

TERMS AND CONDITIONS

1. DEFINITIONS

Membership means membership of the MPR Program by an individual

Member means an individual that has been approved by program operator to be an individual member in the program

Card Holder the individual who has signed up to the MPR Program

MPR means Marina Priority Rewards program

MPR Card means the card that is supplied by program operator at the time of application to the MPR program

Points means reward points earned when purchasing food, beverages, or accommodation at the participating venue

Points Balance means the amount of available points that accrue to the MPR program

Participating Venue means any participating venue or other entity specified by the program operator who has agreed to participate as a program partner to offer points to members from time to time

Program Operator means The Marina Mindarie (ABN 48 124 204 922)

Program means the MPR Program

Terms and Conditions mean these terms and conditions which apply to members of the program

1.1 About these term

These Terms and Conditions are for the MPR rewards program. Your participation in the program will be governed by these terms and conditions. It's a members responsibility to read and understand them. We ask that you read them carefully.

1.2 When these terms apply to you

These terms and conditions apply to you if you are a member of the program. Use of your MPR Card signifies your acceptance of the terms and conditions

1.3 Changes from time to time

The program operator may amend these terms and conditions, including cancellation of program, MPR card, adjust point allocation or redemption offers, remove redemption, apply restrictions, remove membership tier or any part of the program at any time without notice.

1.4 Cost

MPR program is free to join

1.5 Marketing and Communication

By agreeing to the programs terms and conditions, individuals agree to receive special offers and program information via email communication. Members may elect not to receive email communication by using the unsubscribe functionality within the email communications.

1.6 Privacy

The Marina Mindarie's privacy policy is available at <https://www.themarinamindarie.com/privacy/> as a MPR member you consent to use and disclosure of your personal information in accordance with the privacy policy.

2. PARTICIPATING VENUES

Participating Venues include:

- Marina Hotel
- The Boat
- Cabana Pool Bar
- The Indian Ocean Brewing Co

3. MEMBERSHIP

3.1 General Criteria

3.1.1 Membership is for an individual person and provides that Individual person will receive certain benefits as set out in these terms and conditions.

3.1.2 The program operator has approved the individual's membership application at its sole discretion.

3.1.3 Membership and points accrued, the cards use is approved for an individual person only, the membership is non-transferable to any other person including family members.

3.1.4 The member must provide and maintain details of a valid email address and mobile number at the time of joining and for their period of membership. One email address per user is required.

3.1.5 The membership remains the property of the program operator.

3.1.6 The membership card is issued and accepted by the member on the conditions of use noted in this document without prejudice or liability by the program operator and its employees.

3.1.7 The program operator reserves the right to cancel and amend MPR program at any time. (Refer 1.3)

3.2 Membership Tiers

Membership is held by an individual person

Membership currently falls into one of the three tiers:

1. Entry level marina tier MPR member
2. Mid- tier gold MPR member
3. Top- tier black MPR member

3.3 Cancellation of Membership

3.3.1 Membership can be cancelled at any time if the member or guests of the member show abusive, argumentative behaviour, not abiding by instructions of the program operators staff members or security. Refusal to leave the property by the program operators staff or security for any reason membership may be cancelled, all points accrued will be forfeited. Under certain circumstances a member may also be barred from any participating venue for a nominated period of time at the discretion of the program operator.

3.3.2 Membership will be cancelled when deliberate misuse of a MPR card or another members MPR card.

3.3.3 Membership will be cancelled if a member is found to deliberately allow another individual person to use the MPR card to earn points on their behalf.

3.3.4 Cards not used in an 18 month period will be terminated and points forfeit.

4. POINTS

This section sets out the program points that are available to members

4.1.1 Members can check the balance of points balance within the app.

4.1.2 A maximum of 5,000 points can be redeemed on any one day per card.

4.1.3 2 Points not used will automatically expire after two years.

4.2 Membership Tiers Points

The following points are annually required to maintain membership tiers. Points accrued are calculated over the calendar year (Jan – Dec) with the membership status upgrade held annually in February.

- Marina Tier 0-3500pts
- Gold Tier 3500 – 6000pts
- Black Tier 6000 + pts

4.2.1 Points are accrued during a nominated period of time set out by the program operator and at the end of the nominated period of time membership tiers may change or membership may be revoked if number of above points are not accrued.

4.3 Earning Points

4.3.1 MPR card can be used at any participating venue nominated by programs operator

4.3.2 The card holder must present their MPR card within the app to staff prior to purchasing food or beverages. Points cannot be accrued on weekly food or beverage specials (eg. Half price pizza nights)

4.3.3 Failure to present MPR card prior to purchase food or beverages points cannot be allocated.

4.3.2 At participating venues for every \$1 spend on food and beverages = 1 points (EG \$20 spend will accrue 20 points)

4.3.3 Points cannot be earned for accommodation.

4.3.4 Bonus points are earned on boat pen leases according to membership tier (refer to 4.6) Points are allocated upon full per annum booking and payment has been finalised in full.

