

# Thrive Rewards Terms and Conditions

*Valid from 21 September 2020*

Your participation in Thrive Skin Clinic's Rewards program is deemed acceptance of the Thrive Rewards Terms and Conditions.

'Thrive Rewards' in these Terms and Conditions consists of Thrive Skin Clinic's Client Loyalty Program, denoted as 'Thrive Rewards'.

Thrive Foundation Members are excluded from participation in Thrive Rewards due to existing heavy discounting arrangements. Participation in the Thrive Foundation Membership program is deemed acceptance of this exclusion.

Thrive Skin Clinic reserves the right to alter or cease Thrive Rewards at any time, with or without prior notice.

## **Earning Points**

A minimum of \$1 must be spent in a single transaction to qualify for Thrive Rewards Points. One Thrive Rewards Point is earned for every \$1 spent. Thrive Rewards Points are accumulated based on whole dollars spent, inclusive of GST.

Thrive Rewards Points will be earned for purchases made excluding scheduled medicines, (including antiwrinkle injections and dermal filler products), packages, products we deem and advertise as being excluded and products where the grant of points would be otherwise prohibited by law.

As a welcome gift, a newly enrolled Client is eligible for 150 Welcome Points. These will be earned at the first in-Clinic point of sale transaction following 21 September, 2020.

Packages, as defined by Thrive Skin Clinic, are excluded from accumulating points due to existing heavy discounting.

Rewards Points will be allocated at the point of purchase, not at the time of booking a service.

Bonus Points may be offered from time to time at Thrive Skin Clinic's discretion during special promotions on selected products or services, or for sharing our promotions on social media services as and if directed by Thrive Skin Clinic. Thrive

Skin Clinic has the right to stop such promotions at any time.

Existing enrolled Thrive Rewards Clients are eligible for 500 Birthday Points if they make a purchase in-Clinic within 31 days following their birthdate, and provide verification of such date to Thrive Skin Clinic Reception Staff.

Thrive Rewards Points do not expire, however there is a cap of 10 000 points (\$500 value) at which time the points are required to be used and will cease to accumulate beyond 10 000 until they are applied to eligible products and services.

Thrive Rewards Points cannot be granted to or redeemed by anyone other than the individual Client to whom the account is attached, or retrospectively.

### **Using Points:**

For every 500 Thrive Rewards Points earned by a Client, a \$30 Reward is automatically generated and allocated to a Client's individual account.

Thrive Rewards Points accrue until the customer chooses to apply them to a product, service or service upgrade, or the points are dealt with otherwise in accordance with these Terms and Conditions.

Thrive Rewards Points must be used in multiples of \$30 Rewards, as generated each time the 500 Rewards Points threshold is reached.

Thrive Rewards can and will be used by Thrive Skin Clinic to settle outstanding fees owed to the Clinic, including, but not limited to, no show fees.

Packages, as defined by Thrive Skin Clinic, are excluded from using Thrive Rewards Points due to existing heavy discounting.

Thrive Rewards Points can only be used for in-clinic purchases at Thrive Skin Clinic, 2/264-270 Lawrence Hargrave Drive, Thirroul NSW 2515.

Thrive Skin Clinic reserves the right to verify the identity of the bearer.

### **General Conditions**

From time to time Thrive Skin Clinic may contact Clients via SMS, email or mail. Participation in Thrive Rewards is deemed acceptance of this contact.

You must notify Thrive Skin Clinic if your personal details change. Thrive Rewards Points may, at Thrive Skin Clinic's discretion, be capped or cancelled.

To the extent permissible by law, Thrive Skin Clinic will not be liable for any errors, omissions delays or disruptions in the operation of the Thrive Rewards Program,

including products purchased or redeemed, or any losses thereof.

Thrive Skin Clinic will not be responsible for any issues or errors caused by it or any third party. (including third parties who may provide technology or other services to Thrive Skin Clinic).

Thrive Skin Clinic reserves the right to accept or reject any participation in Thrive Rewards at its sole discretion.

Thrive Skin Clinic reserves the right to, at its discretion, suspend or terminate Thrive Rewards participation for reasons including, but not limited to, a breach of these Terms and Conditions, or any engagement in or suspicion of fraudulent conduct.

Thrive Rewards Points and Rewards can only be earned and redeemed by the holder in respect of their personal shopping.

If a Thrive Rewards account is terminated, the member will not be eligible to receive any vouchers or other rewards for points accrued.

Thrive Skin Clinic reserves the right to suspend, vary, alter or amend all or any part of these Terms and Conditions, or terminate the Thrive Rewards program at any time.

For Clients under the age of 18 years, permission from your parent or guardian must be obtained before participating in Thrive Rewards.

The promoter of Thrive Rewards is Thrive Skin Clinic, located at 2/264-270 Lawrence Hargrave Drive, Thirroul, NSW 2515.