

The Coop Rewards FAQ's

What is The Coop?

- It's a loyalty-based system where you can receive rewards for visiting our locations!

Does it cost anything to sign up?

- No. Our loyalty program is free to join.

How do I sign up?

- There are two ways:
 - You can sign up by visiting <https://www.thehatchery.com/rewards>. We recommend downloading The Hatchery App to track your progress and see how many rewards is available for download through Google Play Store (Android) or the Apple App Store (iPhone).
 - By completing a transaction at The Hatchery with a credit/debit card, you are automatically enrolled in The Coop. All you would need to do is download The Hatchery App or visit <https://www.thehatchery.com/rewards> to complete your profile and activate your account.

How do I earn rewards?

- Earn one (1) point for every \$1 spent. Once you hit 50 points, you will receive a \$5 reward to use on your next visit.
- Rewards are automatically loaded to your App
- We will also have bonus events throughout the year to earn extra awards.

What's a bonus event?

- Bonus events are location specific events that allow you to earn double points! Bonus events can include holidays, anniversary parties, and more! Check back with your local Hatchery restaurant to see when the next bonus event is.

How do I know how many points/rewards I have?

- You can view your current points balance through our Hatchery App and also at the bottom of your receipt upon checkout.

How do I use my rewards?

- Rewards can be redeemed at The Hatchery locations upon checkout. Let the cashier know that you are a rewards member and they will ask if you want to use any available rewards.

Do rewards expire?

- Rewards expire after 60 Days.

Do points expire?

- Currently, points do not expire.

How do I add purchases to my account?

- You will provide your server with a phone number or email associated with your account upon checkout.
- You can also use any credit/debit card linked to your Rewards account and the points will automatically apply.

I went to my local Hatchery last night and forgot to add my Coop account to my receipt. Can I still get those purchases added to my account?

- Yes! All we need is your loyalty (phone) number and a check number within 48 hours of your visit. We will then send to our Home Office to have them added.

Help! I accidentally hit redeem reward and I'm not in a store. Can I get that reward back?

- At this point in time, there is no way to get that reward back. Try not to hit the redeem reward button unless you are in a store. We'd hate for someone to lose their rewards.