



GELATISSIMO AUSTRALIA CLUB GELATO LOYALTY CARD PROGRAM TERMS AND CONDITIONS

General Terms

- 1 The CLUB GELATO loyalty program is offered by Gelattissimo Pty Ltd ABN 91 100 053 307.
- 2 Registration in the CLUB GELATO loyalty program, using your card or App, or claiming any benefit under the CLUB GELATO loyalty program is subject to these Terms and Conditions.
- 3 You can earn rewards on eligible purchases immediately; however, to redeem rewards and enjoy the benefits of the CLUB GELATO loyalty program, you are required to provide Gelattissimo with a valid email address and complete ALL designated information fields, on completing the registration form. You can select not to receive emails from Gelattissimo.
- 4 To register without a loyalty card simply download the Gelattissimo Club Gelato App (found in The App Store and Google Play). To register with a card you can download the Gelattissimo Club Gelato App or go to our website page www.gelattissimo.com.au/club-gelato. Once registered, you can then use your email address and password to login and check your points balance and update your account information details. You are responsible for all activity on your account, so please keep your login and password confidential.
- 5 Gelattissimo accepts no responsibility for incorrect information provided by CLUB GELATO card or app users on web forms or the like.
- 6 Only one CLUB GELATO member account is permitted per person. Accounts are not transferrable.
- 7 Unless otherwise required by law or permitted by these Terms and Conditions, collected rewards value cannot be redeemed or exchanged for cash (including as part payment for any purchases at a Gelattissimo store). No interest or any other earnings on funds on a CLUB GELATO member account will accrue, be paid or be credited to you by Gelattissimo. Rewards value is not transferable.
- 8 Gelattissimo reserves the right to refuse use of a CLUB GELATO loyalty account or to cancel an account on a reasonable basis. Where this occurs, the account will be cancelled and any points will be lost. Reasonable grounds for cancellation include: (a) any abuse or attempted abuse of the account or the CLUB GELATO loyalty program; (b) any use or attempted use of an account in a manner contrary to these Terms and Conditions; (c) any use or attempted use of an account made by a person other than the account holder; (d) any reasonable suspicion of dishonesty of an account holder in connection with the CLUB GELATO loyalty program.

Earning Rewards

- 9 To earn rewards, you must either:
 1. Collect a CLUB GELATO card from any Gelattissimo store in Australia and present the card during your transaction or
 2. Download either the IOS App from the Apple App Store or the Android App from Google Play and present the barcode on your phone at store for scanning during your transaction.
- 10 For every (AUD) \$10 spent, your account will automatically be rewarded with \$1 Gelattissimo Dollar (credit).
 - a) Your account will also automatically convert rewards value (Gelattissimo Dollars) on transactional amounts that are not whole dollars, e.g. spend \$12, receive \$1.20 Gelattissimo Dollars (credit).



- b) A maximum of \$20 rewards value can be accrued at any time, before members must start to redeem their rewards credit. Once the maximum rewards value has been reached, the account will not be able to accrue any more rewards until redemption value has been deducted.

11 Gelatissimo reserves the right to change the rate of reward and associated values at any time. Gelatissimo will provide you with advance notice of any change by email.

12 Credit earned will only be redeemable in a Gelatissimo store 24 hours after the CLUB GELATO card is activated online at www.gelatissimo.com.au/club-gelato

Redeeming Rewards

13 To redeem the rewards value you have earned, you must meet the following criteria;

- a) Go online to www.gelatissimo.com.au/club-gelato and register your CLUB GELATO card details by completing all required fields. On registration you will receive \$5 credit, effective for use on your account with your next purchase instore. This credit is valid for 4 weeks from your registration date and can only be used on a purchase of minimum \$10.
- b) For every \$10 spent, your account will automatically be rewarded with \$1 Gelatissimo Dollar (credit redeemable only 24 hours after registration).

14 Rewards credit is redeemable on any food or beverage products within any Gelatissimo store in Australia only (subject to availability) at the retail price in-store.

15 Rewards credit cannot be purchased.

16 Rewards credit (Gelatissimo Dollars) does not expire.

Loyalty Rewards (Coupons)

17 As a CLUB GELATO member, you may be rewarded with various offers, as issued by Gelatissimo from time to time. Coupons will be awarded and will be valid for a certain period. Coupons will show the expiry date. For every registered member, you receive the following rewards coupons;

- a) The registration \$5 credit as outlined above in *Redeeming Rewards*.
- b) A free scoop on your birthday (1 flavour cup/ cone). You will receive this offer, effective for use on your account when you present your card/ App instore. This offer is valid on your birthday and for the 4 weeks following your birthday.

Lost or Stolen cards

18 In the case of a lost or stolen card, you should contact Gelatissimo Head Office Marketing Department during normal business hours to organize a replacement card and rewards transfer.

19 Gelatissimo will take reasonable steps so that any rewards credit accumulated on the lost or stolen card is transferred to the new card. Gelatissimo is not responsible for any delay in replacing a lost or stolen card.

Cancellation

20 You may cancel your account by contacting Gelatissimo.

21 If your account is cancelled any rewards or Gelatissimo Dollars Credit not already redeemed by the account holder will be automatically forfeited.



Promotions and Discounts

- 22 CLUB GELATO member's number (found on the plastic card and App) can earn rewards credit with any promotion, discount or offer. CLUB GELATO rewards credit will be issued on the discounted value of the purchase.
- 23 On occasions, Gelatissimo will run promotions exclusive to the CLUB GELATO loyalty program members. These promotions may be subject to separate terms and conditions.
- 24 Rewards credit are not awarded when a Gelatissimo Gift Card is purchased. However, the Gelatissimo Gift Card recipient (or gift card holder) will earn rewards credit on purchases made using their Gelatissimo Gift Card provided they are a CLUB GELATO registered member.

Fees

- 25 No fees are charged by Gelatissimo for the issue (card or app), registration, activation or use of the CLUB GELATO loyalty program.

Important Information

- 26 If you have any queries or complaints regarding the Club Gelato Loyalty Program you should contact us. You can find our contact details at our Website www.gelatissimo.com.au.
- 27 Gelatissimo reserves the right to change, suspend or terminate these Terms and Conditions, the Club Gelato loyalty program and any benefits under the Club Gelato loyalty program at any time. Gelatissimo will give advance notice of any such circumstance on our Website and via email. Where we change the Club Gelato loyalty program Terms and Conditions, the Club Gelato loyalty program or any benefits under the Club Gelato loyalty program an updated copy of them will be available on our Website. Continuing to use your account after the period of advance notice has expired will be deemed acceptance of the amended Terms and Conditions.
- 28 While reasonable effort will be made in the stores so that rewards are correctly redeemed, Gelatissimo takes no responsibility for errors associated with crediting.
- 29 Gelatissimo takes no responsibility for stores that cannot process the redemption or issue CLUB GELATO rewards due to technical difficulties.
- 30 We reserve the right to correct the balance of your CLUB GELATO account if we believe a clerical or accounting error has occurred or there is misuse by the customer.
- 31 Gelatissimo values your privacy. Your personal information will be handled in accordance with the Gelatissimo privacy policy available at www.gelatissimo.com.au.