

# Coffee Lovers Loyalty Program by Presse Café

## – Frequently Asked Questions

### **1. What is the Presse Café loyalty card?**

The Presse Café loyalty card is a loyalty card introduced to reward regular customers with freebies and special offers. For every one (1) euro spent in Presse Café Cyprus, you earn five (5) points. The value of every point earned is one (1) cent.

Simultaneously, the Presse Café loyalty card doubles up as a prepaid card, which can be used to pay for purchases made at participating Presse Café stores in Cyprus. Registered cardholders will be kept informed of Presse Café special events, promotions and be entitled to exclusive special offers.

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### **2. How much does Presse Café loyalty card cost?**

Getting a Presse Café loyalty card is easy and it is FREE.

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### **3. Where can I get the Presse Café loyalty card?**

The Presse Café loyalty card is available at Presse Café participating stores in Cyprus.

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### **5. Where can I top-up my Presse Café loyalty card?**

The Presse Café loyalty card is re-useable. You may top-up the value at participating Presse Café stores in Cyprus.

Cards can be topped up with any value between five (5) euro and one hundred and fifty (150) euro. Top-up can be made via Cash, Debit card or Credit card.

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### **6. What are the other benefits of Presse Café loyalty card?**

Cardholders will be informed of on-going promotions and be given exclusive offers.

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### **7. How can I be kept updated on ongoing promotions?**

When you get the Presse Café loyalty card, you will be given an application form. You can register your details by handing over the completed form at participating Presse Café stores in Cyprus or register your details online via the website. Presse Café Cyprus will keep you updated via its online mailing list.

Please note that all information provided would be kept strictly confidential.

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### **8. Where can I check my remaining Prepaid Value?**

Cardholders may enquire about the remaining Prepaid Value on the card by asking at

the participating store. Remaining balance will also be printed on your receipt when purchasing from participating Presse Café stores in Cyprus.

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**9. What if the Presse Café loyalty card is damaged or lost or stolen?**

In such circumstances, we will freeze the remaining balance and cancel your Presse Café Card at the time you notify us and will load that remaining balance on your replacement Presse Café Card at a cost of EUR 5.

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**10. Am I able to use Presse Café Cyprus Card in other countries with Presse Café outlets?**

Currently, Presse Café loyalty card is only accepted in participating stores in Cyprus.

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**11. Privacy Statement**

Your personal information is kept strictly confidential. The customer's contact information is used for contact with the customer when necessary, and for purposes of updating you with what's new if you join our mailing list. There is also the option for you to opt-out of this service in our Application form.