

Get \$2,000 towards your holidays with Apollo

TERMS & CONDITIONS

TRAVEL OFFERS TERMS AND CONDITIONS (subject to change, visit holidayrewardsplus.com.au)

Please read the following terms and conditions carefully. You must be 18 years of age or older to make a booking. It is important you understand and agree with the following terms and conditions. You should not proceed with any purchase or booking unless you do. By confirming your holiday with Holiday Rewards Plus you agree to adhere to and be bound by each individual supplier's terms and conditions and the terms and conditions imposed by Holiday Rewards Plus.

1. AGENCY We act as an agent only. We offer a range of travel services (which may include but are not limited to flights, accommodation, cruise liner services, coach, car hire, travel insurance and rail services) on behalf of others who provide those services. Our duties to you are limited to arranging bookings on your behalf with those service providers. We are not responsible for providing those services to you, or for the standard of any service provided. If a service provider fails to provide you with a service, or you are not satisfied with the standard of any service provided, you agree that your only rights are directly against the service provider and not against us. You agree that we are not liable to you for any losses that you suffer in those circumstances, and that you will not claim against us (directly or indirectly) any refund, credit or other compensation. You agree that any money that you have paid to us will not be held on trust for you, but will be used by us to make payment to the service providers to secure the booking for your travel services.
2. Cancellation – Should you cancel your booking after full payment is made, no refund applies. Resort extras are also non-refundable and cannot be amended after your booking has been confirmed. However, you can amend your booking dates for your holiday as often as you require, subject to supplier approval, for a processing fee of \$25, up to 35 days prior to your arrival date. You can also transfer your accommodation booking to another party, without penalty or incurring amendment fees outside 35 days of arrival. For accommodation bookings name amendments will be permitted within 35 days of arrival at your booked accommodation. Rates and prices quoted in print or on the website and quoted by our reservations personnel are subject to availability and can be withdrawn or varied without notice. The price is only confirmed when final payment has been received by us. Price changes may occur at any time by reason of matters outside our control which increase the cost of the product or the service provided by the suppliers. Such factors include but are not limited to adverse currency fluctuations, fuel surcharges, price increases made by our suppliers, taxes and airfare increases. Any price increase that is outside our control will be added to your account and is payable no later than 60 days from departure. Rates and prices do not include any costs incurred en route to and from the destination, meals and/or alcoholic beverages (unless specified), telephone calls, items of a personal nature, and personal services not specified as being included in costs on the relevant web pages for each supplier's product. Where gratuities are included in the price of a cruise, this refers to cruise gratuities only. On board credit for use on board the ship and amount is per cabin based on twin share.
3. The Terms and Conditions relating to the promotion and redemption of Holiday Rewards are subject to change or withdrawal without notice.
4. The Holiday Rewards Plus promotion offers a 'Best Rate Guarantee' for accommodation offers. If you find, at the time of booking, a lower rate than the Holiday Rewards Plus 'Best Flexible Rate' for the same booking, we will match this price and reduce the amount of Holiday Rewards required to complete your booking. A written quote must be presented prior to booking, be less than 24 hours old and from an Australian registered business and/or website. 'The Best Rate Guarantee' does not apply to Holiday Rewards Plus holders who work for or are associated with other Australian registered travel business.
5. The 'Best Flexible Rate' is the best rate in the market place available to consumers for a particular booking, allowing for the same booking flexibilities and/or restrictions as determined by RewardsCorp or advised by the hotel or resort.
6. The rates and information provided in promotional brochures and on the www.holidayrewardsplus.com.au website are correct at the time of publication. RewardsCorp reserves the right to amend rates and conditions or withdraw product without notice.

Claiming Your Holiday Rewards Plus

7. Each Holiday Rewards Plus Voucher is provided by the participating Promoter (the business or other entity promoting the Holiday Rewards Plus) at its sole discretion, and only during the promotion dates determined by the Promoter.
8. You or the Promoter must register, as specified by the Promoter, to activate your Holiday Rewards Plus.

