



# **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?**

*Craig McLaughlin at Candia Woods – (603) 483-2307 x117 or [cmclaughlin@candiawoods.com](mailto:cmclaughlin@candiawoods.com)*

*Shaun Bishop at The Oaks—(603) 692-6257 x106 or [sbishop@theoaksgolfinks.com](mailto:sbishop@theoaksgolfinks.com)*

*Peter Harrity Direct Line—(603) 396-4599 or [pharrity@candiawoods.com](mailto:pharrity@candiawoods.com)*