

# EAT, DRINK, EARN!™

## LOWER PLENTY HOTEL MEMBERSHIP REWARDS PROGRAM TERMS & CONDITIONS

Now you can experience bigger and better Rewards, along with our popular Rewards - all adding up to more exciting ways to redeem your points. Every dollar you spend using your Lower Plenty Hotel card earns you valuable Rewards Points to help you reach your Rewards goals faster.

The Lower Plenty Hotel Membership Rewards Program Terms and Conditions (Member Terms and Conditions) set out in this document concern the operation of the Lower Plenty Hotel Membership Rewards Program, the use of the Lower Plenty Hotel Card, the Website and any promotional activity and loyalty transactions that arise as a consequence of the Lower Plenty Hotel Membership Rewards Program.

Individuals who join the Lower Plenty Hotel Membership Rewards Program and/or redeem Rewards agree to be legally bound by the Member Terms and Conditions.

The Lower Plenty Hotel in its absolute discretion may modify the Member Terms and Conditions at any time without prior notification. Despite anything to the contrary contained in this document, any modification to the Terms and Conditions may be applied to a Member retrospectively.

The Lower Plenty Hotel will not accept any liability for any email communication to any Member that is misdirected, lost or not received. The Lower Plenty Hotel will not accept any liability for any technical issues that may cause damage to any computer related to or used in connection with the Lower Plenty Hotel Membership Rewards Program.

The Lower Plenty Hotel may collect personal information from the Members for the purpose of facilitating the Lower Plenty Hotel Membership Rewards Program. Please see the Lower Plenty Hotel Privacy Policy for more information.

In its absolute discretion, the Lower Plenty Hotel reserves the right to cancel, terminate, modify or suspend the Lower Plenty Hotel Membership Rewards EAT, DRINK, EARN! Program at any time. The Lower Plenty Hotel will not be liable for any tax liability incurred by a Member in connection with the Lower Plenty Hotel Membership Rewards Program, including that incurred in the provision of Rewards.

The Member Terms and Conditions are to be read in conjunction with any additional conditions associated with Rewards. In the event of any discrepancies, the Lower Plenty Hotel decision in its absolute discretion will be final and binding.

The Lower Plenty Hotel decision in relation to all matters arising in relation to the Lower Plenty Hotel Membership Rewards Program is final and binding.

### DEFINITIONS

1. Activation/Activate refers to the process required to activate the Lower Plenty Hotel Card.
2. Benefits means any benefits given to the Members.
3. Member means individuals who sign up to the Lower Plenty Hotel Membership Rewards Program.
4. Member Profile means the personal details of the Member, which can be updated at the hotel.
5. Website refers to the website [www.lowerplentyhotel.com.au](http://www.lowerplentyhotel.com.au) where details of the Lower Plenty Hotel Membership Rewards Program (including the most up to date Terms and Conditions) can be found.
6. Rewards refer to rewards given to Members as a consequence of purchasing behaviours, incentives and/or promotions. Members are notified of Rewards via email, mail or SMS.

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7. Technical Issues means the technical malfunction of any telephone network, connection or lines, computer online systems, servers, or providers, computer equipment, software, technical problems or traffic congestion on the internet or at any web site or intranet site.
8. Lower Plenty Hotel Card refers to the membership card that is linked to the Members' account.
9. Lower Plenty Hotel Membership Rewards Program means the loyalty program operated by the Lower Plenty Hotel providing Members with access to exclusive benefits and rewards.
10. Lower Plenty Hotel means Estal Nominees Pty Ltd (ACN 007 290 691) as trustee for the Lower Plenty Leasehold Unit Trust and its authorised representatives.

## **MEMBERS | MEMBERSHIP**

1. An individual is deemed to be a Member of the Lower Plenty Hotel Membership Rewards Program when they sign up on the Website or in the hotel and activate their Lower Plenty Hotel Card.
2. Activation of the Lower Plenty Hotel Card is deemed acceptance by the Member of the Member Terms and Conditions.
3. Membership of the Lower Plenty Hotel Membership Rewards Program is only open to individuals 18 years and over who have a valid form of identification.
4. At any time, Members can only have one membership to the Lower Plenty Hotel Membership Rewards Program and one corresponding Lower Plenty Hotel Card.
5. Lower Plenty Hotel reserves the right to refuse or terminate membership of the Lower Plenty Hotel Membership Rewards Program without prior notice or reason and in its absolute discretion.
6. Membership is not transferable.
7. It is the responsibility of the Member to update their personal information by visiting us in venue or contact us via phone or email.
8. A Member can at any time terminate their membership by visiting us in venue.

