



NEW Awards Program

FAQ's

Why was the CandiaOaks "Cash Back Awards" (pre-paid) program disbanded?

There were two reasons for disbanding the old CandiaOaks "Cash Back Awards" program: (1) It was creating an internal accounting issue; and (2) we felt the majority of our members and Preferred Players didn't fully understand the value of the awards they were building in their account.

Does the new program mean I lose the "Cash Back Awards" I had built in my account?

No. All of the CandiaOaks "Cash Back Awards" that remain in your account are there for you to use any way you choose on golf, carts and food/beverage at either Candia Woods or The Oaks.

How do I determine the remaining balance in my CandiaOaks "Cash Back Awards" account?

Access your member or Preferred Player account online and you'll be able to check your remaining "Cash Back Awards Balance" under pre-paid, or just ask the pro shop attendant on your next visit to either of our courses.

How is the new CandiaOaks Awards program different from "Cash Back Awards"?

Just like the old program awards are extended on every purchase for greens fees, carts, range balls, pro shop merchandise and food/beverage in the grillrooms but, unlike the old program which was \$.05 for every \$1 spent; the new program provides 10 points for every \$1 spent. With the redemption values we have set in the new program your awards become 7.5% opposed 5% in the old program... a 2.5% increase!

Why is it that I can't apply my awards received in the new program to food/beverage, pro shop merchandise and/or range balls?

That's where we were having a problem with our internal accounting, but by increasing the awards pay back from 5% in the old program to 7.5% in the new program we felt we are now extending a better payback to both our members and Preferred Players... and, to improve the traditional member payback, the new program allows awards points to be applied to future membership dues payments.

Can awards points earned under the new program may be applied to Evergreen membership deposits?

No. But, Evergreen members earn awards points every time they use their Evergreen membership card for golf, carts, pro shop merchandise and food/beverage at Candia Woods and The Oaks. The awards points they earn under the new program are a better payback than the old "Cash Back Awards" platform.

Who should I contact if I have additional questions?

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