

Q1: Does my coupon work at any location?

A1: Offers are valid only at the Golden Corral you selected as your preferred location, or the restaurant in which you filled out a form. This restaurant address is listed in the email you received from us.

SOLUTION: If you would like to change your preferred Golden Corral location, please select the “update profile” link in the most recent email you received from the Good as Gold Club. The new location will be reflected in all future mailings.

Q2: Why am I not receiving emails?

A2: There are several reasons you may not be receiving emails.

1. One reason could be that the last time we sent you a message, it bounced back to us and could not be delivered. It might have been a temporary situation with your provider, or if you use a business email address, network filters may block the messages.

SOLUTION: Please be sure to check your SPAM folders for messages, and if you use a business email address, we suggest you use a different (non-work) email address.

2. Another reason may be that you signed up in a restaurant and we have not yet entered your data, may have been it was illegible, or it could have been entered incorrectly.

SOLUTION: The fastest way to join the club is online at our www.goldencorral.com website. Simply click the link in the lower left-hand corner of our home page and complete the form. Once you’ve joined, you’ll receive your first message within 24 hours. NOTE: If you join online and are already in our system, you will be prompted with “We’re sorry. A member with this email address already exists.” after clicking “submit.” In that case, club messages are most likely in your SPAM folder (see #Q1).

Q3: How do I update my profile?

A3: You can easily update your profile information by clicking the link in the footer of the most recent email you received from us. The link will take you to a webpage where you can make any changes necessary, and submit the form to save those changes. Your profile is updated immediately after you submit the form.

Q4: Why am I having trouble viewing my email?

A4: Many email providers do not automatically download images in emails from unknown senders.

SOLUTION: To enable images and view your message, look for a link above or to the side: View Pictures, Show Content, or Enable All Content from This Sender. Look under Preferences or Options to adjust your settings. If you are on a work computer or cannot change settings, forward the email to a different address to view and print. To change your address for future emails, use the Update My Information link at the bottom of your Good as Gold Club email.

Q5: My coupon will not print correctly, what should I do?

A5: Before you attempt to print, make sure "Background Images" are enabled on your browser. Instructions on how to update this setting are below:

SOLUTION (by browser type):

Google Chrome: Click Menu > Print > Check box next to "Background colors and images"

Internet Explorer: Click Tools > Print > Page Setup > Check "Print background colors and images"

Firefox/Mozilla: Click File > Print > Page Setup > Check "Background (colors & images)".

Safari: Click Print > Show Details > Check box next to "Display background image"

If you continue to have issues, we recommend that you contact your email provider (such as Gmail, Hotmail, or Outlook) to see if their helpdesk staff can assist you. You are also welcome to contact our Tech Support Team via email at goodasgoldclubsupport@fishbowl.com.

Q6: I do not have a printer, what should I do?

A6: A printed copy of the coupon must be presented for redemption.

SOLUTION: If you cannot access a printer (at home or perhaps a public library), you will need to call ahead and speak with the management at your preferred Golden Corral restaurant to inquire about presenting your coupon via a mobile device. While we encourage our restaurants to accept a mobile coupon in this instance as a courtesy to our guests.

Q7: I received my birthday coupon, but my spouse did not, what should I do?

A7: Most likely, this means that you and your spouse (or family member) both registered in one of our restaurants using the same email address. The email address is the unique identifier for each account, so only one of the entries was accepted.

SOLUTION: Use our "Family Join" option to add multiple family members under one email address. You can easily update your profile with additional family members by clicking the link in the footer of the most recent email you received from the Good as Gold Club. The link will take you to a webpage where you can make any changes necessary, and submit the form to save those changes. Your profile is updated immediately after you submit the form.