4.3.5 Bonus points are earned when booking private function at Cabana Pool Bar according to membership tier and points are allocated at the end of function. All general terms and conditions for holding a function remain applicable (refer to 4.6)

4.3.6 Bonus points are earned when booking a private function at The Pavilion function centre according to membership tier with points are allocated at the end of function. All general terms and conditions for holding a function remain applicable (refer to 4.6)

4.3.7 Members cannot accrue points on food and beverages when attending a function or event as a guest or a host/client at any of the participating venues including the Pavilion Function Centre.

4.3.8 Members can accrue points on food and beverages that are purchased when attending a ticketed event held by the program operator. Points are allocated on the day at the venue not at the time of ticket purchase. Points cannot be accrued on the cost of the ticket.

4.4 Redeeming Points

4.4.1 Points can be redeemed at any of the participating venues, this may change from time to time by the program operator without notice.

4.4.2 The card holder must advise staff that points are to be redeemed prior to ordering.

4.4.3 Points cannot be redeemed on a tab, they must be redeemed at the time of purchase.

4.4.4 Points cannot be redeemed by any other individual, they can only be redeemed by the card holder.

4.4.5 Blue Marina membership = 20 points = \$1

For every \$1.00 it equals 20 points. Eg:

- 4,200pts \$210 accommodation rate in One Bedroom Suite (see 4.4.4A)
- 600pts \$30 Main Meal at Participating Venue (see 4.4.3A)
- 360pts \$18 Entrée at Participating Venue
- 180pts \$9 Pint at Participating Venue

Gold tier membership = 15 points = \$1

For every \$1.00 it equals 15 points. Eg:

- 3,150pts \$210 accommodation rate in One Bedroom Suite (see 4.4.4A)
- 450pts \$30 Main Meal at Participating Venue (see 4.4.3A)
- 270pts \$18 Entrée at Participating Venue
- 135pts \$9 Pint at Participating Venue

Black tier membership = 10 points = \$1

For every \$1.00 it equals 10 points. Eg:

- 2,100pts \$210 accommodation rate in One Bedroom Suite (see 4.4.4A)
- 300pts \$30 Main Meal at Participating Venue (see 4.4.3A)
- 180pts \$18 Entrée at Participating Venue
- 90pts \$9 Pint at Participating Venue

4.4.6 Points not redeemed will automatically expire after two years.

4.4.7 Points can be redeemed on any item and part points/balance cash is possible for a transaction (ie. multiple items).

4.4.5 Redeeming Points for Food

4.4.5A All food is available to redeem by points including daily specials but not to discount weekly specials.

Redemption for groups over 8 people or functions will not be applicable at any time

4.4.5B Full amount of points is required at the time in order to redeem an item. No part payment and part points transactions are allowed.

4.4.6 Redeeming Points for Accommodation

4.4.6A Redeeming points for a reservation can only be used on a one bedroom suite. Cannot be used for stays on Saturdays, public holidays or special events. Reservations are subject to room availability.

4.4.6B Late check out and room upgrades is only applicable to Black and Gold Members based on availability on the day and at the discretion of the program operator and participating venue.

4.4.6C Redeeming points for accommodation can only be made under the card holders name and can not be transferred or given away as a gift or donation to another individual or organisation.

4.5 Exclusive Member Benefits

4.5.1 Free room hire at the Pavilion Function Centre is offered only to Black membership tier at the discretion of management and based on minimum spend.

4.5.2 Invitations for Black and Gold Members to attend regular guest drinks and special events will occur at the discretion of the program operator.

4.6 Member Tier Table

Membership	Marina Card	Gold Card	Black Card
Points	(0 - 3500 pts)	(3501 – 6000 pts)	(6001 + pts)
Point redemption	20 points = \$1	15 points = \$1	10 points = \$1
Points earned in F&B venues per \$ spend	1	1	1
Complimentary welcome drink voucher	Yes	Yes	Yes
Access to discounted F&B specials	Yes	Yes	Yes
Birthday voucher	Yes Middy or glass of Surfside wine	Yes Pint or glass of any wine	Yes \$25 F&B credit
Regular invitations to guest drink and special events *	No	Yes	Yes
Special VIP rates available for all Pavilion event tickets*	No	Yes	Yes
Bonus points for Cabana Function booking *	100	250	500
Bonus points for Pavilion Private Function booking*	500	750	1000
Bonus points for Marina Berth booking*	160	240	320