchase. You may save and accumulate your banked dollars for a future visit to use all at once or incrementally.

10. Are there limitations on what I can use the Islands banked rewards dollars on?

Yes, banked rewards dollars cannot be used on third-party delivery, gratuity, and alcohol purchases.

11. Do my banked rewards dollars expire?

No, banked rewards dollars will never expire so you can save as you earn and redeem as you please!

12. Do my current points ever expire?

Points expire after a year of inactivity on your account. Inactivity means no visits/purchases or rewards redemptions.

13. How do I redeem rewards?

While dining with us, please notify your server that you are a Locals Member, provide your phone number for account look up, and let your server know which reward you'd like to redeem. When ordering through the app, you will select/apply the reward by clicking "Redeem" under Available Offers on the final payment screen.

14. Is there a limit to the number of rewards I can use per visit?

Yes, you can only redeem 1 reward per visit.

15. How do I edit my credit card information within the app?

Credit cards can be added, edited, and saved on the final payment screen in the ordering process.

16. What do I do if I forget my password or want to change my password?

Please select "forget password" on the login screen to trigger a password reset notification email.

17. If I forgot to have my server add loyalty to my check, how do I earn credit/points after?

You can add your loyalty points from your most recent check by opening the app, click Scan → Scan Receipt QR Code, and hover your phone's camera over the QR code until it recognizes and uploads.

18. Can I give feedback, ask questions and/or make suggestions?

Yes, please contact us by opening the app and navigating to the "More" button at the bottom of the screen. Then, click on Help → App Feedback. This will open an email addressed to our team where you can type your message.

If you were an Islands Rewards member prior to February 22, 2022, please see the next page for answers to the account migration process...

Loyalty Account Migration FAQ

1. What is new with this new loyalty program: The Islands Locals Program?

The program offers the following perks:

- Scan your receipts to earn points after you visit
- View account history
- Refer a friend for 50 points
- Enjoy secret menu items and sneak peeks
- Receive personalized offers and more!

2. How do I migrate my account?

Please download our new mobile app, select “YES” on the account migration screen, and then provide your email address associated with your current account so we can successfully identify and migrate you.

3. Do I receive a reward for migrating my account?

Yes, you receive a FREE chips, guacamole, and salsa for migrating your account! This is subject to change over time.

4. Did the base plan reward change entirely?

Yes, the new plan now rewards \$10 banked rewards dollars instead of Free Entrées. The points threshold to earn the reward has also lowered to 150 points. 150 points = \$10. You can save and accumulate rewards dollars to use all at once or incrementally over time.

5. What is transferred over in my account migration?

Your points, any active rewards, email, and name are transferred upon migration. If you had more than 150 points on your account prior to migrating, then you already earned the new base reward of \$10 banked rewards dollars viewable under the “Rewards” button on the home screen. The remaining points beyond 150 will show on your account.

6. What happens to my 250 point Free Entrée when I migrate?

All active 250 points Free Entrée are honored in the new program as \$20 rewards.

7. What if I mistakenly signed up as a new guest and missed the account migration process? Can I merge the accounts?

Yes. We recommend migrating your old account first and then contacting us to merge accounts. You may contact us by opening the app and navigating to “More” button at the bottom of the screen. Then, click on Help → App Feedback. This will open an email addressed to our team where you can explain the request and provide the accounts that need to be migrated.