

# Hope Inn Hotel Gaming Loyalty Terms and Conditions

## 1. GLOSSARY OF TERMS

"Card" means the card issued to you that incorporates the Hope Inn Hotel Loyalty system and carries the Hope Inn Hotel logos.

"Conditions" and "Terms & Conditions" means the terms and conditions contained in this document.

"Inactivity" means no transaction recorded on the member account for 12 months.

"Member" refers to the person whose details and signature appears on the application form.

"Point" means a Loyalty Point issued or redeemed by any venue in connection with the Hope Inn Hotel Loyalty Program.

"Status Point" is a measurement used to tier members – They are not redeemable for Cash and are non-transferrable

"Promotional Activities" means activities by which a member may accrue loyalty points, other benefits and/or entry into a prize draw.

"Hope Inn Hotel Loyalty System" means a mag stripe based loyalty program operated by Hope Inn Hotel or its authorised representatives, and means those arrangements by which a member is rewarded by collecting Hope Inn Hotel points and other promotional activities by purchasing goods and services from participating Hope Inn Hotel venues using their Card and is able to redeem Hope Inn Hotel Points or offered additional rewards in accordance with these terms and conditions.

"Redeem" means to exchange points for a reward / offer.

"Turnover" means total dollars bet from the credit meter of a gaming machine.

"You" means the member who completed the Hope Inn Hotel membership application form and any person who uses Hope Inn Hotel LOYALTY

"We, Us, Our and Ours" means Hope Inn Hotel Loyalty

"PAS" means Player Activity Statement which shows the

## 2. GENERAL

2.1. These terms and conditions may be changed or varied at any time by Hope Inn Hotel without notice and / or without assigning any reason. Hope Inn Hotel may also change at any time without notice any other matter connected to the Program, including but not limited to changes of

- accrual rates for earning points
- the means by which Points may be accrued
- points required to qualify for a particular Reward
- rewards offered in connection with the Program
- points required to be eligible for a particular category of membership
- eligibility ages

- participants

*Note: Any changes or variations to the terms and conditions will not be retrospectively enacted, these can only take effect **from** the date of inception*

2.2. The card may be used only by the member and in accordance with Hope Inn Hotel Terms & Conditions of use

2.3. Any changes will be published on Hope Inn Hotel website. Terms & conditions will also be available on premise at Hope Inn Hotel, 348 Port Rd, Hindmarsh SA 5007

2.4. Hope Inn Hotel reserves the right to terminate the Program at any time. Upon such termination, Members will have 45 days (or such longer period as Hope Inn Hotel may specify) from the date of notice of termination within which to accrue and redeem Points. At the end of the relevant period, all Points not redeemed will expire.

2.5. First use of a Card by a Member and/or his/her signing of a Card means that the Member has read and understood these terms and conditions and accepts them as well as any rules, policies and procedures that may be adopted by Hope Inn Hotel LOYALTY and confirms his / her eligibility for membership, as amended from time to time. The Member further agrees to immediately advise Hope Inn Hotel of any change of address and other personal details provided by the Member on the application for membership to the Program.

2.6. Hope Inn Hotel are not liable for any loss or damage whatsoever which is suffered (including but not limited to direct, indirect or consequential loss) or for personal injury which is suffered or sustained by a Member as a result of their membership to this Program, except for any liability that cannot be excluded by law.

2.7. Hope Inn Hotel's decision on all matters pertaining to the Program, including but not limited to the distribution of rewards, is final and binding with no correspondence being entered into.

### 3. MEMBERSHIP

3.1. Membership of the Program provides Members with the opportunity to participate in promotions and to accumulate Points for the purchase or use of Eligible Goods and Services.

3.2. The number of Status Points earned by Members will determine their eligibility for tiered Rewards during the period of the membership of the Program if such a scheme is employed. For full details on Hope Inn Hotel tiering program please visit <https://thehopeinn.com.au/>

3.3. Membership to Hope Inn Hotel LOYALTY is free.

3.4. A person may not hold more than one Hope Inn Hotel LOYALTY membership.

3.5. Membership is not available to employees and their immediate families of Hope Inn Hotel affiliated companies or agencies including employees at venues associated with this Program.

