



## Savers Club® - FAQ

### GENERAL QUESTIONS ABOUT SAVERS CLUB

**Q. What is Savers Club?**

A. Savers Club is packed full of nationwide discounts on hotels, car rentals, movie theatres, theme parks, recreation and retail services. Members receive an annual book with an ID card. Although the book is a great reference tool, offer details for all merchant discounts can be found at [www.saversclub.com](http://www.saversclub.com).

**Q. I have misplaced my book and/or my Savers Club ID card. How do I get a new book?**

A. Call Member Services at 1-800-251-2311 to request another book at no charge.

**Q. How long does it take to get the Savers Club book once I order it?**

A. Your book should arrive within 3 weeks from the time you request it.

**Q. Is there a charge for the Savers Club book?**

A. No. The book is free to all program members.

**Q. How do I use this book?**

A. The Membership ID card can be found on the inside front cover of the book. Each card contains a unique ID number. Log on to [www.saversclub.com](http://www.saversclub.com) and enter the second set of numbers found on your ID card. (You are not required to enter the first set of numbers - 10816.) Each discount will include a detailed description of the exact offer as well as instructions for redemption. Some will require a printed online coupon and may require you to show your ID card upon redemption. Please be sure to read the offer details thoroughly since the offers do vary.

### WEBSITE

**Q. How do I register on the Savers Club website?**

A. Go to [www.saversclub.com](http://www.saversclub.com) and follow these steps:

1. Click on the "Sign In/Register" link in the top right hand corner. This will bring up a prompt to SIGN IN or REGISTER. Click the "Register Now" button.
2. On the registration form, fill out the required fields on the form and click submit. (Please note that you only need to enter the last 7-digits from the ID card.)
3. Once you fill out the form and click "Submit" you will receive a validation email at the address you used in the form.
4. You MUST click on the link in the validation email to complete the registration process. The link is valid for one hour from the time sent. (If more than an hour passes, you must go through the registration process again).
5. When you click the link in the email to complete the registration process you can sign in with your email and password.

**Q. What if I don't receive a validation email right away?**

A. If you did not receive a validation email at the address you provided during registration, please check your SPAM folder to see if it appears there. If not, contact Member Services at 1-866-889-8176.

**Q. What city/state is auto-populated in the NEAR field at the top of the page? How is this location determined?**

A. Prior to logging in each time, the system will populate your location ("NEAR") by using your device's IP address. This is called Geolocation which is the practice of determining the physical, real world location of a person, device or subject matter using digital information processed through the Internet or other electronic means of communication and is 95-98% accurate. In a small number of cases, this may not be correct. However, you may change your location in the "NEAR" field at any time.

**Q. What steps do I take to filter offers?**

A. Select one category from the left side of the website. Then select whatever filters you prefer from the top, just above the offers. You can select one or more of these filters: New, Expiring Soon, In Store coupons, Online offers or Phone, for offers that require you to call the merchant, such as hotel offers. You can enter a city/state in the NEAR box to find offers near you.

**Q. I was unable to click on a specific offer to print the online coupon. What should I do?**

A. First-time users will be asked to register. If you have not registered using a valid ID number, you will not be able to print the coupons.

**Q. I tried to use one of the offers through Savers Club and the merchant would not accept it. What should I do?**

A. Call Member Services regarding merchant issues at 1-866-889-8176. A representative will follow up and help you obtain the discount to which you are entitled. This number is also listed in the book and ID card.

**Q. Can I order a Savers Club book for my friend?**

A. No. The Savers Club book is available only to active program members.

**Q. Are the discounts in Savers Club for my area only?**

A. Savers Club is a national discount benefit. You'll find discounts on hotels, condos, recreation, car rentals, movies, and special services. The popular vacation states, i.e., California and Florida, are well represented.

**Q. Do I automatically receive this book each year?**

A. No. You may order next year's book using the order form in the current Savers Club book or by calling 1-800-251-2311.



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**Q. I want to suggest some attractions, hotels or merchants to be included in the book. What should I do?**

- A. Please call us on our toll free number 1-888-325-3216. We are always looking forward to expanding our offering list and appreciate your suggestions.

### HOTEL DIRECTORY

**Q. Why are hotel properties listed in the directory, but are not participating?**

- A. All information was current at the time of printing and is expected to be in effect through the expiration of the directory. However, changes in ownership may affect the information prior to directory expiration. Members can get the most up-to-date information at [www.saversclub.com](http://www.saversclub.com).

**Q. What does "Subject to Availability" mean?**

- A. Participating hotels will accept your reservation to fill projected vacancies. Your reservation will be accepted until the hotel projects that it can rent remaining rooms at full price.

**Q. I called a hotel listed in the directory and they did not recognize Savers Club. What should I do?**

- A. First, make sure you identified yourself as an "Access Member." Second, if they still don't recognize the program, you can call Member Services at 1-866-889-8176. Member Services will contact the hotel property.

### COUPON SUPERMARKET<sup>SM</sup>

**Q. What is the Coupon Supermarket?**

- A. With Coupon Supermarket, you can save money every day and it's easier than ever. Simply browse the coupons online, print the offers and save on your next shopping trip.

**Q. Where can I redeem my coupons?**

- A. Your printed coupons can be used at any retailer that accepts coupons.

**Q. Do the coupons have an expiration date?**

- A. Yes. The expiration date is set by the manufacturer and will be up to one month from the date you print the coupon.

**Q. Are there any processing fees involved?**

- A. No. Simply print your coupons and you're ready to save!

**Q. Do the coupon offer's change often?**

- A. Yes. New promotions are launched monthly and coupons are added daily, so be sure to check back often!

**Q. Can I print the coupons using my current printer set up?**

- A. In order to print coupons through the Coupon Supermarket, you need to download and install the Coupon Printer. It's free, safe and easy to use. It does not install any form of spyware or adware or collect any personal information about you. Once it has been downloaded and installed, a process that only takes a few seconds, you will be able to print coupons on your printer.

**Q. Is there a limit to the number of times I can print a specific coupon?**

- A. Yes there is a print limit for each coupon. The print limit is a user's print limit for that specific coupon for the duration of time that coupon is on the site. So for example a product like your favorite Yogurt could have a print limit of two. This means that as a user you are only allowed to print two of that particular Yogurt coupon for the duration of time that coupon is on the site.

**Q. How will I know when I have reached my print limit for a specific coupon?**

- A. After you've reached the print limit for a specific coupon you will notice that you can no longer print that coupon and the "Print Limit" text notification will appear on the coupon instead of the "CLIP" button. When you reach the print limit for a specific coupon the coupon will still show on your coupon gallery but you will not be able to CLIP it.

**Q. After a print limit has been reached for a specific coupon, will that coupon ever become available again?**

- A. Many of our partners renew their coupon campaigns. So for example you may have reached your favorite yogurts print limit for the month of April and suddenly notice in May that you are now allowed to print the coupon again.

**Q. What is the average number of coupons that will appear on the website?**

- A. Approximately 150-200 coupons are available on the site at any given time.

### MOVIE TICKETS

**Q. I ordered movie tickets and they have expired. What should I do?**

- A. Movie tickets are not refundable. Please watch expiration dates.

**Q. How many tickets can I order at one time?**

- A. You can order as many tickets as you want either using the order form in the Savers Club book or on the website.