



**1. What are Bloom Rewards?**

- *Bloom Rewards is an account in which you can accumulate points for purchases made at Bradford Greenhouses. You will earn 50 points for every dollar of products you purchase (before taxes).*

**2. What special offers are available with Bloom Rewards and the Bradford Greenhouses email list?**

- *Linking your Bloom Rewards account to our email system unlocks exclusive bonus offers in every season of the year! We will also share weekly sales, weekly “multi-point” offers, and give you priority notification of our Seasonal show events and growing workshops, as well as many other amazing discounts throughout the year.*

**3. Are there any fees?**

- *Not at all – Bloom Rewards is a completely free program!*

**4. Where can I get Bloom Rewards points?**

- *Your card can be used at Bradford Greenhouses Garden Gallery locations on Hwy 90 in Springwater (Barrie) and Hwy 11 in Bradford.*

**5. How do I redeem Bloom Rewards points?**

- *You can redeem your points against any in-person purchase you make at either one of our Bradford Greenhouses locations.*

**6. What do I need to do to change from Grow for the Green to Bloom Rewards?**

- *Nothing at all! We’re planning for an overnight switch on August 15, 2023.*

**7. How can I find my Bloom Rewards balance?**

- *A cashier or Customer Service representative at any Bradford Greenhouses location will be happy to provide your account balance.*

**8. Can I load my Bloom Rewards card into “loyalty card app” on my phone?**

- *Yes, we encourage customers to use loyalty card apps or save a photo of the barcode on the back of their card in their phone.*

**9. Can I share my Bloom Rewards card with a family member or friend?**

- *Yes you can, however, please be aware that if you allow other users to access your account, you also give those users the ability to redeem all of your collected Bloom Rewards points whenever they wish.*

**10. Can I get any Bloom Rewards bonus points?**

- *Definitely! When you make an in-store purchase during the week (Monday - Sunday) of your birthday, we will award you a one-time annual bonus gift of 25,000 Birthday points! We are also expanding our Rewards program to offer many exclusive offers and surprise bonuses to card members at different times of the year.*

**11. Do my Bloom Reward points expire?**

- *Your points will never expire until you close your Bloom Rewards account or Bradford Greenhouses discontinues the program.*

**12. Can I get Bloom Rewards if I forgot my card at home?**

- *Unfortunately, we are unable to add points after a purchase has been made. Please be sure that you have your card or a photo of your card at the time of purchase.*

**13. What if I lose my card?**

- *Please notify us at [bloom@bghl.ca](mailto:bloom@bghl.ca) or see our Customer Service Desk and a representative will be happy to get you a replacement.*