

## **Sisters Rewards Frequently Asked Questions**

**How do I participate in Sister Rewards?**

Upon visiting any of our branches, you will be signed up automatically, through your mobile number, into our loyalty program once you spend 500 AED or more. Please make sure to provide the same mobile number as it is your Sister Rewards points holder.

**How can I earn points?**

You will start earning points immediately after the visit where you have crossed AED 500 spend with Sisters, since January 1, 2017. Such points will be earned on the net amount paid, at the rate of the Level you have been upgraded to.

**How can I keep track of how many points I've earned?**

You will be receiving an SMS after every visit, with details related to your current balance of points.

**Can I redeem my points at any time?**

Yes, you can start redeeming at any point in time, after you fill your profile. So please make sure to fill in your profile, by clicking the corresponding link you receive in the SMS after each visit, or by asking one of our welcoming staff at anyone of our branches; and start enjoying your glamorous benefits.

**What do I need to do to redeem?**

It is very simple! Just make sure to tell the lady at the reception at the time of settling your bill that you would like to redeem.

**Will my points expire at any point in time?**

Yes. They will expire only if you don't visit any of our branches for 6 months. But we will be sending you a reminder one month and 2 weeks before these points expire; in order to make sure you don't lose them.

**How long do I need to wait to be upgraded?**

As soon as your spending qualifies you for a higher level of Sisters Rewards, you will automatically be upgraded. You will automatically receive an SMS confirming your new level. You will then be entitled to enjoy all the benefits this upgrade brings.

**What happens if I don't spend enough in 6 months?**

If your spending falls within 6 months from the date of the upgrade, below that required for your existing level of Sisters Rewards (mentioned under the maintenance amount of the level; you will then be downgraded to the level below. However, you will be upgraded again as soon as your spending goes back up to the relevant level.

**Who do I notify if I have an issue with my Rewards points?**

You can email your concern to [info@sistersbeautylounge.com](mailto:info@sistersbeautylounge.com); and our dedicated team will revert the soonest to you.

What do I do if I want to update my profile?

Currently you can either send an email of your request to [info@sistersbeautylounge.com](mailto:info@sistersbeautylounge.com); or ask one of our welcoming staff. And soon you will be able to do it by logging in to your member's website. Keep watching this space and it will be provided!