3.6. Any person over the age of 18 years may apply to become a member by completing an application form at Hope Inn Hotel

3.7. On completion of a membership application, you will be issued with a Card. Hope Inn Hotel will determine the manner of delivery for a Card to a Member at its absolute discretion.

Hope Inn Hotel will not be responsible for any loss suffered by a Member due to non-delivery of a Card, provided that Hope Inn Hotel correctly addressed the delivery to the address provided by the Member to Hope Inn Hotel.

3.8. You may use your card at any participating Hope Inn Hotel venue immediately upon receipt

3.9. Hope Inn Hotel reserves the right to refuse any application for membership or terminate membership at any time for any reason, at its sole discretion, including without limitation if a member has breached or has been barred under the Liquor Licensing Act or Gaming Machines Act, or as may be amended from time to time. In the event that membership is terminated, all accumulated Points or benefits above the minimum value will be available for redemption for a period of 7 days.

3.10. The Card remains the property of Hope Inn Hotel and must be returned upon request

3.11. A person may not hold more than one Card

3.12. Members must notify Hope Inn Hotel immediately if the Card is lost or stolen

3.13. Hope Inn Hotel accepts no responsibility for fraudulent use of lost or stolen Cards

3.14. Hope Inn Hotel reserve the right to after 12 months of inactivity on a Member's account, to cancel the membership and members will lose any accumulated points or benefits

3.15. Active Hope Inn Hotel members may request an activity statement for any period of up to 12 months preceding the date of the request. This activity statement will be available from Hope Inn Hotel by accessing the member kiosk. The activity statement will report the Member's current points balance at the date of reporting, together with a summary of points earned and points redeemed at Hope Inn Hotel for the requested period. Where the member has participated in gaming activity, this activity will also be reported for the nominated period. If a member has not printed a statement from the Kiosk during the quarter, then the statement will be sent using their preferred communication method (email or post) at the end of the that period.

3.16. Death or bankruptcy of a member will result in cancellation of membership and forfeiture of all accumulated Reward points

3.17. Any fraud or misuse of the Card or improper conduct (as determined by Hope Inn Hotel in its absolute discretion) or breach of these terms and conditions will result in Hope Inn Hotel taking appropriate action (as determined by Hope Inn Hotel in its absolute discretion) which may include the cancellation of membership and the forfeiture of the Card and any Points.

## 4. POINTS

4.1. Points are not transferable. Points may only be redeemed by the Member who has earned them and proof of identification may be required.

4.2. All Points are redeemed on a first earned / first redeemed basis

4.3. In addition to deductions for redemptions, Hope Inn Hotel will deduct from the points balance, any points credited in error and any points relating to a transaction which is cancelled or reversed or where a refund is given.

4.4. In the event there being insufficient points on your account, you may be required to pay for those points issued at the time of the transaction for which the refund is being sought.

4.5. You may check the number of Hope Inn Hotel points on your Hope Inn Hotel account at any participating Hope Inn Hotel venue either via the member kiosk or from the cashier

4.6. Hope Inn Hotel points are available for redemption for a period of 12 months from the date earned. Hope Inn Hotel reserves the right to truncate points older than 12 months if not used prior.

4.7. Points issued first will be the first to be redeemed.

## 5. EARNING POINTS

5.1. Your Card must be presented at each transaction to earn points. In order to obtain points, you must notify the participating venue prior to the purchase transaction that it is a Hope Inn Hotel purchase by presenting your Card at the point of sale.

5.2. From time to time there may be promotions that give you the opportunity to earn more Hope Inn Hotel points and/or enter into other promotional activities.

5.3. Hope Inn Hotel points may also be credited to your Hope Inn Hotel account for promotional and incentive programs including promotional activities offered by Hope Inn Hotel venues from time to time. Hope Inn Hotel and its participating venues will determine which goods or services qualify for the promotional activities and the number of points that will be credited to your Hope Inn Hotel account for such purchases.

