



# Loyalty Program

## Terms and Conditions

### How to become a Member

- Membership to the Connell's Bakery loyalty program is open to all residents of Australia.
- To join the Connell's Bakery loyalty program, you must fill out an application form in store. Once your application has been accepted (this usually takes around a week) your details will be available in our system and staff will then be able to issue you with a Loyalty Card and activate the account. Connell's Bakery may grant or refuse membership in its absolute discretion.
- Each member is only permitted to have one membership which will be allocated to one nominated email address. Each email address may only be used for a single membership (except with the consent of Connell's Bakery).
- All Connell's Bakery loyalty program members have access to change their personal details at any time by filling out a new membership form and selecting update my details.

### Terms & Conditions of Membership

Instructions on how to become a Member form part of these Terms and Conditions.

- Connell's Bakery loyalty program members will receive credit on their Connell's Card account to the value of five cents from every dollar spent on food and beverage purchases at any participating Connell's Bakery Store.
- Credit can be redeemed for Connell's Bakery products including beverages and food items at any participating Connell's Bakery store, subject to availability.
- The credits gained cannot be used as a part-payment it can only be used to purchase a whole item from the sale.
- The credits gained cannot be redeemed for cash.
- Credit will not be accumulated in respect of any purchases of Wholesale Items or other items nominated in these Terms and Conditions.
- Connell's Bakery loyalty program members can view and change their contact details at any Connell's bakery store.

- Connell's Bakery Loyalty cards are not to be used in conjunction with any other discount card or promotion.
- Connell's Bakery may offer special offers to some or all Connell's Bakery loyalty program Members from time to time. These offers may include additional terms and conditions.
- To redeem a special offer you must go to a Connell's bakery store and present Connell's loyalty program card.
- All special offer values are inclusive of GST where applicable and are quoted in Australian dollars.
- Connell's Bakery loyalty program cards, special offers and discounts are non-transferable and are not redeemable for cash.
- All special offers must be redeemed on the dates specified in the relevant additional terms and conditions.
- All special offers are subject to availability, which may vary between Connell's Bakery stores.
- Connell's Bakery is not responsible if a special offer is not available on the day you come to redeem your special offer and you must release Connell's Bakery, its related entities, franchisees and store operators from any claim and from all liability arising out of your inability to redeem such special offers.
- If you lose or no longer possess your Connell's Bakery loyalty program card please present to a Connell's Bakery outlet and provide them with your contact details. Connell's Bakery will check the Connell's Bakery loyalty program database for your Membership. Providing you are an existing Member on the Connell's Bakery loyalty program database we will replace your card. If, for any reason, Connell's Bakery is unable to confirm that you are an existing Member on the Connell's Bakery loyalty program database, you will be required to reapply by registering in store in accordance with these Terms and Conditions. Such registration will be for a new membership and any points previously accumulated will not transfer to the new membership.
- Connell's Bakery reserves the right, in its absolute discretion, to suspend your membership in the event that large credit loads accumulate on your Connell's Bakery loyalty program account pending investigation into the accumulation of that credit.
- Connell's Bakery may terminate your membership if it considers you have used your Connell's Bakery loyalty program card fraudulently or otherwise in contravention of these terms and conditions or the law generally.
- Connell's Bakery accepts no responsibility for any SMS, email or other mail not received by Members or for any delay in delivery due to technical disruptions or for any other reason.
- Connell's Bakery is not responsible for any incorrect or inaccurate information, either collected at the time you registered as a Member or during the course of your Membership, either caused by a Connell's Bakery employee in person or via phone or for any of the equipment or programming associated with or utilised in this service, or for any other technical error, or a combination thereof that may occur in the course of the administration of this service including any omission, interruption, deletion, defect, delay in operation or

transmission, communications line or telephone, mobile or satellite network failure, theft or destruction or unauthorised access to or alteration of Member's contact details.

- Connell's Bakery reserves the right to remove credit incorrectly or accidentally added to your Connell's Bakery loyalty program account, without notice to you.
- Connell's Bakery is not liable for any damage whatsoever which is suffered (including but not limited to consequential loss) or for personal injury which is suffered or sustained, in connection with membership of the Connell's Bakery loyalty program or with any of the special offers, except for any liability which cannot be excluded by law.
- In all matters, all decisions of Connell's Bakery will be final and cannot be contested and the Member hereby agrees to accept such decisions.
- If for any reason this service is not capable of running as planned, including but not limited to infection by computer virus, bugs, tampering, unauthorised intervention or any other causes beyond the control of Connell's Bakery which corrupts or affects the administration security, fairness, integrity or proper conduct of this service, Connell's Bakery reserves the right at its sole discretion to cancel, terminate, modify or suspend the Connell's Bakery loyalty program.
- Members must not provide false or misleading information to Connell's Bakery and must not alter, reproduce, disclose or in any way interfere with the details of other Members. Connell's Bakery reserves the right at its sole discretion to disqualify or suspend and /or delete any credits or entitlements accrued by any Member who does not comply with these Terms & Conditions and may do so without notice to that Member.
- Otherwise Connell's Bakery reserves the right at its sole discretion to change these terms and conditions, the terms of any of its special offers or the Connell's Bakery loyalty program at any time without notice to you other than a general notice displayed at [www.connellsbakery.com.au](http://www.connellsbakery.com.au)
- The cancellation, use and disclosure of personal information is governed by Connell's bakery Privacy Policy. You hereby authorise Connell's Bakery to disclose your information to franchisees or related companies of Connell's Bakery and to other parties for the sole purpose of operating and maintaining the Connell's Bakery loyalty program.
- If a member has not used their Connell's Bakery loyalty program card for a period of twelve months the member account will close and all accrued entitlements and information will lapse.
- Connell's Bakery endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. Personal information Connell's Bakery uses is only to communicate with Connell's Bakery loyalty program members and to provide members with offers that we feel you may be interested in. Your personal information is kept on a secure server and will not be provided to third parties except in accordance with these Terms & Conditions or with your express permission. Should you wish to receive a copy of the privacy policy, please apply with one of our staff members and they will arrange a copy for you.