

# University of Queensland Union and My UQU Rewards Program Membership Terms & Conditions

## Introduction

Membership of the University of Queensland Union (UQU) is voluntary. Participation in the My UQU Rewards Program is voluntary.

If you wish to participate in the My UQU Rewards program and are eligible to be a member of the UQU, you agree and understand that by choosing to pay the My UQU Rewards fee you are also volunteering to become a UQU member.

If you are not eligible to be a member of the UQU and wish to pay to participate in the My UQU Rewards program you may do so, although the rights of UQU membership will not be available to you.

My UQU Rewards Membership program operates under the following Terms and Conditions. These Terms & Conditions are to be read in conjunction with any other terms and conditions which UQU publish from time to time.

If there is any conflict between what is set out in these terms and conditions and what a Member has been told by a UQU staff member or its agents, these terms and conditions will prevail.

Every Member is responsible for being aware of these Terms and Conditions (as varied from time to time) available at [www.uqu.com.au/myuqurewards](http://www.uqu.com.au/myuqurewards)

## Definitions

**Benefits:** means use of the facilities, services or arrangements offered to UQU members and/or My UQU Rewards members.

**Member:** means any person who has applied for a My UQU Rewards card and, having paid the necessary fee, been admitted to the program and present with a My UQU Rewards Card

**Partner:** means any third party with whom the UQU has an arrangement, from time to time, to provide goods or services to members

**Program:** means the My UQU Rewards Program

**Terms & Conditions:** means these Terms & Conditions

**UQU:** means the University of Queensland Union

For the purposes of these Terms and Conditions, the Terms UQU membership and My UQU Rewards Program members may be interchangeable.

## 1. General

- 1.1. The promoter of the My UQU Rewards Program is the University of Queensland Union. Level 4, Union Complex (Bld 21A) University of Queensland QLD 4072
- 1.2. An applicant becomes a member of the Program upon UQU receiving a completed application form and payment of the relevant fee (annual fee or three year fee). All UQU members and My UQU Rewards Program members acknowledge and agree to be bound by these Terms and Conditions.

- 1.3. The UQU has your permission to contact you with relevant information regarding the Program and the UQU by email, phone, and text message.
- 1.4. Communication may continue after a membership has expired.
- 1.5. Members may unsubscribe from the Program at any time by using the unsubscribe function on any communication they receive or by contacting the UQU.
- 1.6. UQU may share anonymous and aggregated information with current or prospective partners for the purposes of securing better offers for the Program members.
- 1.7. Upon joining, members will be given a membership number and a My UQU Rewards card. This card is not transferable and remains the property of the UQU.
- 1.8. Proof of identity will be required for your membership to be validated and a card issued.
- 1.9. These Terms and Conditions are effective as at the date of publication (January 2019) and UQU reserves the right to amend them as required.
- 1.10. UQU will always try to notify members when these changes take place but shall not be liable in any way for any failure to do so.

## **2. UQU Membership**

- 2.1. Persons eligible for UQU Membership agree that the act of paying to participate in the Program simultaneously enrolls them as a member of the UQU and that by paying to participate in the Program they shall be deemed to have elected voluntarily to join the UQU.
- 2.2. There are two levels of UQU Membership:
  - 2.2.1. UQ Student Membership: For UQ students giving access to all Benefits and Services promoted in each year's membership listings
  - 2.2.2. Non-UQ Student Membership: For people who are not UQ Students who wish to gain access to the benefits available through the Program.
- 2.3. Memberships can be purchased annually or for a three year period.
- 2.4. Membership fees are paid annually or, in the case of three year memberships, every three years.
- 2.5. People ineligible for UQU membership may participate in the Program by paying the annual fee. Such members will enjoy access to most of the benefits of the Program; however they will not be eligible for the rights associated with UQU membership.
- 2.6. 2019 My UQU Rewards membership expires on 31<sup>st</sup> December 2019.
- 2.7. Members who have purchased a three year membership will receive their following two years of membership in the February of the two following consecutive year.