5.4. Hope Inn Hotel is not responsible and will not accept any liability for a Card or system failure or the Member not swiping or incorrectly swiping their Card at the point of sale of a Service Provider, nor is it under any obligation to provide the Member with Points under any of these circumstances.

5.5. It is the responsibility of the Member to present their Card at the time of order or participating in gaming

5.6. Any Points credited in error will be deducted by Hope Inn Hotel.

5.7. Any Points accrued for any purchase or money spent that is then reimbursed or refunded will be deducted from the Member's points balance.

5.8. Hope Inn Hotel will have the sole discretion to determine which matters qualify for the earning of points, the number of points issued, the rewards offered and the participating venues or within the various parts of the venues.

5.9. Points cannot be sold, transferred, pooled or otherwise dealt with except in accordance with these Terms & Conditions

5.10. A Card can be used in gaming machines at participating Hope Inn Hotel venues to accumulate Hope Inn Hotel points or enter into other promotional activities.

5.11. Points credited to a Hope Inn Hotel account as a result of participating in the playing of gaming machines can be redeemed for goods or services, or cash at Hope Inn Hotel only. The card holder may also be offered entry into promotional activities by playing of gaming machines.

5.12. Card holders participating in gaming machine operations accumulate in Hope Inn Hotel points a minimum of 0.5% of their respective gaming turnover

5.13. Hope Inn Hotel, at their discretion, may offer further promotional Hope Inn Hotel points for participation in gaming operations. Such circumstances include, but are not limited to; double / triple points and random promotional member draws this requires that your Hope Inn Hotel card is inserted at the time of each promotion. The awarding of points during these promotions is determined by the loyalty system randomly selecting winners. The purpose of these promotions is to reward existing members. The loyalty points are of a value below \$10

5.14. Hope Inn Hotel may also run small promotions from the member kiosk, the card holder can randomly win points based on a successful card swipe, this is open to ALL members including non-gaming members, the amount of the point prize will not exceed

ten dollars. The same Kiosk from time to time may also be used to award tickets for a 'members only' draw, the ticket is awarded by default if a random win prize is not awarded. The members only draw prize will not exceed \$250 and will be available for all members to win including non-gaming members and gaming members alike. *None of these prizes require spending any money in Hope Inn Hotel's gaming lounge to qualify.*

5.15. In the event Hope Inn Hotel chooses to run a trade promotion that is not covered by these terms and conditions a separate approval will need to be sought. A request will be submitted to the CBS (Office of Consumer and Business Affairs) for approval.

## **6. REDEMPTION OF POINTS**

6.1. Points are not transferable. Points may only be redeemed by the Member who has earned them and proof of identification may be required.

6.2. Members must present their Card to redeem points from their account

6.3. When you have accumulated sufficient Hope Inn Hotel points on your Hope Inn Hotel account, you may request to redeem those points.

6.4. The minimum cash redemption value is \$5.00 and for all others, it is \$1.00

6.5. Redemption of Hope Inn Hotel points can occur at Hope Inn Hotel only

6.6. Upon acceptance of any reward / offer, the number of Points attributed to that offer will be deducted from the Member's balance

6.7. Hope Inn Hotel may set a minimum redeemable value and this may vary for different goods or services. Points may be redeemed for goods purchased or as part payment for goods or services if you so request on production of your Card.

6.8. The Value of a single point when redeemed for Cash is \$0.01

6.9. The number of points redeemed at your request will be deducted from the point balance on your Card.

6.10. Hope Inn Hotel may, at any time without notice to participants, alter the number of Points required to obtain a particular reward / offer

6.11. Hope Inn Hotel gives no warranty (whether expressed or implied) whatsoever with respect to offers provided under this scheme, other than warranties provided by the manufacturer of such rewards / offers.

6.12. Rewards / offers are subject to availability and substitution may be necessary

6.13. Hope Inn Hotel will not be liable for the non-receipt of a reward / offer

6.14. Should a reward / offer arrive damaged or faulty, you must notify Hope Inn Hotel within three days of receipt giving full details including the name of the carrier. It is advisable to sign for an unopened package as "unexamined".

