

**IMPORTANT NOTICE FOR VENUES:** This document is a sample template provided for illustrative purposes only. ROLLER is a technology provider and does not provide legal, regulatory, or compliance advice. You are solely responsible for the final content, implementation, and legal compliance of your guest-facing loyalty terms. You should have your own legal counsel review and adapt these terms before publication. This template is designed to work across both United States and Australian jurisdictions by applying the more protective standard where requirements differ.

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# [VENUE NAME] LOYALTY PROGRAM TERMS & CONDITIONS

Effective Date: [Date] | Last Updated: [Date]

## 1. Program Overview

By enrolling in the [Venue Name] Loyalty Program (the “Program”), you agree to these Terms and Conditions (the “Terms”). The Program allows eligible guests to earn points, rewards, and other benefits based on qualifying activities at our venue.

The specific earning rules, reward types, redemption values, and expiry periods that apply to the Program at any given time are set out in our **Program Schedule**, which is available at [\[URL\]](#) and forms part of these Terms. The Program Schedule is a living document and may be updated from time to time in accordance with Section 7 below.

## 2. Eligibility & Enrollment

- Enrollment is open to individuals aged 13 and older.
- Guests under 18 represent that they have the consent of a parent or guardian for their participation where required by law. We do not knowingly enrol children under 13. If we become aware that a child under 13 has enrolled without appropriate consent, we will close the account and delete associated personal information as required by applicable law.
- You must provide valid contact information to enrol and receive rewards.
- Participation is limited to one loyalty account per person. Duplicate accounts may be merged or closed.
- When you enrol in the Program, your loyalty account will be linked to an online account. If you do not already have an online account, one will be created for you as part of the enrolment process.
- By creating an online account with our venue, you will automatically be enrolled in the Program and these Terms will apply to you. Similarly, enrolling in the Program will create an online account if you do not already have one.

### 3. Earning Points and Rewards

You may earn points and rewards by completing qualifying activities as described in the Program Schedule. The Program Schedule sets out the earning rules currently in effect, including the activities that qualify, the points or rewards you will receive, and any applicable conditions or exclusions.

Points and progress toward rewards are calculated based on the final amount paid after any discounts, refunds, or adjustments. We may add, modify, or remove earning rules from time to time in accordance with Section 7 below.

### 4. Redeeming Rewards

Rewards earned through the Program may be redeemed as described in the Program Schedule. The Program Schedule sets out the types of rewards available, their redemption value, and any conditions that apply.

#### General redemption conditions:

- Rewards have no cash value and are not redeemable for cash, gift cards, or stored value, except where required by applicable law.
- Rewards are personal to the enrolled guest and may not be sold, transferred, or assigned.
- Rewards may only be redeemed at [Venue Name] locations participating in the Program.
- We reserve the right to set reasonable limits on the number of rewards that may be redeemed in a single transaction, as specified in the Program Schedule.

### 5. Expiry of Points and Rewards

Points and rewards are subject to expiry. The specific expiry period for each reward type is set out in the Program Schedule. Different reward types may have different expiry periods.

Unless otherwise stated in the Program Schedule, the default expiry period for all points and rewards is [X months] from the date they are earned or issued.

We will make reasonable efforts to notify you before your points or rewards are due to expire, including by displaying expiry dates in your account and, where practicable, sending you a reminder. However, it is your responsibility to check your account and redeem your rewards before they expire.

Expired points and rewards are forfeited and cannot be reinstated except at our sole discretion.

### 6. Promotional Offers

From time to time, we may run promotional offers that temporarily modify or supplement the earning rules or rewards available under the Program. Each promotional offer will be subject to its own terms, which will be made available at the time the promotion is announced. Promotional terms will specify, at a minimum:

- The start and end dates of the promotion.
- Which earning rules or rewards are affected.
- Any eligibility criteria or exclusions.
- What happens to incomplete progress when the promotion ends (if applicable).

Points and rewards earned during a promotional period will be honoured in accordance with the terms in effect at the time they were earned. Promotional offers do not create any ongoing entitlement beyond the stated promotional period.

## 7. Program Changes

We reserve the right to modify, suspend, or discontinue the Program, these Terms, or the Program Schedule at any time. This includes the right to add, modify, or remove earning rules, reward types, redemption values, and expiry periods.

**Where a change reduces the value of the Program to you** (including but not limited to reducing earn rates, increasing redemption thresholds, shortening expiry periods, or removing earning rules or reward types), we will:

- Provide you with reasonable advance written notice before the change takes effect, via email or account notification. *Optional: Unless circumstances require otherwise, we will aim to provide at least [X] days' notice.*
- Give you a reasonable opportunity to redeem any points or rewards you have already earned under the existing terms before the change takes effect.
- Update the Program Schedule to reflect the change.

Where a change adds to or improves the Program (such as adding a new earning rule or increasing reward values), we may implement the change without advance notice but will update the Program Schedule accordingly.

Your continued participation in the Program after any change takes effect constitutes your acceptance of the updated Terms and/or Program Schedule. If you do not agree to a change, you may close your loyalty account by contacting us at [\[contact details\]](#).

## 8. Closing Your Loyalty Account

- By You.** You may close your loyalty account at any time by contacting us at [\[contact details\]](#). We recommend redeeming any outstanding points or rewards before requesting closure, as unredeemed points and rewards will be forfeited upon account closure unless otherwise required by applicable law.
- By Us.** We may suspend or close your loyalty account if we reasonably believe you have violated these Terms, engaged in fraudulent activity, or misused the Program. Where practicable, we will notify you before or at the time of closure and provide reasons for our decision.

- c) **Program Discontinuation.** If we discontinue the Program entirely, we will provide reasonable advance notice and give you a reasonable opportunity to redeem any outstanding points or rewards before the Program ends.

## 9. Your Account

- You are responsible for maintaining the accuracy of your account information and the security of your account credentials.
- You should check your account regularly to review your points balance, reward status, and expiry dates.
- If you believe there is an error in your account, please contact us at [\[contact details\]](#) within [\[X\] days](#).

## 10. Communications

By joining the Program, you agree to receive transactional communications regarding your account (e.g., reward notifications, expiry reminders, and Program changes). You may also receive promotional communications about the Program and our venue.

You may opt out of marketing and promotional communications at any time by following the “unsubscribe” or “stop” prompts in the communication. Opting out of marketing communications will not affect transactional communications related to your account or rewards.

## 11. Privacy

Your personal information is collected and used in accordance with our Privacy Policy, available at [\[URL\]](#). By enrolling in the Program, you acknowledge that you have read and understood our Privacy Policy.

We collect and use your personal information for the purposes of administering the Program, including tracking your purchases, calculating rewards, communicating with you about the Program, and improving our services. For any privacy-related questions or requests, please contact us at [\[privacy contact email\]](#).

## 12. Liability

To the maximum extent permitted by applicable law, we are not liable for any loss or damage arising from your participation in the Program, including the expiry or forfeiture of points or rewards where we have complied with the notice requirements in these Terms.

Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy conferred on you by the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)), or any equivalent consumer protection legislation in your jurisdiction, that cannot be excluded, restricted, or modified by agreement.

## 13. Governing Law

These Terms are governed by the laws of [Venue jurisdiction]. Nothing in these Terms limits any rights you may have under the consumer protection or privacy laws of the jurisdiction in which you reside, including but not limited to the Australian Consumer Law and the Privacy Act 1988 (Cth) for guests located in Australia.

## 14. Contact

If you have any questions about these Terms or the Program, please contact us at:

[Venue Name]

[Address]

[Email]

[Phone]

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— END OF TERMS & CONDITIONS —