

# SHC MEMBERSHIP CARDS with EposNow

Collect loyalty points to receive discounts at SHC!



SURBITON HC  
MEMBER

10<sup>th</sup> February 2022

Dear Member,

Our long-awaited Membership Loyalty Cards are ready to be rolled out. The purpose of the card is to reward our members, with rising prices we are keen to offer something in return. We will be implementing a price increase on most products at the end of February, but the membership card will allow members to collect loyalty points equivalent to a 10% discount.

For every £1 spent there will be 10p worth of points which can be accumulated or redeemed on the next purchase, or to be used by a child at the Snack Shack rather than using a bank card. If a card is found we will be able to swipe it and see who it belongs to, and if a card is lost then we can delete it and issue another at a cost of £5. Any accumulated points will then be reallocated to the new card.

There is no app, or other software required but the physical card will need to be used at the time of transaction.

Anyone not wishing to receive a card can be removed from the database prior to the import of data into our till system. The details being imported are – full name, address, email, postcode, phone number and DOB. Members' details can also be removed at any time once on the till system, but all points earned will also be deleted.

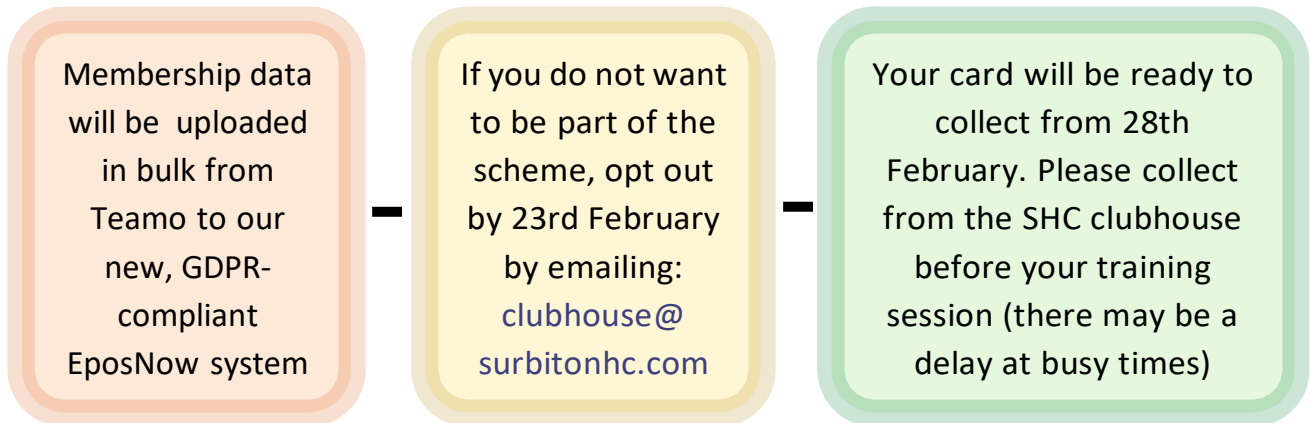
We have prepared a step-by-step guide for you (below) to help you through the process of getting your card.

If you have any concerns, please contact Ann [clubhouse@surbitonhc.com](mailto:clubhouse@surbitonhc.com)

Best wishes

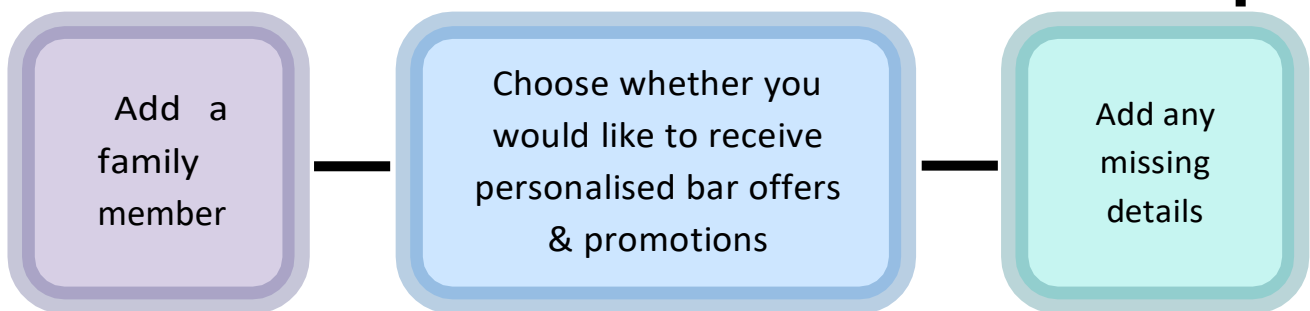
Ann Bedford  
Clubhouse Manager  
07717 582407  
Surbiton Hockey Club  
Sugden Road  
Long Ditton KT7 OAE

## 1. What Happens Next?

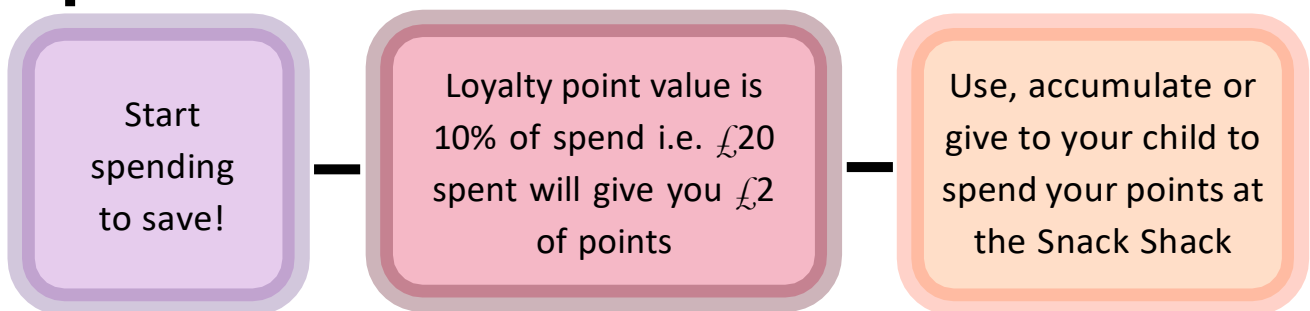


## 2. When You Collect Your Card...

*Once you have your card, you can bring it to the SHC clubhouse or contact [clubhouse@surbitonhc.com](mailto:clubhouse@surbitonhc.com) to:*



## 3. Using Your Membership Card



- SHC Membership Cards are available to fully paid-up Club members. Your card may be disabled if subs are unpaid.
- Points cannot be collected or redeemed on gate entry, merchandise, subs, match fees or event tickets.
- Lost cards are replaceable at a cost of £5. You will retain any credit you have on your account when you purchase your replacement card.