Redeeming Your Holiday Rewards Plus

9. All enquiries and redemption's must be made through Holiday Rewards Plus on 1300 780 644 or online at www.holidayrewardsplus.com.au
10. Your Holiday Rewards Plus do not expire providing you transact (Use or Earn) at least once during a 12-month period. Check your online account for specific dates or you can find the validity dates on your Holiday Rewards Plus Certificate (if provided).
11. Holiday Rewards Plus is fully transferable to family, friends, work colleagues and personnel, but cannot be sold, scalped, auctioned, raffled, pledged, redeemed for cash, or promoted as an incentive or reward by any third party as an inducement for any person or other entity to enter into any commercial arrangements with that third party. If any Holiday Rewards Plus have been obtained through any of these methods, it will not be honoured.
12. Holiday Rewards Plus can be applied as a partial payment only towards the published or discounted rates: – displayed on the website www.holidayrewardsplus.com.au – or featured in the 'Holiday Rewards Plus' brochure published by RewardsCorp – or as notified by a consultant via telephone, email or fax.
13. Use of all promotion partners is subject to availability and booking. Prices and the information contained on the website www.holidayrewardsplus.com.au and the 'Holiday Rewards Plus' brochure or as notified by a call centre consultant via telephone, email or fax are subject to change without notice.
14. Accommodation – The number of nights that you can stay at each resort will vary, depending on the resort selected. The total amount of your Holiday Rewards that can be applied towards an accommodation booking is dependent on the resort selected, its location, the type of room selected and the number of nights selected.
15. Leisure and tourism products (other than accommodation) – The total amount of Holiday Rewards Plus that can be applied towards the purchase of vouchers or bookings for leisure and tourism products is dependent on the leisure and tourism product selected, its location, the type selected and the inclusions on offer.
16. Flight vouchers are based on specific airfare and class availability. Flight vouchers may not be redeemable on all flights, please inquire with a Holiday Rewards consultant for further details and availability.
17. Flight vouchers are non-transferable, cannot be redeemed for cash and is valid for new bookings only. One voucher per return ticket can be redeemed when balance of ticket is paid in full at time of purchase.
18. Frequent Flyer? Great work! Make sure you advise your Travel Expert of your frequent flyer membership details for inclusion in your booking. Please check your frequent flyer program for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking however you can contact your program direct for this information
19. You will be required to pay the amount that remains outstanding in relation to each booking. The amount of Holiday Rewards Plus that can be applied and the amounts outstanding that will be payable is available at www.holidayrewardsplus.com.au or by contacting a consultant on 1300 780 644.

20. Where the value of your booking is less than the total value of the Holiday Rewards you hold, the unused portion of the Holiday Rewards will be provided to you as a Credit for that amount, and can be used for future Holiday Rewards Plus bookings. A Credit is subject to the same Terms and Conditions as a Holiday Rewards Plus.
21. Holiday Rewards Plus cannot be used in conjunction with any other offer or promotion available through participating suppliers.

Availability

22. Holiday Rewards Plus holders are encouraged to book as early as possible to secure your preferred dates. Acceptance of your booking is subject to each participating resort's standard conditions of acceptance of guests including but not limited to conditions in relation to booking, occupancy, payment and checkout that apply at all times. Other leisure and tourism products – acceptance of your booking is subject to each participating leisure and tourism product supplier's standard terms and conditions
23. Package bookings: Your airline or package booking is subject to the availability of the actual rooms provided by the resort and/or seats provided by the participating airline for the specific promotional offer that you are responding to. Each promotional offer is limited to a certain number of customers. We secure more than the required allocation of rooms and airline seats for each promotional offer, however there is no certainty that your preferred travel dates, rooms and airline seats will be available on any given day. You acknowledge that booking available rooms and airline seats is on a "first come first serve" basis. On the rare occasion, where we are unable to confirm your preferred dates, room and/or seats we reserve the right to offer you a comparable alternate, which may be at an additional cost. Only once you have received your itinerary are all components within your package confirmed. You agree that you shall have no claim against us if your preferred dates, rooms and/or airline seats are not available.
24. In the event of a situation whereby RewardsCorp or the resort cannot provide booked accommodation as previously confirmed, for whatever reason, RewardsCorp will undertake to either refund the 'you pay' rate and all rewards used or relocate clients into an alternative resort of comparable grading at no expense to the client. Should there not be a resort of comparable grading in the vicinity of the original booking, it may be required to provide clients with a resort of a lesser grading. If this is the case, any reduction in costs will be refunded to the client. The alternatives offered are at RewardsCorp discretion. Should the client wish to choose a property of a standard other than offered under this condition, then the client will be required to pay any difference.
25. In the event of a situation whereby RewardsCorp or the leisure and tourism product supplier cannot provide the leisure and tourism product as previously confirmed, for whatever reason, the client should refer to the booking terms and conditions of the leisure and tourism product supplier

