

Terms and Conditions

1. Definitions

- 1.1 "Program" means the Alberts Members Rewards Program.
- 1.2 "Member" means any individual or entity approved to participate.
- 1.3 "Points" means reward credits earned through eligible activity.
- 1.4 "Rewards" means benefits redeemable using Points.
- 1.5 "Eligible Spend" means purchases or activities that qualify for Points.
- 1.6 "Partner" means any third party offering rewards or earning opportunities.
- 1.7 "Account" means the Member's rewards profile within the Alberts system.

2. Membership

- 2.1 Membership is open to Alberts members only and remains at the sole discretion of Alberts Auckland Ltd.
- 2.2 By joining, the Member agrees to these Terms & Conditions and the Alberts Privacy Policy.
- 2.3 Alberts may refuse or revoke membership where misuse or non-compliance occurs.
- 2.4 Membership is included in your Alberts membership unless otherwise specified.

3. Account Management

- 3.1 Members must provide accurate personal details and update them as required to remain eligible to redeem points.
- 3.2 Each Member may hold only one Account unless authorised by Alberts.
- 3.3 Account information will be accessible through the Alberts platform.
- 3.4 Alberts may correct errors in Points balances at its discretion.

4. Earning Points

- 4.1 Points are earned on Eligible Spend, including meeting room bookings, Alberts F&B, Alberts events, and selected Alberts affiliated activities.
- 4.2 Points are not earned on taxes, surcharges, gift cards, promotional items, or partner-excluded items.
- 4.3 Alberts may set minimum or maximum spend thresholds.
- 4.4 Points may take up to 7 business days to appear.
- 4.5 Alberts may adjust earning rates at any time.

5. Redeeming Points

- 5.1 Points may be redeemed for Rewards from Alberts or specified partners.
- 5.2 Rewards may include meeting room credits, Alberts event tickets, F&B, upgrades, or specified partner offerings.
- 5.3 All Rewards are subject to availability.
- 5.4 Points have no cash value.
- 5.5 Redemption may require advance booking.
- 5.6 Alberts may decline a redemption if fraud or misuse is suspected.

6. Points Expiry & Forfeiture

- 6.1 Points expire 12 months after the date earned.
- 6.2 Inactive Accounts for 12 months may be closed with Points forfeited.
- 6.3 Points are forfeited if membership is cancelled, terminated, or the program is discontinued.

7. Transfers & Non-Transferability

- 7.1 Points and Rewards are non-transferable.
- 7.2 Points cannot be sold or exchanged.
- 7.3 Corporate pooling may be permitted under special agreements.

8. Partner Rewards

- 8.1 Partner benefits are subject to partner terms and only apply if specified by Alberts.
- 8.2 Alberts is not responsible for partner-caused issues except as required by law.
- 8.3 Partners may be added or removed at any time.

9. Errors, Disputes & Adjustments

- 9.1 Members must report errors within 30 days.
- 9.2 Alberts may correct Points or transaction errors.
- 9.3 Alberts' determination is final under NZ law.

10. Privacy & Data Use

- 10.1 Alberts collects and uses data to administer the program.
- 10.2 Data may be used for tracking, personalised offers, and program improvement.
- 10.3 Information is handled per the Privacy Act 2020.
- 10.4 Members may request access or corrections.
- 10.5 Marketing communications require consent.

11. Suspension or Termination

- 11.1 Alberts may suspend or terminate Accounts for misuse or breach.
- 11.2 Termination results in Points forfeiture.
- 11.3 Voluntary closure results in forfeiture.
- 11.4 Alberts may suspend or terminate the Program at any time.

12. Amendments or Discontinuation

- 12.1 Alberts may amend these Terms at any time.
- 12.2 Material changes will be communicated with reasonable notice.
- 12.3 If discontinued, Alberts will provide a final redemption window.

13. Liability

- 13.1 Alberts is not liable for lost or misused Rewards, partner issues, or system outages.
- 13.2 Nothing limits rights under the Consumer Guarantees Act or Fair Trading Act.