



# Lennys VIP Rewards Membership Program Frequently Asked Questions

June 2017

## **How do Lennys VIP Rewards work?**

Lennys wants to reward you for your loyalty and “thank you” for choosing Lennys with free menu items! Simply provide the phone number associated with your Lennys VIP Rewards membership or your Lennys VIP Rewards card at each visit to earn points towards your free 7.5” sub, salad, or wrap! Points are awarded as shown below:

- 15 Inch Sub = 2 VIP Rewards points
- 10 Inch Sub = 1 VIP Rewards point
- 7.5 Inch Sub = 1 VIP Rewards point
- 5 Inch Sub = 1 VIP Rewards point
- Kaiser Sandwich = 1 VIP Rewards point
- Wrap = 1 VIP Rewards point
- Salad = 1 VIP Rewards point
- Kids Meal = 1 VIP Rewards point

(Please note that we do not award any VIP Rewards points for our Daily Deli Combo due to the already discounted purchase price of the combo)

## **When am I entitled to a VIP Reward?**

Upon initial membership registration into Lennys VIP Rewards, you are entitled to a free chip and regular drink on your next visit. On your yearly anniversary of your membership registration into Lennys VIP Rewards, you are entitled to a free chip and regular drink. On your birthday each year, you are rewarded one free 7.5” birthday sub. Once you have earned nine VIP Rewards points, you are entitled to a free 7.5” sub, salad, or wrap on your next visit.

In addition, we will periodically send you emails with offers that are exclusively for VIP Rewards members. (Of course, you will always have the ability to opt out of these emails.)

## **How long are my VIP Rewards Redeemable?**

Your free chip and regular drink reward upon initial membership registration and your yearly free 7.5” birthday sub gift both have a one-week expiration window and your yearly membership anniversary free chip and regular drink reward has a two-week expiration window. There is no expiration to your Lennys VIP Rewards points towards free menu items.

## **Will my VIP Rewards points expire?**

There is no expiration to your Lennys VIP Rewards points towards free menu items.

## **Can I redeem coupon discounts and earn Lennys VIP Rewards points on the same transaction?**

VIP Rewards points are earned in accordance with the point schedule above, on every qualifying transaction, regardless of a coupon discount.

## **Can I redeem multiple VIP Rewards per visit?**

You can only redeem your free reward one transaction at a time per visit.

### **How can I add points/check points balance?**

You can add Lennys VIP Rewards points and check your Lennys VIP Rewards points balance by signing into your account [here](#) or by providing any team member the phone number associated with your Lennys VIP Rewards membership or your Lennys VIP Rewards card during your visit to Lennys. In addition, your points balance towards VIP Rewards will appear at the bottom of each receipt.

### **Who can I contact if I lose my Lennys VIP Rewards card or forget my Lennys VIP Rewards account information?**

Please [Contact us](#) online with at least your Lennys VIP Rewards account phone number and name.

### **Who can I contact if I have Lennys VIP Rewards questions?**

Please [Contact us](#) online with your Lennys VIP Rewards account phone number, account email, account number, and name.

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## **Becoming a VIP Rewards Member**

### **How do I sign up for a Lennys VIP Rewards Membership?**

Visit the Lennys location closest to you where our team members will provide you with your personal Lennys VIP Rewards card. You can either complete your Lennys VIP Rewards membership registration at the Lennys location by completing the Lennys VIP Rewards registration form found at the location or you can click [here](#) to complete your Lennys VIP Rewards membership registration online.

After you have signed up for Lennys VIP Rewards your email address will be added to our VIP Rewards Membership list. About once a month, you will receive emails with exclusive VIP Rewards promotions and offers. You can opt out at any time.

### **Where can I get a Lennys VIP Rewards card?**

Lennys VIP Rewards cards are available from our team members in every Lennys restaurant. Click [here](#) to locate the Lennys closest to you!

### **I received my Lennys VIP Rewards card at Lennys Subs; what do I do next?**

Click [here](#) to complete your Lennys VIP Rewards membership registration and then simply provide the phone number associated with your Lennys VIP Rewards membership (or your Lennys VIP Rewards card) at each visit. Keeping your Lennys VIP Rewards card is not necessary to earn points towards your free 7.5" sub, salad, or wrap. One day after your registration is complete, you can begin to add and check Lennys VIP Rewards points [here](#).

