



ALBERTS

Alberts Rewards

Be rewarded for everyday actions at Alberts.



Welcome to Alberts Rewards

All members are automatically enrolled in Alberts Rewards, so you don't need to sign up or activate anything.

Alberts Rewards is our way of saying thank you for being part of the Alberts community. You'll earn Alberts dollars for the way you already live and work here – from grabbing a coffee in the Club Lounge to hosting meetings, attending events or referring people into the community. You can spend your Alberts dollars on food and beverage, meeting rooms and venue hire across our spaces.

Getting Started

Step 1: Find your digital Alberts Rewards card

Open your email on your mobile device and look for the email with the subject line "Welcome to Alberts Rewards" from Alberts<robot@appropo.io> containing your digital Rewards card.

Step 2: Add it to your Wallet

Add your card to your phone wallet (Apple Wallet or Google Wallet). This card contains your unique QR code.

Step 3: Access your card easily

Your Alberts Rewards card is easily accessible in your phone wallet - this is what you'll use to earn and redeem.

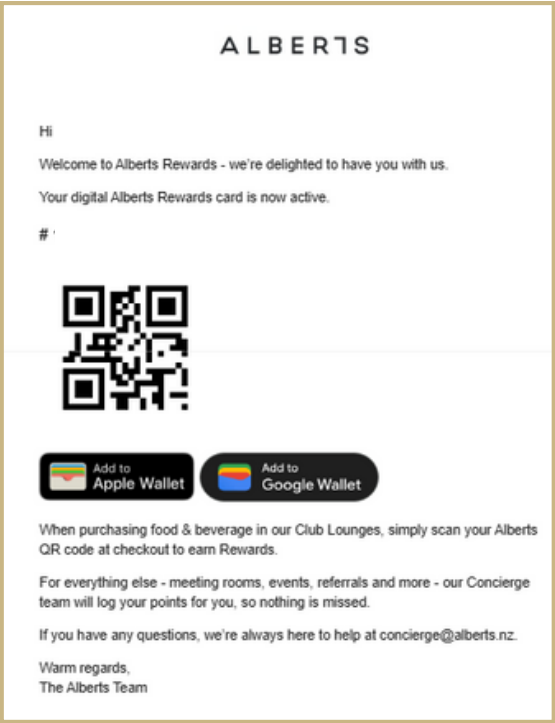
Step 4: Use it when you're at Alberts

Open your wallet and scan your Alberts Rewards QR code at checkout or speak with Concierge so we can scan or log your activity and make sure you earn dollars.

To check your balance, simply open your phone wallet and tap your Alberts Rewards card - your current Alberts dollars will show at the top of the pass.

When you scan your card for food and beverage purchases, your Alberts dollars update instantly.

Alberts dollars for experiences, surveys, referrals, meeting room and venue bookings are added by our team and may take up to 3-5 business days to appear in your wallet.



Cancel

Alberts Rewards

Add



Note: If your welcome email hasn't come through or you can't find it, please contact concierge@alberts.nz.





How to Earn Alberts Dollars

You earn Alberts dollars by engaging with Alberts in a few key ways:

Everyday spend:

- Food and beverage across our Club Lounges
- Meeting room bookings
- Venue hire

Every \$1 you spend = 1 Point.

Points automatically convert into Alberts dollars at the rate of 1 point = \$0.10.

For food and beverage purchases in the Club Lounge, scan your Alberts Rewards card QR code at checkout to earn dollars.

If you use your Alberts food and beverage card to make purchases in the Club Lounge, you can still earn Alberts dollars - just give Concierge your food and beverage card number so they can link it to your Rewards account.

Experiences and feedback:

You can also earn dollars when you:

- Book an Alberts experience through the Members Portal and attend the event
- Complete a member survey or feedback form

Referrals:

You earn points when you refer people who go on to use Alberts:

- A meeting room client
- A venue hire client
- A new member
- A new tenant
- Referrals are captured through our referral form in the Alberts Rewards page on our website or via Concierge
- Referral points convert into Alberts dollars at the same rate (1 point = \$0.10)

Once the referral is confirmed and active, the Alberts dollars are added to your account.

For full details, see the points grid.





Points Grid

Every \$1 spent = 1 point, and 1 point = \$0.10 in Alberts dollars

Action	Alberts Dollars
Food and Beverage Spend	Every \$1 Spent (1 pt) = \$0.10
Book a Meeting Room	Every \$1 Spent (1 pt) =\$0.10
Venue Hire Booking	Every \$1 Spent (1 pt) = \$0.10
Book and attend an Alberts Experience	5 pts = \$0.50
Complete Feedback Form or Survey	10 pts = \$1
Refer a Meeting Room Client	250 pts = \$25
Refer a Venue Client	500 pts = \$50
Refer a New Member	2,500 pts = \$250
Refer a Tenant	5,000 pts = \$500



How Points Become Alberts Dollars

Your points don't just sit there – they turn into Alberts dollars you can actually spend.

