

F.A.Q. (Frequently Asked Questions)

Do I need a physical card?

No, simply give your phone number to your server or bartender when ordering. For online orders, you must log-in to your account before checking out.

How do I earn Loyalty Club points?

When you give your phone number to your server, or log-in online, you'll earn 1 point for every \$1 pre-tax spent in-store, or at harveysgrillandbar.com. Once you earn 250 points, you'll get a \$25 reward added to your account for your next visit!

Loyalty Club members receive ½ off appetizers during Happy Hour!

Where can I redeem rewards?

Rewards can be redeemed:

- In-store
- Online Orders (*Must log-in to account.*)

Rewards cannot be earned/redeemed on:

- DoorDash, GrubHub, UberEats or any other 3rd party delivery platforms

I forgot to give my phone number, how do I get points?

If you forgot to give your account info when ordering, save the receipt! Please send a clear photograph of the full receipt to info@harveysgrillandbar.com with your name, and the phone number on your account.

Partial photos will not be accepted. Please allow 48-72 hours for response.

How will I know when I received a reward?

We will send you an email to let you know when you've earned a reward, or you can visit www.harveysgrillandbar.com, click the Loyalty Club tab, and then log in to your account where you can check your points & birthday reward. ***Emails cannot be used to redeem rewards- you must provide your account info at check-out.***

When do my rewards expire?

Birthday rewards are available on first day of your birthday month and expire on the last day of your birthday month. For example, if your birthday is October 15th, your reward will be active on October 1st, and will expire on October 31st.

\$25 earned rewards are eligible on your next visit, and expires after 2 years.

Why didn't I receive my birthday reward?

If you have signed-up for the Loyalty Club during the same month as your birthday, your birthday reward will be available the following year.

I'm having trouble logging into my account...

If you are having trouble logging into your account, click the "Forgot Password" link and reset your password.

If this is your first time logging-in after the 2024 rewards platform updates, under "Already a Member," select "Get Started" and follow the prompts for re-registering your account.

If you are still having trouble logging in, please contact us at info@harveysgrillandbar.com

Any other questions? Send us an email to info@harveysgrillandbar.com