Payment

26. For international packages including airfares and cruises, payment terms will be advised at the time of booking by our travel consultants and rates may fluctuate due to exchange rates.
27. Payment can be made by cheque, money order, bank transfer or with the following credit cards – Visa, MasterCard, (a 1.98% credit card surcharge will apply) Diners Club and American Express (3.3% surcharge). With payment by cheque, bookings can only be confirmed upon receipt of cleared funds.
28. Book Now Pay Later is available for any booking excluding non-flexible, non-refundable and non-cancellation bookings and it must be booked by speaking with one of our consultants by contacting us (bookings cannot be made online). A \$50 non-refundable deposit is required at time of voucher purchase reservation to hold your booking. You are able to pay the balance in one or multiple payments. Final payment must be made no later than 60 days after your initial deposit or prior to 30 days before use, whichever comes first. If full payment has not been received before 30 days prior to use the booking will be automatically cancelled and your deposit will be forfeited. The only method of payment for bookings made inside of 35 days of departure is via credit card. Amendments to your booking are permitted however normal terms and conditions apply.

Cancellations And Amendments

29. Accommodation & Packages including airfares and cruise – Should you cancel your booking after full payment is made, no refund applies. Resort extras are also non-refundable and cannot be amended after your booking has been confirmed. However, you can amend your booking dates for your selected holiday, subject to supplier approval, as often as you require for a processing fee of \$25, up to 35 days prior to your arrival date. You can also transfer your accommodation booking to another party, without penalty or incurring amendment fees outside 35 days of arrival. On accommodation bookings only name amendments will be permitted within 35 days of arrival at your booked accommodation. No cancellations or amendments are permitted for "Last minute specials". At the sole discretion of RewardsCorp, and subject to the booked resort and the specific room inventory being utilised for another booking, cancellations and date changes may be permitted within 35 days prior to your booked arrival date, subject to a \$100 fee. Other leisure and tourism products – Should you cancel your booking after full payment is made, no refund applies.
30. Non-flexible, non-refundable and non-cancellation rates must be prepaid in full at the time of booking and are subject to availability. Bookings are only confirmed once full payment has been received. If you choose to change or cancel this booking you will not be refunded any of the payment. No amendments or name changes can be made to these category bookings.
31. We do not accept any liability, whether in contract, tort or otherwise, for any act or omission of those travel service providers including their failure to provide a service whether through their negligence or otherwise. We do not make any representation about the standard of the services to be provided by third parties, and we accept no liability in that regard. We do not accept any liability, whether in contract, tort or otherwise, for any injury, losses, expenses, delays or inconvenience suffered by you in connection with your booking or your travel services, caused directly or indirectly by force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part or unless our liability is prescribed by legislation which cannot be excluded. Where our liability cannot be excluded, our liability is limited to the amount that you have paid for your travel services.
32. In the event of war, terrorism, political or civil unrest, state of emergency or disaster, the Promoter and RewardsCorp reserve the right to cancel, terminate, modify or suspend the offer or individual Holiday Rewards Plus.
33. You are responsible for all additional expenses, not including in your booking, such as spending money, mini bar, additional meals and any and all ancillary costs incurred in order to take advantage of your booking.
34. Taxes, Fees & other charges: Taxes, fees, additional levies and government charges may apply, and are beyond our control and may change at any time. Taxes and Fees charged and collected by the airline(s) are only confirmed once your ticket is issued. Australian departure tax is recorded on your ticket as being paid. There are still some countries where taxes are paid upon arrival and/or departure from the airport.
35. Acceptance of your booking is subject to each service provider's standard conditions of acceptance of guests including, but not limited to, conditions in relation to booking, occupancy, payment and checkout that apply at all times.
36. Airline Baggage: Some packages may include carry-on baggage only. Checked baggage may be available to purchase at an additional charge. Please contact us for details.
37. Airline Meals and Aircraft seating: Please contact us for all meal and aircraft seating requests. Please note that bulkhead seats are generally reserved for families travelling with infants. Exit row seating cannot be reserved by us and is only made available at check-in. Requests may not be guaranteed until check-in and is subject to availability and the airline conditions of carriage. Any special meals if available must also be requested at the time of booking.
38. ITINERARY VARIATIONS – Cruise itineraries may be varied by the cruise operator from time to time due to factors such as high or low water levels, flooding, lock closures, unscheduled vessel maintenance or for any other circumstances beyond our control.
39. Flight schedule changes: The airlines do have the right to reschedule or cancel flights at ANY time. Please note that the airlines accept no responsibility to accommodate any changes made that don't suit you. We will use our reasonable endeavours to assist you to rebook on the closest flight time or date available, subject to seat availability. We will not accept responsibility should changes