## **3. Membership Registration**

- 3.1. Application to join the Program can be made online at [www.uqu.com.au/myuqurewards](http://www.uqu.com.au/myuqurewards) or in person at UQU reception or sales stalls.
- 3.2. If registering via the website, members will need to collect their My UQU Rewards membership card from UQU Reception.
- 3.3. UQ Student Identification will be required to purchase a UQ Student Membership. If registration has been completed on the website UQ Student Identification will need to be provided when collecting their My UQU Rewards membership card from UQU Reception.
- 3.4. The UQU reserves the right, at its sole discretion, to refuse membership to any applicant.

## **4. Refunds & Cancellations**

- 4.1. The amount paid for membership is non-refundable and non-transferable after purchase.
- 4.2. No refunds will be given for My UQU Rewards purchases.

## **5. Card & App Use**

- 5.1.** All Program members will be issued a physical card
- 5.2.** Members are encouraged to download the My UQU Rewards app.
- 5.3.** The app may contain links to third party web sites or services that are not controlled by the UQU. The UQU has no control over, and assumes no responsibility for, the content, privacy policies or practices of any third party.
- 5.4.** Members can redeem eligible offers upon presentation of their physical cards.
- 5.5.** Entry in to an event is subject to the Terms and Conditions of that event. Possession of a My UQU Rewards card does not automatically admit a member into that event.
- 5.6.** Members may only use their My UQU Rewards card for their own benefits. The card is non-transferable and cannot be used by anyone other than the member. Members may not lend or give their card to another person for their use.
- 5.7.** The UQU reserves the right to cancel a membership in the event of unauthorised use.

## **6. Lost or stolen cards**

- 6.1.** If a member's card is lost or stolen, they need to contact the UQU as soon as possible.
- 6.2.** The UQU will replace lost or stolen cards for a fee of \$15.
- 6.3.** Each member is entitled to up to three replacement cards per year of membership.
- 6.4.** Replacement cards can be paid for and picked up from the UQU Reception.

## **7. Benefits of My UQU Rewards Program**

- 7.1.** All offers are subject to the individual Terms and Conditions of the partner and may change or be cancelled at any time without notice. Changes will be published as soon as possible on the UQU website [www.uqu.com.au/myuquirewards](http://www.uqu.com.au/myuquirewards).
- 7.2.** Partner participants may change at any time without notice.
- 7.3.** Some third party offers available through the Program will be exclusive to UQ Student Members and will not be available to Non-UQ Student Members. In making a purchase or accepting a partner offer the member enters into a contract directly with the partner concerned and not with the UQU.
- 7.4.** Some offers require members to sign up as a member with third party programs. This is at the discretion of members, in doing so, members may be communicated with directly by the third party. You have the right to unsubscribe from these programs at any time.
- 7.5.** Every effort has been made to ensure that the information provided to Members regarding member benefits is clear and correct, however the UQU is in no way responsible or liable for any inaccuracy in the information provided to members concerning the Program.
- 7.6.** The UQU shall not be held liable for any loss or damage in relation to the products or services provided by third parties. Members should make their own enquiries regarding the terms and conditions that apply to products or services offered by third parties
- 7.7.** The following exclusions apply to the My UQU Rewards 10% discount at UQU outlets:
  - 7.7.1.** Any transactions with Schonell Events & Catering.
  - 7.7.2.** Venue or room hire at Schonell Theatre. The 10% discount is only valid for purchases at the Schonell Theatre Candy Bar.
  - 7.7.3.** Function or catering purchases.
  - 7.7.4.** Bulk purchases with set pricing (e.g. Pizza Caffè)
  - 7.7.5.** Bar tabs at any UQU outlet.
  - 7.7.6.** Any voucher offers (e.g. '\$3 Lolly Shop Popcorn Cup Diary Voucher' or '½ price off any Fuse Product')

