



FREQUENTLY ASKED QUESTIONS

WHAT IS REWARD ME?

RewardMe is Momento Hospitality's exclusive membership and loyalty platform where you can earn points, access members' pricing, enjoy daily offers, and unlock special rewards across our venues.

HOW DO I TURN ON/OFF NOTIFICATIONS?

To manage notifications, go to your profile settings within the app. From there, you can turn on or off notifications for offers, rewards, and updates.

WHY DOES THE APP NEED ACCESS TO MY LOCATION?

We request access to your location so the app can update with relevant offers and promotions based on the venue you're visiting. By allowing location services, you'll automatically see the deals, discounts, and events available at that specific venue, making your experience more personalized and convenient. You can manage your location settings at any time in your phone's settings.

CAN I USE THE REWARDME APP AT ALL MOMENTO HOSPITALITY VENUES?

Yes, the RewardMe app can be used at most Momento Hospitality venues. To see which venues are included, check the "Venues" section of the app.

HOW DO I EARN POINTS?

Points can be earned when you make purchases at our venues or participate in special promotions. The number of points awarded may vary depending on the offer or venue.

HOW DOES MEMBERS PRICING WORK?

As a member, you'll automatically get access to discounted pricing on selected food, drinks, and more. Just make sure to scan your membership card or app when making every purchase.

WHAT ARE THE DAILY OFFERS?

Daily offers include special discounts, happy hours, and exclusive deals available only to members. Check the app to see what's available each day at our venues.

WHAT ARE REWARDS?

Rewards are exclusive benefits you can unlock, such as free items, discounts, vouchers or even special VIP experiences at our venues. Check the app regularly to see what personalized offers are waiting for you.

CAN I USE REWARDME IN COMBINATION WITH OTHER OFFERS?

RewardMe offers cannot typically be combined with other promotions unless stated otherwise. Always check the terms of each promotion to see if combinations are allowed.

WHAT CAN I SPEND MY POINTS ON?

You can use your points for discounts on food, drinks and more. Some venues may also offer exclusive items or experiences redeemable for points.

WHAT IS THE VALUE OF ONE POINT?

Members will earn points at an accrual rate based on their membership tier. Many of our members, who sit in our entry tier, will earn points at an accrual rate of 1%. This means that a member will earn \$1 for every \$100 of spend.

You can redeem points at the time of purchase to get discounts on your total transaction.

WHEN DO POINTS EXPIRE?

Unless otherwise specified, points will expire after 12 months of inactivity, so make sure to use your points regularly.

WHAT HAPPENS IF I DON'T RECEIVE MY POINTS AFTER A PURCHASE?

If you don't see your points after a purchase, allow 24 hours. If they're still missing, contact our support team and provide your transaction details for investigation.

WHAT IS MY BIRTHDAY GIFT?

Your birthday gift is a special treat just for you! The exact gift may vary depending on the venue and the month, so be sure to check the app or visit a venue during your birthday month to see what's on offer.

CAN I STILL BE A MEMBER IF I DON'T HAVE A SMARTPHONE?

Yes, you can still become a member without a smartphone! However, your experience will be limited without access to the app. To sign up, simply speak with one of our friendly staff members, and they'll assist you with a manual sign up.