



Membership Terms and Conditions

Introduction

- 1.1 The GV Hotel runs a loyalty program known as GV Hotel Membership. These terms and conditions form the basis of the Program and govern the use of the GV Hotel Membership 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 Card, e-mail and SMS (where you have provided such information).

Membership

- 2.1 To participate in the Program, you will need to be issued with a Card.
- 2.2 To obtain a Card you will need to legibly complete and sign the enrolment form and hand in at the venue.
- 2.3 Employees of the GV Hotel are not eligible to be a member.
- 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 the GV Hotel's sole discretion. The Cardholder's Card will only have points updated if presented when making purchases at the venue.

Membership Card

- 3.1 The Card is for personal use only. It must not be used by or for a corporation or business and is not transferable. GV Hotel is entitled to regard the person presenting the Card as the Cardholder.
- 3.2 It is the Cardholder's responsibility to keep the Card safe and GV Hotel is not responsible for points not utilised by the Cardholder according to these terms and conditions or for stolen, lost or damaged Cards or the failure of a Cardholder to provide the Card at the time of making a purchase.
- 3.3 If a Card is lost or damaged, you may apply for a replacement Card by calling or visiting the venue, there may be a \$5 replacement card fee applicable.
- 3.4 The Card at all times remains the property of the GV Hotel.
- 3.5 Your points will be updated at the time your Card is used.
- 3.6 For your Card to remain valid, it will need to be "Active". For the Card to remain "Active", you must present your Card and make a minimum purchase of \$5 within twelve months of each anniversary of the date you became a member and if you do not, your membership will be considered in-active and your Card will be cancelled. You also need to have provided us with a valid email address.
- 3.7 The Card must be presented at the time of making a purchase at the GV Hotel for Status Points to be awarded. Your Card must be Active, not tampered with and undamaged.
- 3.8 The card cannot be used in conjunction with any other special offer

Points

- 4.1 For every dollar you, as the Cardholder, spend at the GV Hotel, points are awarded to your Card for Beverage and Food sales.
- 4.2 For your points 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 of \$5 within twelve months of each anniversary of the date you became a member.
- 4.3 Points will be valid for 12 months only, points will be accrued and used on a First In First Out basis
- 4.4 Functions held at the GV Hotel will not be eligible to accrue points
- 4.5 Points will not be able to be accrued in the following locations: Cabaret Room, Classic Room, Pia no Bar.

Rewards and Prizes

- 5.1 Prizes and rewards for redemption may change at any time without notice. Please request our current point redemption prize sheet for up to date information.
- 5.2 Your Card may also inform you of offers, promotions or benefits from time to time, but only from the GVHotel

Cancellation

- 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 the GV Hotel in writing and returning the Card to the GV HOTEL Membership at The GV Hotel, 223 High St, Shepparton, VIC 3630.
- 6.2 GV Hotel 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 upon reasonable notice.

Notices

Any notice GV Hotel may wish to provide to the Cardholder shall be regarded as notified to the Cardholder if sent by prepaid post or e-mail addressed to the Cardholder's address provided in the enrolment form or as otherwise notified in writing by you to GV Hotel

Enquiries

If you have any enquiries regarding the Program or if your Card is lost or damaged, please contact GV Hotel on (03) 5821 9822 between 9am to 5pm Monday to Friday Eastern Standard Time.

Privacy Statement

- 9.1 To access your personal information that GV Hotel holds please contact us:
223 High St
Shepparton VIC 3630
Phone Number: (03) 5821 9822
E-mail: info@gvhotel.com

9.2 The purpose for GV Hotel collecting your personal information is for you to participate in the Program. This privacy statement and these terms and conditions form part of each other. If you do not provide us with information required in the enrolment form you may not be eligible to obtain a Card or participate in the Program. GV Hotel DOES NOT give out personal information to third parties.

General

- 10.1 GV Hotel will not be responsible for lost, stolen, illegible cards, vouchers or prizes relating to the Membership program.
- 10.2 The Card and the technology utilised by the Program depend on a third party or parties and GV Hotel is not responsible for computer or technological errors or failures, or for fraud.
- 10.3 Points and redeemed prizes and vouchers issued under the Program are not transferable, are not redeemable for cash and are not negotiable instruments.