

AWLQ'S FRIENDS FOREVER LOYALTY PROGRAM – TERMS & CONDITIONS

1.1 Animal Welfare League of Queensland Inc (AWLQ) runs a loyalty program known as FRIENDS FOREVER LOYALTY PROGRAM. These terms and conditions form the basis of the Program and govern the use of the FRIENDS FOREVER Card

1.2 By applying for or using the Card you:

1.2.1 agree to be bound by these terms and conditions and any variations to them;

1.2.2 agree to participate in the Program; and

1.2.3 agree to receive information and promotions via the Program, mail, e-mail and SMS (where you have provided such information)

1.2.4 agree to receive information and exclusive offers or promotions from 3rd parties, which AWLQ deem to be relevant. These will be communicated to you in line with our Privacy Policy as provided on our website: www.awlqld.com.au

2.1 To participate in the Program, you will need to be issued with a Card and present your Card during a transaction at a participating AWLQ Rehoming Centre or Community Veterinary Clinic

2.2 To obtain a Card you will need to join by returning sign up form to AWLQ Head Office or by completing the online registration form found on the website www.awlqld.com.au

2.3 The discounts and specials offered to participants of the Program are not to be used in conjunction with other offers

2.4 Applicants can only be eligible for one Card each and the issuing of a Card and disqualifying of a Card, Cardholder or participant in the Program are at AWLQs' sole discretion.

3.1 The Card is for personal use and is not transferable

3.2 It is the Cardholder's responsibility to keep the Card safe and must be presented at the time of purchase in order to receive benefits and privileges listed as part of the program, including referral adoptions

3.3 If a Card is lost or damaged, you may apply for a replacement Card by calling the AWLQ. AWLQ may charge you \$5 for a replacement Card to cover the costs for administration and handling. This \$5 fee is not refundable.

3.4 The Card and vouchers in relation to the Program at all times remain the property of AWLQ

3.5 It is your responsibility as Cardholder to provide AWLQ with any changes to your personal details, so that you are able to continue to receive communications from us – including new pet additions and/or deaths of pets

4.1 For your membership to the Loyalty Program to remain valid, you will need to be an "Active Member". To remain as an Active Member you must present your Card and make a minimum purchase within twelve months of each anniversary of the date you became a member

4.2 The Card is valid for a 5 year term, after which it can be renewed

5.1 Vouchers issued as part of the loyalty program are not transferable, not redeemable for cash and can only be redeemed by the Cardholder to whom it was issued.

5.2 Vouchers issued as part of the loyalty program will not be replaced if lost, stolen or defaced to the extent it is illegible.

5.3 Current and paid AWLQ staff are excluded from joining the Friends Forever Program and/or using loyalty discounts in conjunction with existing staff discounts.

6.1 If you no longer wish to participate in the Program or receive the information or offerings, you can withdraw from the Program by notifying AWLQ in writing and returning the Card to the address below or inform us by email at partnerships@awlqld.com.au

AWLQ Friends Forever Loyalty Program
PO Box 3253
Helensvale Town Centre Q 4212

6.2 AWLQ reserves the right to vary these participating terms and conditions at any time and to suspend or cancel the Program and the Card at any time without notice

6.3 If you have any enquiries regarding the Program or if your Card is lost or damaged, please contact the AWLQ Partnerships Manager 07 5509 9033 between 8am to 4.30pm Monday, Thursday, and Friday

6.4 Participating Stores are all AWLQ locations in Queensland, retail stores are defined as AWLQ Rehoming Centre pet accessories and merchandise stores – and does not include AWLQ op shops or online store.

6.4.1 Discount of 10% applies on shop purchases over \$10.00.

6.4.2 Discount of 10% does not apply on 'cafe' purchases in the AWLQ retail shop (i.e. drinks, chips, lollies, coffee, snacks).

6.5 Friends Forever Loyalty Club cardholders are entitled to a 10% discount on products and routine services at the AWLQ Community Vet Clinic.

6.5.1 This discount cannot be used in conjunction with any other loyalty program or discount offers.

6.5.2 Your Loyalty Card must be presented at the time of your appointment in order to redeem said discount.