- occur nor do we accept responsibility for any additional cost incurred by you to make alterations to your booking to accommodate these changes as these are beyond our control.
40. SUPPLIER CHANGES – Many of the bonus inclusions which are incorporated into various packages have no associated costs charge to you the customer i.e. they are 'bonus' inclusions. This includes, but is not limited to, bonus inclusions such as cruises, golf, massages, day tours etc. Should you elect to cancel any component of your package there will be no refund forthcoming or any reduction in the overall package price. Additionally, should any 'bonus' inclusions be cancelled by an operator or any such service not be provided to you, no refund will be forthcoming nor will any additional service or compensation be provided unless offered directly to you by the service provider responsible for that service.
 41. Travel Insurance: The Australian Government advises that all travellers obtain travel insurance prior to travel. The insurance should cover loss of deposit and other monies through cancellation, loss or damage to personal baggage and loss of money, medical expenses, additional expenses to cover hotel accommodation and repatriation costs to Australia should any services need to be extended or curtailed due to illness or other insurable risk. Our reservations team can provide you with general information about travel insurance at the time of booking. If you do not require travel insurance you agree to provide written acknowledgement that a recommendation to obtain travel insurance has been made to you by us.
 42. PREGNANCY – Guests who are pregnant during a cruise are required to supply a physician's 'fit to travel' note, including your estimated due date, prior to embarkation. We Cruise operators are unable to accept any guests who will have entered their 24th week or later of pregnancy, by the end of the cruise.
 43. Incorrect Names: You are responsible to supply all passenger names exactly as they appear on your passports. If the spelling of any name itemised on a booking confirmation is different to the name on that person's passport/photo identification – PLEASE ADVISE US IMMEDIATELY. Failure to provide your correct names may require a re-issue of tickets and other documentation and you accept responsibility for this cost. In some cases, you may have to pay more for your ticket if there are no seats available to rebook in the same fare type as the original ticket. Any fees will be the responsibility of the passenger if Holiday Rewards has not been informed of the correct name and spelling at the time of the initial booking. Please note that most airlines treat name changes and route and/or itinerary alterations as FULL CANCELLATION and can incur full cancellation charges.
 44. LEAVING A CRUISE EARLY – If you are required, or choose, to leave the cruise for any reason (unless caused by our proven negligence or failure to provide services with due care and skill and that are reasonably fit for purpose), we are not responsible for any expenses, including your return home. This also applies if you do not return to the ship in time for sailing after a port visit. If we assist with any costs, you will need to repay us on your return. In addition, you will not be entitled to any refunds.
 45. Travel Documentation: Your airline E-ticket will be sent to you no later than 30 days prior to your departure date. Travel Documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. All Travel Documents are non-transferable. We will not be held responsible for tickets and/or documentation lost by a third party. Any charges associated with re-issue and re-sending of tickets and/or documentation will be at your expense.
 46. Passports are required by all passengers travelling internationally and are always the responsibility of the passenger. Most countries require that foreign nationals entering hold a passport with at least 6 months validity beyond the date of your return to Australia. Visas and Vaccinations: Visa and health requirements are the responsibility of all individual travellers. Permanent residents travelling on a foreign passport must hold a valid returning resident Visa. The final responsibility for ensuring documentation is correct and current is that of the individual traveller. Holiday Rewards Plus consultants are not qualified to advise you on vaccinations. Please contact your own doctor for advice, or visit the Travel Doctor website www.traveldoctor.com.au
 47. Department of Foreign Affairs & Trade – Travel Warnings: Holiday Rewards Plus makes no representations as to the safety, conditions and other issues that may exist at any destination. For reasons of political unrest, acts of war or terrorism or natural disasters in certain parts of the world the Australian Government in conjunction with various other worldwide bodies may decide to issue a Government Advisory Warning to Australian Passport holders not to travel to that country. In these instances, whilst travel to some countries is not advisable and some clauses of the travel insurance coverage may not be effective we appreciate that some travellers may still need to travel to those areas. Whilst we are prepared to make these bookings on your behalf we do so without responsibility or liability. Current travel warnings and other information is available on the Department of Foreign Affairs website at www.smarttraveller.gov.au It is recommended that all Australian travellers register their personal details i.e. Passport numbers, contact details in Australia and the countries you will be visiting so that in case of emergency you can be contacted.
 48. By participating in this offer, unless otherwise advised by you, you consent to the information you provide to RewardsCorp being entered into a database and RewardsCorp may use this information in any media for future promotional, marketing and publicity purposes without any further reference or payment or other compensation to you. All personal details of participants will be stored at RewardsCorp offices. As per the relevant Privacy Legislation, a request to access, update or correct any information should be directed to that office.
 49. This promotion is governed by and is to be construed under the laws of Queensland.
 50. The promotion is designed and managed on behalf of the promoter by Resort Rewards Pty Ltd (RewardsCorp) of Level One, The Oasis Centre, Victoria Avenue, Broadbeach, Queensland 4218. ACN 123 155 135. Holiday Rewards Plus is a subsidiary company of RewardsCorp Limited. www.RewardsCorp.com ©2017 RewardsCorp. All rights reserved.