- 1 Point = \$0.10 in Alberts Dollars
- Example:
 - 100 Points = \$10 Alberts dollars
 - 500 Points = \$50 Alberts dollars

You'll see your current Alberts dollars balance in your Rewards card / wallet.

We'll also let you know when you hit key milestones or special offers.

Note: You can start redeeming Alberts dollars once your balance reaches at least \$5 Alberts dollars.

How to Redeem – Step by Step

You can redeem your Alberts dollars on:

- Food and beverage
- Meeting room bookings
- Venue hire

Here's how it works in practice:

Redeeming for food and beverage:

1. Order as normal at the Club Lounge
2. When you're ready to pay, open your Alberts Rewards card in your wallet
3. Let the team know you'd like to use Alberts dollars towards your bill
4. We'll scan your QR code, check your balance, and apply your Alberts dollars to the payment
5. If there's any amount left to pay, you can settle it as usual (you may also settle with your food and beverage card)

Redeeming on meeting rooms or venue hire:

1. Enquire or book through Concierge or your usual contact
2. Let us know you'd like to use Alberts dollars towards the booking
3. We'll confirm your available balance and how much can be applied
4. Once confirmed, your Alberts dollars will be credited against the booking, and your dollar balance will be updated within 3-5 business days

Redemptions are subject to availability and any booking terms that apply to the space.



Member FAQs

What is Alberts Rewards?

Alberts Rewards is our member programme that lets you earn Alberts dollars to spend on food and beverage, meeting rooms and venue hire.

How do I get my Alberts Rewards card?

- You'll receive an email from Alberts with a link to your digital Rewards card
- Add it to your phone wallet. If you can't find the email, contact Concierge, and we'll resend it

Do I have to scan my card every time?

- For food and beverage spend, yes – please scan your Rewards card at checkout so your dollars are added automatically
- For meeting rooms, venues, events, surveys and referrals, Concierge will log your dollars manually, but it always helps to mention you're part of Alberts Rewards

What can I earn dollars on?

- Food and beverage spend at Alberts
- Meeting room bookings
- Venue hire bookings
- Attending Alberts experiences
- Completing surveys or feedback forms
- Referring meeting room or venue clients, new members or tenants

Can I share or transfer my dollars?

No. Alberts dollars are linked to your individual Rewards account and can't be transferred between members or companies.

Can I opt out of Alberts Rewards?

Yes. If you prefer not to participate in the programme, simply contact Concierge, and we'll remove your account from Rewards tracking.

Can I earn Alberts dollars with my Alberts food and beverage card?

Yes. Just give Concierge your food and beverage card number, and they'll link it to your Rewards account so you can earn automatically.

What happens to the 20% food and beverage card top-up bonus?

The 20% bonus you used to get when topping up your food and beverage card in the first 4 days of the month has stopped. Instead, all earning now happens through Alberts Rewards.



Member FAQs – Continued

What can I redeem Alberts dollars on?

You can redeem Alberts dollars on:

- Food and beverage
- Meeting rooms
- Venue hire

We'll let you know as new reward options or seasonal offers are added.

How do I know my Alberts dollars balance?

You can:

- Check your balance in your digital Rewards Card / Wallet on your phone, or
- Ask Concierge to check it for you

Do Alberts dollars expire?

- Alberts dollars will expire if your account is inactive for 12 months (i.e. no earning or redemption)
- We'll aim to send you reminders before anything expires
- If you are no longer an Alberts member or tenant, any remaining points or Alberts dollars will automatically expire

How do referrals work?

If you refer a meeting room or venue client, a new member or a tenant:

1. Submit their details via the referral form or speak to Concierge
2. Once the referral becomes an active client/member/tenant, dollars are added to your account in line with the rewards grid
3. We'll confirm when Alberts dollars have been applied

What if I think dollars are missing?

If something doesn't look right:

1. Note the date, time and type of spend/behaviour (e.g. lunch in Club Lounge, event attended)
2. Contact Concierge with those details
3. We'll check the log and add any missing dollars if they're eligible

Can Alberts dollars be added to or redeemed on my monthly invoice?

No. Alberts dollars can't be applied to your monthly invoice.

T&Cs Apply