## **LOWER PLENTY HOTEL CARD**

1. The Lower Plenty Hotel Card remains the property of the Lower Plenty Hotel at all times.
2. One Lower Plenty Hotel Card will be issued per Member.
3. You must be 18 years or over and have a valid form of identification.
4. A current Lower Plenty Hotel Card must be presented by the individual for all transactions including (but not limited to) discounts, earning points, recording of purchases, redeeming rewards or in response to any promotional activity specific to the Lower Plenty Hotel Membership Rewards Program.
5. Members may be required to provide photo identification to verify their identity.
6. Only one Lower Plenty Hotel Card can be presented for each transaction.
7. Members must notify the Lower Plenty Hotel immediately if the Lower Plenty Hotel Card is lost, stolen or misplaced and until such time, Lower Plenty Hotel will not be held responsible or liable for any authorised or unauthorised transactions.
8. Lower Plenty Hotel Cards cannot be used if they have expired.

## **BENEFITS**

1. Members of the Lower Plenty Hotel Membership Rewards Program will be entitled to receive benefits.
2. Lower Plenty Hotel reserves the right to vary the benefits at any time and without notice.

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## REWARDS

1. In its sole discretion, Lower Plenty Hotel may update a Member account with a Reward as a consequence of a purchasing behaviour, incentive and/or promotional activities.
2. Lower Plenty Hotel may notify the Member via email, mail or SMS of their entitlement to any Rewards.
3. Lower Plenty Hotel reserves the right to withdraw, cancel or vary the Rewards without notice and at any time.
4. Rewards cannot be sold, transferred or assigned and are not redeemable for cash or any other like instruments, including (but not limited to) cheques and credit notes.
5. Lower Plenty Hotel reserves the right in its absolute discretion to exclude certain items and promotions from being redeemed by using Rewards.
6. If a Membership is terminated from the Lower Plenty Hotel Membership Rewards Program, all outstanding and future Rewards will no longer be valid and will be rendered null and void.
7. All Rewards have an expiry date after 12 months rolling period at which point they will no longer be available for redemption. Lower Plenty Hotel reserves the right to change the expiry date of any Reward at any time without prior notice.
8. Only Rewards from one Lower Plenty Hotel Card can be presented per transaction.
9. Lower Plenty Hotel will not be held responsible or liable if Rewards cannot be redeemed for whatever reason but specifically, in the case of a technical failure of software or hardware.

## MEMBER REWARDS AND BENEFITS EARN LOWER PLENTY HOTEL POINTS ON EVERY DAY PURCHASES

The member must present their Lower Plenty Hotel card prior to a transaction to receive Lower Plenty Hotel point(s) on every dollar spent. Lower Plenty Hotel point(s) cannot be earned if the member is purchasing a member discounted product or if the member is using Lower Plenty Hotel point(s) on the purchase.

## REDEEM LOWER PLENTY HOTEL POINTS ON EVERY DAY PURCHASES.

Lower Plenty Hotel members can use their Lower Plenty Hotel on every day purchases as long as the member has enough Lower Plenty Hotel point to cover the dollar amount for the product purchased. No part points part cash payments will be accepted. Lower Plenty Hotel points can also be redeemed for products or vouchers found on the showcase at the kiosk.

## BIRTHDAY VOUCHER

The member will receive a Birthday Voucher during their Birthday month to spend on food and beverages only at Lower Plenty Hotel if they meet the following criteria:

- have been a member of Lower Plenty Hotel at least three months prior to their birthday month
- spend a minimum of \$100 in the last 12 months prior to the month of their birthday
- have visited Lower Plenty at least twice over the last 12 months prior to their birthday month

Birthday voucher is valid only in the month of the birthday at the Lower Plenty Hotel. Not valid with any other offers, discount or promotions. Member identification is required and birthday voucher is non-transferable.

## MONTHLY LOWER PLENTY HOTEL OFFER

Members who opt in to receive emails will receive a members newsletter, which includes monthly hotel offers, including but not limited to: food specials, drink specials, promotions and members draws.

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## DISCOUNTED MEMBERS DRINKS

Members will also enjoy drink discount (see in venue for discounts). Lower Plenty Hotel members must present their Lower Plenty Hotel card to receive any rewards, benefits, discount and redemptions. This is the responsibility of the member and no points will be earned if a membership card is not presented prior to the transaction.

## MEMBERSHIP POINTS

|                                  |   |
|----------------------------------|---|
| Points earned for every \$ spent | 100 points per dollar spend   |
| Redemption options               | Food and Beverage purchases and offers on the kiosk (subject to change) |
| Points Cap                       | No cap  |
| Points Expiry                    | 1 year  |