

VIP Card Frequently Asked Questions

What is the difference between the Old Frequent Dining Program and our new POSIQ Loyalty program?

It is ALL Mobile! Guests are now identified by their mobile number and will receive offers through their mobile phone. No more waiting until the end of the year to receive your reward. You don't have to worry if you lost your card or reward...its all stored in our system and a bartender or server can redeem it for you.

What if I was already a member of Frequent Dining?

Then your information has already been transferred over. Please go online to the Chesapeake Inn website and click on the VIP Loyalty program and update any personal information necessary.

What if I was a member of Frequent Dining and you didn't have my mobile number?

You can join now by entering your mobile number. You will also need to give your mobile number and full name on the account to your server so we can attach your number to your prior account.

How do I join the new VIP Loyalty Program?

Text "Rewards" to (302)495-5355. You will receive a welcome text to the program.

Can there be two different numbers on an account?

No, only one number per account and only one offer can be used per check.

What if I don't have a mobile phone?

A landline phone number can be entered and you can track your points online at the Chesapeake Inn website and see your eligible offers.

How do I check to see how many points I have?

Text "Points" to (302)495-5355 and you will receive a text with your current point balance or you can go to the Chesapeake Inn website and track your points.

How do I earn points?

Text your point's code located at the bottom of your check to (302)495-5355. If you do not have a mobile phone a staff member can add your points to your check for you. You earn points on food and beverage purchase only.

How do I see what eligible offers I have to use while dining?

Text "Resend" to (302)495-5355 and you will receive texts of your offers. If no mobile phone a server can look it up for you.

What happens when I delete my offer text? Do I lose that offer?

No, your offers are always valid until their expiration date. If you delete your offer text, just text the word "Resend" to (302)-495-5355 to see all available offers.

How do I redeem an offer?

Text "Redeem" to (302)495-5355 and you will receive a text message stating your offer was redeemed and your check has been discounted. You will see the mobile discount on your check. If you do not have a mobile phone a staff member can select your eligible offer and discount for you.

How do I track points online?

Go to the Chesapeake Inn website and click on the VIP Loyalty program and enter your code.

What is my code?

After your first initial visit you will receive a text to complete sign up. This is where you will setup your password or code to enter your personal information...full name, address, email, birth date, etc.

How do I update any personal information to my account? Ex: name change or email change.

Go to the Chesapeake Inn website and click on the VIP Loyalty program. Then enter your code and click on Edit Profile.

How long are the offers valid?

The point level offers are valid for 30 days.

Are there any restrictions on when an offer may be used?

Yes, offers can't be combined with other offers or promotions. Also, the system will automatically lock redemptions on holidays and holiday weekends so no offers can be used.

Can I earn points when I purchase gift cards?

No, points can't be earned on the purchase of gift cards only on the redemption.

Can multiple people at my table use offers?

No, only one offer per check. A check may be split but it will have the same check number. Only one discount per check number.

Can multiple people at my table earn points?

No, the system will award the points to the first number who texts the points code. The next person will get a response saying sorry.

How long are points codes valid for?

The points code that prints at the bottom of your guest check is only valid for 48 hours from the time that is stated on the check.

Can I earn points on off-premise catered events, private functions and/or structured events in the restaurant?

No. These types of events require us to design specials menus, pricing and guidelines.

Terms & Conditions:

** No purchase is necessary to join the program. * Only one active mobile number per account. If you do not have a mobile number you may join using a land line and complete your signup online at either the Chesapeake Inn or La Casa Pasta websites. * Only one mobile number can earn points and redeem offers per check. * To join and receive offers and rewards you must complete the sign up and supply the additional information. * You will be rewarded based on the amount of your total purchases in either location. * When you reach a specified dollar amount you will receive an offer via text message to use on your next visit. * You can redeem your offer through your mobile phone. The offers are non-transferable and must be exchanged for the selected offer. * You earn and track your own points and redeem your offers through your mobile phone or online at any either website. * Offers will not be issued on the purchase of gift cards, but if the recipient is a loyalty member, offers will be issued upon gift card redemption. * Offers will not be issued for tips. *Points codes are valid for 48 hours from the time stated on your guest check. *Points cannot be earned from off-premise catering events, private functions or structured events in the restaurant, points must be earned from dining at restaurant. *The system will automatically lock on holidays and holiday weekends so no offers can be used. * If you have a change in address or any information originally submitted you may go to the Chesapeake Inn website, click on VIP Loyalty program and edit your profile to assure you continue to receive all offers and rewards. * Chesapeake Inn reserves the right, at their discretion, to terminate the loyalty program, to change, add to or delete the program rules, terms and conditions, and reward levels, without prior notice at any time.*