Lifestyle Plus Terms And Conditions

The Lifestyle Plus products are provided by myShop which is operated by The Pegasus Group Pty Ltd, Level 1, 295 Carlisle St, Balaclava Victoria, on behalf of RewardsCorp, Level 1, The Oasis Centre, Broadbeach QLD, 4218. By using the myShop website and/or by ordering the products (including but not limited to vouchers, cars, coupons and tickets ("Voucher/s") offered you agree to be bound by these Terms, ("Terms"). If you do not accept these Terms you must refrain from using website or ordering any products. myShop may change these Terms at any time and changes will be posted on the myShop website. The Terms at the time of use of the website or time of ordering products shall apply. You should regularly check these Terms and each time before you order or use the website All prices include GST, except for Gift Cards which are exempt from GST.

Order Processing

All orders are subject to credit/debit card approval and customer account verification. myShop reserves the right to reject an order if in myShop's reasonable opinion:

1. myShop believes there may be a credit card/debit card fraud; or
2. a product cannot be delivered to you in a timely manner or at all; or
3. there has been an error in the price or product description on the website or in any offer; or
4. the correct credit card details have been provided but funds are not approved; or
5. any coupon, discount or voucher code used has been used when the order or customer does not satisfy the criteria for the coupon, discount or voucher code to be used, or if it has been used without permission, outside the terms in which it was offered; or
6. do not comply with the Fair Use Policy.

myShop will not be liable for any delay in performing any of their obligations under these Terms if the delay is beyond the reasonable control of myShop.

