

BURNIE BRAE LTD LOYALTY POINTS & MEMBER REWARDS



Burnie Brae members can earn loyalty points which are accumulated on your membership card each time you swipe for attending activities or purchasing products at the Centre.

Points are accumulated for all purchases at Burnie Brae operated/provided by Burnie Brae. All Activities controlled and provided by external hirers do not accrue Loyalty Points, including Podiatry, Audiology and Aqua Aerobics at the Chermside Pool.



Purchase Burnie Brae Products



Earn Loyalty Points



Redeem Loyalty Points



Spend Burnie Brae Dollars at the Centre

WHERE YOU CAN EARN POINTS:

Earn points when you attend activities at Burnie Brae Centre (excluding Aqua Aerobics), book tickets to Member events, day trips and tours and for purchases at our gift store, Café Connect, our in-centre hair salon and onsite Healthy Connections clinic.

LOYALTY POINTS REDEMPTION RATES:

Points can only be redeemed in the following quantities:

2000 Points	\$20 Burnie Brae Dollars
5000 Points	\$50 Burnie Brae Dollars
10,000 Points	\$100 Burnie Brae Dollars
20,000 Points	\$200 Burnie Brae Dollars

Accurate as at June 2022. Burnie Brae Dollars will be valid for 365 days from issue. Burnie Brae Dollars will expire if membership lapses.

CONVERTING LOYALTY POINTS TO BURNIE BRAE DOLLARS:

- > Choose redemption value.
- > Present your card at Burnie Brae Reception, the receptionist will convert the points to Burnie Brae dollars. These dollars are loaded directly onto your membership card for future purchases within the Centre.
- > Spend Burnie Brae Dollars at the above Burnie Brae venues and services.



TERMS AND CONDITIONS

1. Must be a financial member of Burnie Brae Ltd.
2. Membership and Members Loyalty Points are not transferable to any other person.
3. In the case of death of a member, his/her benefits, privileges (including Members Loyalty Points) will lapse automatically.
4. Gift Cards expire 36 months from date of issue and are not reissued on expiry. Any balance remaining on a Gift Card will not be redeemable after expiry.
5. Failure to renew membership by 31st January in the new membership year will result in member benefits (including Member Loyalty Points) lapsing automatically.
6. Members Rewards may be revised or cancelled at any time and without prior notice by Burnie Brae Ltd.
7. It is the responsibility of the member to ensure that their membership card is properly inserted into a POS swipe machine and is accumulating Members Loyalty Points.
8. Redemption of Members Loyalty Points must be done in person by the member.
9. The redemption rate of Loyalty Points may be revised timely at the discretion of Burnie Brae Ltd.
10. Burnie Brae Ltd is not responsible for lost or stolen membership cards or for the use of the card by any person to redeem any benefits.
11. In the event of a dispute the decision of Burnie Brae Ltd is final.
12. Burnie Brae Ltd reserves the right to adjust that part of Members Loyalty Points balance resulting from malfunction, operator error, and/or fraud.
13. Member Loyalty Points must be accumulated by the member in person and cannot be accumulated by the member distributing their cards to other persons.
14. Member Loyalty Points earned must be redeemed within 24 months of the date they are accrued or they become invalid.
15. If Loyalty Points have been converted to Burnie Brae dollars, they cannot be exchanged back
16. Burnie Brae Ltd may revoke access to member rewards at any time.
17. Use of the membership card by a member indicates acceptance of the rules, terms and conditions of Member Rewards.

PRIVACY STATEMENT:

Burnie Brae Ltd is committed to the privacy of members. While the information collected by Member Rewards is important in allowing us to provide superior products and services, our most important asset is our members' loyalty and trust.

As a result, information collected by Member Rewards will not only be safeguarded, according to strict standards of security, it will only be used as our members would expect us to. We are intent on limiting the collection and use of information to the minimum required to deliver superior products and services for our members.

Only authorised employees will be permitted access to information. No information will be revealed to any external organisation. We will always maintain control over the confidentiality of our member information. We will tell members how and where to access their account information. Most importantly, we will continue to assess our operations to ensure that member privacy is paramount.