6.15. Any tax, liability or duty arising from your participation in the Hope Inn Hotel Loyalty System is your responsibility.

## **7. OTHER BENEFITS OF MEMBERSHIP**

### **7.1. MEMBER ONLY EVENTS**

Hope Inn Hotel may schedule events at selected venues. Members will be advised of scheduled events via any of the following mediums – point of sale, direct mail and/or electronic mail. Invitations to member only events will be exclusively for members who have visited the gaming room – this is measurable by determining if the member has had gaming turnover recorded during the selected period.

Special offers at scheduled events are available exclusively to Hope Inn Hotel members

and may include free finger food, non-alcoholic beverages and refreshments of nominal value

## **8. PRIVACY STATEMENT**

Hope Inn Hotel respects your privacy and complies with the National Privacy Principles and Privacy Act 1988. Unless you give us explicit consent to act otherwise, the following policy will govern how Hope Inn Hotel handles your personal information and safeguards your privacy.

### **Our Commitment**

Hope Inn Hotel is committed to complying with the Privacy Act 1988 National Principles for the Fair Handling of Personal Information developed by the Australian Federal Privacy Commissioner.

### **What Information Do We Collect and How Will We Use It?**

Certain personal information is collected when you contact us, including but not limited to your name, gender, date of birth, email address, mobile phone number, address and your interest (responses and feedback).

We use your personal information to:

- Administer and manage the Hope Inn Hotel loyalty system
- Respond to any query raised by you or any participant in the Hope Inn Hotel loyalty system
- Facilitate our internal business operations, including fulfilment of any legal requirements and confidential systems maintenance and testing.

If you have opted to receive promotional materials from us, then you will receive emails, posted mail or mobile SMS messages from us to inform you of up and coming events and special offers of interest to you.

Your information will be held in the strictest confidence. Hope Inn Hotel will not disclose, share or sell any personal information about you to any third party. However, in some circumstances, we may disclose your information to our contractors and service providers, but only to the extent necessary to operate our business or provide you with the products and/or services you have requested. We require these organisations to agree to our Privacy Policy and to strict conditions governing how your personal information may be used.

### **Security of Personal Information**

We will make all reasonable endeavours to protect your personal information securely against unauthorized use and access. Your personal information will be recorded, amended and used only by authorized persons who are required to keep your information confidential.

### **Checking and Updating Your Information**

You are welcome to request details of the personal information that we hold about you. To do so, please contact our Privacy Officer (see below for contact details). We may require personal identification before providing you with details. If you wish to update or change the personal information we hold about you, please contact our Privacy Officer. We may require up to 30 days to update our records.

### **Unsubscribe**

You can opt out of receiving contact from us at any stage simply by writing to us at 348 Port Rd, Hindmarsh SA 5007 or contact Hope Inn Hotel on (08) 8471 3093 or email at [admin.hopeinn@ausvenueco.com.au](mailto:admin.hopeinn@ausvenueco.com.au)

### **Privacy Officer**

If you have any questions regarding this privacy policy, you may contact our Privacy Officer by calling (08) 8471 3094, or writing to: "Loyalty Privacy Information" Hope Inn Hotel, 348 Port Rd, Hindmarsh SA 5007 or email [admin.hopeinn@ausvenueco.com.au](mailto:admin.hopeinn@ausvenueco.com.au)

## **Changes to the Privacy Statement**

Hope Inn Hotel is committed to comply with any laws introduced to strengthen the protection for your privacy. Our Privacy Statement will be reviewed and may be revised from time to time.

We reserve the right to change our privacy policy at any time and notify you by posting an updated version of the Privacy Policy on our website. Any changes to our Privacy Policy shall be deemed to take place on the date the changes are posted to our website.

We encourage you to regularly review these policies. <https://thehopeinn.com.au/>

## **Further Information on Privacy**

For further information about privacy issues and the protection of privacy, visit the Office of Federal Privacy Commissioner's website.