7.7.7. Any existing special promotion, discount or offer (e.g. \$10 Express Lunch).

7.7.8. UQU Staff 20% Discount.

7.7.9. Clubs & Societies outlet special offers.

7.7.10. Textbook sales from Secondhand Texts & Stationery.

## 8. UQU Member Packs

- 8.1. Upon becoming a My UQU Rewards UQ Student member you may be eligible to receive a member pack.
- 8.2. The UQU member packs will be distributed to UQ Student members upon purchase of their membership
- 8.3. Strictly one member pack per My UQU Rewards member
- 8.4. Any member found tampering with the member pack process, or who dishonestly attempts to collect more than one pack will not receive a member pack and may have their participation of the Program cancelled.
- 8.5. Member packs are only available while stocks last and will be distributed on a first in, first served basis.
- 8.6. The UQU is not liable if any member packs are lost, stolen or damaged.
- 8.7. Member pack offers may change or be cancelled at any time without notice
- 8.8. Member packs cannot be transferred or exchanged.

## 9. Membership Limitations

- 9.1. No member is an agent, representative or partner of UQU by virtue of membership.
- 9.2. No member has any power or authority to act for or to assume any obligation or responsibility on behalf of the UQU, to bind the UQU to any agreement, negotiate or enter into any binding relationship on behalf of the UQU.

## 10. My UQU Rewards Membership - \$10 REDROOM Birthday Credit

- 10.1. The \$10 REDROOM birthday voucher offer is open to all 2019 My UQU Rewards members with an active 2019 My UQU Rewards membership card.
- 10.2. My UQU Rewards members who sign up in 2019 after their birthday has passed will not receive a \$10 REDROOM Birthday Credit.
- 10.3. A valid email address must be provided to receive reward credit. It is the responsibility of My UQU Rewards members to update their nominated email address if their contact details change. The Promoter will not be held responsible for lost, delayed or undeliverable emails.
- 10.4. The \$10 credit will be allocated to the 2019 My UQU Rewards members' card to spend at REDROOM as follows:

Member Birthday Month	Credit Issue Date	Redemption Period
January	Monday 18 <sup>th</sup> February 2019	Monday 18 <sup>th</sup> February – Friday 29 <sup>th</sup> March 2019
February	Monday 18 <sup>th</sup> February 2019	Monday 18 <sup>th</sup> February – Friday 29 <sup>th</sup> March 2019
March	Friday 1 <sup>st</sup> March 2019	Friday 1 <sup>st</sup> March - Friday 29 <sup>th</sup> March 2019
April	Monday 1 <sup>st</sup> April 2019	Monday 1 <sup>st</sup> April – Tuesday 30 <sup>th</sup> April 2019
May	Wednesday 1 <sup>st</sup> May 2019	Wednesday 1 <sup>st</sup> May – Friday 31 <sup>st</sup> May 2019

June	Saturday 1 <sup>st</sup> June 2019	Saturday 1 <sup>st</sup> June – Friday 28 <sup>th</sup> June 2019
July	Monday 1 <sup>st</sup> July 2019	Monday 1 <sup>st</sup> July - Wednesday 31 <sup>st</sup> July 2019
August	Thursday 1 <sup>st</sup> August 2019	Thursday 1 <sup>st</sup> August – Friday 30 <sup>th</sup> August 2019
September	Sunday 1 <sup>st</sup> September 2019	Sunday 1 <sup>st</sup> September – Monday 30 <sup>th</sup> September 2019
October	Tuesday 1 <sup>st</sup> October 2019	Tuesday 1 <sup>st</sup> October – Thursday 31 <sup>st</sup> October 2019
November	Friday 1 <sup>st</sup> November 2019	Friday 1 <sup>st</sup> November – Friday 29 <sup>th</sup> November 2019
December	Sunday 1 <sup>st</sup> December 2019	Sunday 1 <sup>st</sup> December - Wednesday 18 <sup>th</sup> December 2019

**10.5.** Credit cannot be redeemed where the following transactions occur: (a) any transaction associated with a UQU Club, Society or Group event; (b) any transaction in conjunction with any other offer, discount, special or credit.

