

Membership 2019 Frequently Asked Questions



2019 is a great time to join or renew your membership with Burnie Brae! To upgrade to MemberPLUS in 2019 will be \$22 (for close to \$400 worth of value!) & Associate Membership is now **FREE**.

Join or Renew as a MemberPLUS Member before the 31st December and go into the draw to win 5,000 Burnie Brae Loyalty Points.

FAQ

How Much is it to join/renew as a MemberPLUS Member in 2019?

\$22 (for close to \$400 worth of value).

What are the Benefits of MemberPLUS?

MemberPLUS Members receive exclusive Burnie Brae deals & discounts across many of our services. In 2019 the value of the vouchers are close to \$400 (details over page).

How Much is it to Join as an Associate Member in 2019?
FREE!

How Much is it to Renew as an Associate Member in 2019?
FREE! The \$5 yearly fee is no longer payable.

I am an Associate Members - Will I Now Need to Renew Membership for 2019?

No this will happen automatically and our system will update your card. You will not receive a new membership card, your current card will last the life of your membership.

What Happens if I Took Advantage of the \$12.50 Membership Offer In July, August, September, October of 2018?

\$5 annual fee for 2019 will automatically be refunded as Burnie Brae Dollars onto your Burnie Brae Card to be spent at the centre (Why not use it to go towards upgrading to MemberPLUS in 2019.)

How Do I Get My Vouchers for MemberPLUS?

All vouchers will automatically be loaded onto your Burnie Brae membership card, ready to use from 1st January 2019. Paper vouchers will be issued for Free Home Maintenance & Half Price Spring Clean. These will be given to you when you pay at the counter or mailed out if you pay by phone or on-line. You will need to let us know if you are going to redeem the paper vouchers at the time of booking the service.

When Will 2019 MemberPLUS Vouchers be Redeemable?
From 1st of November - 31st December 2019.

When can I Join/Renew for MemberPLUS 2019? Payment can be made from the 1st November 2018, if you join up or renew before 31st of December you will go into a draw to **win 5,000 Burnie Brae Loyalty points.**

How can I Join/Renew MemberPLUS 2019?

1. On-line - Download the form and pay online at www.burniebrae.org.au
2. By Phone - Call reception on 3624 2121 and pay by card over the phone (must be visa, master card or credit card).
3. In Person - Drop into reception at Burnie Brae and pay in person.
4. In A Hurry - Why not download and fill in the application form online and bring it when you pay?
5. Drop Box in Reception: Collect the MemberPLUS envelopes from reception and drop your payment into the Drop Box.

What Benefits do Associate Members Receive in 2019?

Associate Members receive member prices for Burnie Brae activities and events. These members will receive a \$6 voucher off high tea at Café Connect (min of 4 people per booking). Accrue Burnie Brae loyalty points on all purchases at Burnie Brae.

How Do I Update My Personal Details?

If you have changed your email address, mailing address, telephone number, Next of Kin etc please let us know in person at the time of renewal or complete the on-line renewal form (available here <http://www.burniebrae.org.au/membership/>).

What Can I do If I Have Further Questions?

To keep up to date with all Burnie Brae announcements you can follow us on Facebook, check online at www.burniebrae.org.au, telephone our customer services on 3264 2121 or drop into the centre in person.



T&C's Cruise Draw Burnie Brae Ltd



1. Join or upgrade (pay in full \$22) to Burnie Brae MemberPLUS before June 30, 2019 to go into the draw to win the cruise.
2. **Cruise is valued at \$637.00**
3. **Prize is not negotiable – the cruise package stands and will not be substituted, replaced or changed. Charges will apply if changes to the cruise bookings are made.**
4. **Current Burnie Brae MemberPLUS members who purchased a membership before 03rd June when the incentive began, or after 30th June 2019 are not eligible to be drawn as the cruise prize winner.**
5. **Only one MemberPLUS membership is available per person.**
6. **The prize will be drawn randomly on the 1st of July 2019.**
7. **The prize winner will be announced in the July 2019 edition of the Burnie Brae Newsletter.**
8. **MemberPLUS entries will be eligible from both on-line applications, over the telephone and in-person.**
9. **MemberPLUS online applications must be paid in full by Monday 1st of July 10.00am and all application paperwork submitted by 12 midnight on Sunday June 30th 2019 to be eligible.**
10. **The winner will be notified by telephone and email to confirm they have won. Every effort possible will be made to contact the winner.**
11. **The prize will not be re-drawn if the winner does not claim the prize.**
12. **Current and Past Burnie Brae employees who take out MemberPLUS during the defined time frame (03rd June 2019 and Midnight 30th June 2019) will be eligible to enter the draw to win the prize.**

