

EAT, DRINK, EARN

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 on food and non alcoholic drinks using your Watergardens Hotel card, earns you valuable Rewards Points to help you reach your Rewards goals faster.

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

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

The Watergardens 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 Watergardens Hotel will not accept any liability for any email communication to any Member that is misdirected, lost or not received.

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

In its absolute discretion, the Watergardens Hotel reserves the right to cancel, terminate, modify or suspend the Watergardens Hotel Membership Rewards Program at any time. The Watergardens Hotel will not be liable for any tax liability incurred by a Member in connection with the Watergardens 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 Watergardens Hotel decision in its absolute discretion will be final and binding.

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

EAT, DRINK, EARN

DEFINITIONS

1. Activation/Activate refers to the process required to activate the Watergardens Hotel Card.
2. Benefits means any benefits given to the Members.
3. Member means individuals who sign up to the Watergardens Hotel Membership Rewards Program.
4. Member Profile means the personal details of the Member, which can be updated at the hotel or via the Member Profile Centre via the Website.
5. Website refers to the website watergardenshotel.com.au where details of the Watergardens 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 behaviors, incentives and/or promotions. Members are notified of Rewards via email, mail or sms.
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. Watergardens Hotel Card refers to the membership card that is linked to the Members' account.
9. Watergardens Hotel Membership Rewards Program means the loyalty program operated by the Watergardens Hotel providing Members with access to exclusive benefits and rewards.
10. Watergardens Hotel means WGH Pty Ltd and its authorized representatives.

MEMBERS | MEMBERSHIP

- An individual is deemed to be a Member of the Watergardens Hotel Membership Rewards Program when they sign up on the Website or in the hotel receive a membership account number.
- Use of the Watergardens Hotel Card is deemed acceptance by the Member of the Member Terms and Conditions.
- Membership of the Watergardens Hotel Membership Rewards Program is only open to:
 - Individuals over the age of 18 and;
 - have a valid form of identification and;
 - provide a valid email address and contact number
- At any time, Members can only have one membership to the Watergardens Hotel Membership Rewards Program and one corresponding Watergardens Hotel Account Number.
- Watergardens Hotel reserves the right to refuse or terminate membership of the Watergardens Hotel Membership Rewards Program without prior notice or reason and in its absolute discretion.
- Membership is not transferable.
- It is the responsibility of the Member to update their personal information by:
 - visiting us in venue or;
 - contact us via phone or email or
 - Updating personal information via the Profile Centre online
- A Member can at any time terminate their membership by visiting us in venue.

EAT, DRINK, EARN

WATERGARDENS HOTEL CARD

1. The Watergardens Hotel Card remains the property of the Watergardens Hotel at all times.
2. One Watergardens Hotel Card will be issued per Member upon request at the time of sign up.
3. You must be over the age of 18 and have a valid form of identification.
4. A current Watergardens 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 Watergardens Hotel Membership Rewards Program. This includes the Watergardens Hotel Digital Card
5. Members may be required to provide photo identification to verify their identity.
6. Only one Watergardens Hotel Card can be presented for each transaction.
7. Members must notify the Watergardens Hotel immediately if the Watergardens Hotel Card is lost, stolen or misplaced and until such time, Watergardens Hotel will not be held responsible or liable for any authorised or unauthorised transactions.

BENEFITS

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

REWARDS

1. At its sole discretion, Watergardens Hotel may update a Member account with a Reward as a consequence of a purchasing behavior, incentive and/or promotional activities.
2. Watergardens Hotel may notify the Member via email, mail or sms of their entitlement to any Rewards.
3. Watergardens 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. Watergardens 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 Watergardens Hotel Membership Rewards Program, all outstanding and future Rewards will no longer be valid and will be rendered null and void.
7. All Rewards Points have an expiry date after a 12 month period rolling period at which point they will no longer be available for redemption. Watergardens Hotel reserves the right to change the expiry date of any Reward at any time without prior notice.
8. Only Rewards from one Watergardens Hotel Card can be presented per transaction.
9. Watergardens Hotel will not be held responsible or liable if Rewards are not able to be redeemed for whatever reason but specifically, in the case of a technical failure of software or hardware.

EAT, DRINK, EARN

MEMBER REWARDS AND BENEFITS

EARN Watergardens HOTEL POINTS ON EVERY DAY PURCHASES

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

REDEEM Watergardens HOTEL POINTS ON EVERY DAY PURCHASES.

Watergardens hotel members can use their Watergardens Hotel on every day purchases as long as the member has enough Watergardens Hotel point to cover the dollar amount for the product purchased. Watergardens Hotel points can also be redeemed for products or vouchers found on the showcase at the Clubnet kiosk.

DISCOUNTED MEMBERS DRINKS

Members will also enjoy 10% OFF ALL DRINKS.

Watergardens hotel members must present their Watergardens Hotel card (includes digital 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.

POINTS EARNING & REDEEMING STRUCTURE

Points earned for every \$ spent	100 point per dollar spend
Points Redemption	2500 points = \$1
Redemption Options	Food & Beverage, Vouchers
Points Cap	No Cap
Points Expiry	1 Year