**10.6.** The \$10 REDROOM birthday credit:

- cannot be exchanged for cash.
- must be redeemed in one (1) transaction only.
- is valid for the purchase of any food and/or beverage item.
- must be used within a single transaction. No change will be given. Any portion of the credit allocated that is not spent will be forfeited.

**10.7.** Members must present their active 2019 My UQU Rewards card upon purchase and be correctly identified within the point of sale system for it to be deemed a qualifying purchase.

**10.8.** My UQU Rewards members may only use a My UQU Rewards card registered in their own name. The \$10 REDROOM birthday credit cannot be transferred to another person. REDROOM staff have the right to request for photo ID to prove identity and birthdate.

**10.9.** My UQU Rewards member date of birth upon registration must match date of birth on photo identification.

**10.10.** The Promoter reserves the right to amend the \$10 REDROOM Birthday Credit terms and conditions at any time. Wherever possible, the Promoter will provide members in advance of any such changes. Members will be deemed to have accepted updated terms if, after receiving them, they continue to use and redeem their \$10 REDROOM Birthday credit.

**10.11.** The Promoter may refuse to authorise the issue of the \$10 REDROOM birthday credit if they reasonably consider the offer is being used fraudulently by an individual member or members.

**10.12.** Unredeemed \$10 REDROOM Birthday Credit will expire on the last trading weekday in the members' birthday month. In the case that the \$10 REDROOM Birthday Credit is not redeemed by this date, it is assumed a member's \$10 birthday credit has been forfeited. Birthday credit will not be reissued under any circumstances.

## **11. Information & Privacy**

This Privacy Policy provides information on how University of Queensland Union manages personal information collected including personal information collected through this app.

The University of Queensland Union realises the importance of ensuring that personal information held by the company is treated confidentially, and is committed to ensuring that all personal information is only collected, disclosed, used and stored in accordance with the National Privacy Principles set out under the Federal Privacy Act 1988.

### **What is Personal Information?**

'Personal Information' is information or an opinion (including information or an opinion forming part of a database) whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from the information or opinion.

### **Use and Disclosure of Personal Information**

Any personal information that we collect will only be used and disclosed for the purpose for which it has been provided to us.

Personal information may need to be disclosed to external service providers engaged by University of Queensland Union in order for those service providers to fulfil their service obligations to the firm. For example:

IT service providers who assist in managing University of Queensland Union's servers and networks may need to access client data in order to maintain the servers and networks

Where personal information is disclosed to an external party, University of Queensland Union will take steps to ensure that the external party treats such information confidentially and in accordance with the Federal Privacy Act 1988.

### **Your Consent**

By becoming a My UQU Rewards member you have accepted the My UQU Rewards Terms & Conditions (available at [www.uqu.com.au/myuqurewards](http://www.uqu.com.au/myuqurewards)) and consent to UQU collecting, handling, using and disclosing your personal information in accordance with those Terms & Conditions, and as permitted by any law.

### **Accessing and Correcting Personal Information**

You may request us to provide you with access to personal information we hold about you by emailing [marketing@uqu.com.au](mailto:marketing@uqu.com.au). We will process all requests for access to personal information in accordance with the National Privacy Principles. In most cases, we will provide you with access to your personal information. However, we may refuse access in certain situations as listed in the National Privacy Principles. If we refuse to give you access, we will provide you with reasons for our refusal.

If any personal information we hold about you is not accurate, complete or up to date, please let us know and, in most cases, we will use all reasonable efforts to update the information.

### **Personal Information Security**

University of Queensland Union is committed to keeping secure the data you provide to us and we will take all reasonable precautions to protect your personally identifiable information from loss, misuse or alteration.

### **Changes to Our Privacy Policy**

- From time to time, it may be necessary for us to revise our privacy policy and procedures to keep up to date with relevant legislative and operating requirements. As a result, we will update our privacy statement and post an updated version on our website.