### **How do I register for a Lennys VIP Rewards Membership?**

Click [here](#) to complete your Lennys VIP Rewards membership registration. You are entitled to a free chip and regular drink reward just for completing your Lennys VIP Rewards membership registration.

### **What if I want to register, but do not want to provide my phone number?**

You are not required to share your actual phone number with us upon Lennys VIP Rewards membership registration; however, please provide any phone number you would like to be associated with your Lennys VIP Rewards membership. You can provide any team member either the phone number associated with your Lennys VIP Rewards membership or your Lennys VIP Rewards card during your visit to a Lennys location to earn points towards your free 7.5" sub, salad, or wrap!

### **What if I want to register, but do not want to provide my birthday?**

You are not required to share your actual birthday with us upon Lennys VIP Rewards membership registration; however, please provide any date when you would like to receive your free 7.5" sub reward each year from us.

### **What if I want to register, but do not have or want to provide an email address?**

You are not required to share your actual email address with us upon Lennys VIP Rewards membership registration; however, please provide a valid email address upon Lennys VIP Rewards membership registration in order to receive the following rewards by email:

- A free 7.5" birthday sub reward by email each year on your birthday
- Free chip and regular drink reward by email upon initial membership registration
- Free chip and regular drink reward by email on your yearly membership registration anniversary
- Each Lennys VIP Rewards member can choose to "opt out" of receiving Lennys VIP Rewards emails at any time.

### **How do I edit/update my Lennys VIP Rewards Membership information?**

Click [here](#) to update your Lennys VIP Rewards member information.

### **Is my Lennys VIP Rewards Membership information really private?**

We respect your privacy and will never rent or sell your information. The data gathered from your Lennys VIP Rewards membership is used to provide Lennys VIP Rewards members with rewards and to provide mailings and coupons in accordance with ordering habits. Please see our Privacy Policy for more information.

### **Who can I contact if I lose my Lennys VIP Rewards card or forget my Lennys VIP Rewards Membership information?**

Please [Contact us](#) online with at least your Lennys VIP Rewards account phone number and name.

### **Who can I contact if I have Lennys VIP Rewards questions?**

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#### **Terms and Conditions**

Participation in the Lennys VIP Rewards Program constitutes your acceptance of these terms and conditions. The Lennys VIP Rewards Program ("Program") is offered by Lenny's Franchise Systems, LLC ("Lennys").

Redemption of VIP Rewards Points will reduce the points in your VIP Rewards Membership account balance by the reward amount. ALL REWARDS SHALL BE ACCEPTED ON AN "AS IS" BASIS AND FOR WHICH SPONSOR MAKES NO WARRANTIES OR REPRESENTATIONS NOR ACCEPTS ANY RESPONSIBILITY.

The Lennys VIP Rewards Membership Card has no cash value, is not a gift card or credit card, and is not valid if obtained from unauthorized parties, including without limitation through Internet auction sites.

Lennys reserves the right, and holder of a VIP Rewards Membership agrees that, Lennys may cancel or limit the VIP Rewards Program, modify the terms of the VIP Rewards Program, and/or contract with a third party to administer the VIP Rewards Program at any time, without notice. This includes modifying, altering, adding or deleting program benefits, point values, redemption levels, reward delivery methods, and conditions for active status. VIP Rewards Members are responsible for periodically visiting this site to view any changes to these Terms & Conditions. Lennys may, in its sole discretion, suspend or cancel accounts that appear to be inactive, and suspend, cancel or combine accounts that appear to be duplicative. Must be 18 years or older to participate.

By enrolling in the VIP Rewards Program, VIP Rewards Members agree to these Terms & Conditions.

#### **Privacy**

The data gathered from your use of the Lennys VIP Rewards Card is used solely by Lenny's Franchise Systems, LLC to provide loyal guests with special rewards and to provide mailings and coupons in accordance with ordering habits. Lenny's Franchise Systems, LLC recognizes that privacy is very important to our guests and we pledge to protect the security and privacy of any personal information guests provide to us. We respect your privacy and will never rent or sell your information. Must be 18 years or older to participate.

[Read Full Privacy Policy Here](#)

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