Customer Orders

You are responsible for the orders that you place using this website including any errors, or discrepancies caused by you. Orders placed by you are offers to purchase from this website under these Terms as well as the terms and conditions of any Partners and of Partner products. You must

ensure that you are aware and familiar with Partner terms and conditions of Partner products for the purchase of vouchers. Copies of Partner products terms and conditions are available upon request from myShop. The promotion of vouchers on the myShop website does not constitute an offer to sell but is only an invitation to treat. Once an order is received, a confirmation email will be sent confirming receipt of the order, however, this is not a guarantee that the voucher is available.

Price Change

myShop reserves the right to change pricing on products and to modify or remove a product without notice. myShop take all reasonable care to ensure that all details and prices of products are correct at the time of online publication. myShop however reserves the right to correct any publishing errors on the website and cancel orders made at the incorrect price.

Fair Use Policy

To ensure that all our members have equal and ongoing access to vouchers a fair use policy applies to the purchase of certain items. myShop reserves the right to not accept orders that they believe fall outside the fair usage guidelines. In relation to pre-paid store cards our Fair Use Policy is: The purchase of Pre-paid store cards is regulated by our Fair Use Policy. Purchasing more than \$2,000 of pre-paid cards (for all stores/retailers combined) in any one calendar month or more than \$24,000 of pre-paid cards (for all stores/retailers combined) in any 12-month period will be considered as excessive use. We will notify you if we deem your use to be excessive, and in breach of our Fair Use Policy and may ask you to reduce your purchase accordingly or we may cancel your order. If you would like to make an order in excess of the Fair Use Policy, you MUST contact us prior to making the order to ensure that we accept your order and will be able to fulfil your order. The acceptance or refusal of making excessive orders will be at the sole discretion of myShop. FAIR USE POLICY PARTNERS myShop shall not be liable in any way in respect to Partner product terms and conditions and shall not be liable for any acts or conduct or inaction or misconduct of Partners. All vouchers sold on the myShop website are offered on behalf of Partner providers. Any voucher purchased will only be redeemable for the specific goods or services provided by the Partner providers and will only be available for redemption for the period that is specified on the voucher that is purchased. The Partner providers are the sellers and supplier of the goods or services to which the voucher relates and is solely responsible for honouring the voucher purchased by you. To the maximum extent permitted by law, myShop makes no warranty or representation regarding the standard of any goods or services that are supplied by Partner providers or that they are fit for purpose. myShop will not be held responsible for any lost, expired or stolen Voucher. Some Partner voucher may contain terms and conditions that supplement and are to be read in addition to these Terms and in the event of any inconsistency, the terms and conditions of the Partner will prevail to the extent of such inconsistency

Expiry Dates On Vouchers/cards/coupons/tickets

The expiry date on voucher purchased through the myShop website, is the date stated on the reverse side of the voucher (or is provided with the voucher) and is set by the Partner. In the event you have any issue with activation or expiry of a voucher, you should contact the relevant Partner who issued the voucher. Vouchers are not redeemable for cash and cannot be transferred, sold or offered for sale without the relevant Partner's written consent or as otherwise permitted under the Partner's terms and conditions.

Delivery Time

Physical Voucher

myShop uses reasonable endeavours to dispatch orders of physical vouchers within a usual processing period of 3 -4 business days for lodgement with Australia Post. However, from time to time due to seasonal demand, Partner stock supply and other unforeseen circumstances, dispatch periods may be extended for up to 14 days for lodgement with Australia Post. When you make a purchase, you do so on the understanding of the delivery times and possible delays. To the maximum extent permitted by law, myShop shall not be liable for any loss or damage (including consequential loss and damage) arising from any delay in delivery times. myShop takes no responsibility for the effect of the delivery time on expiry dates of vouchers. Please ensure that delivery addresses are accurate for your order as we are not able to redirect physical vouchers that have been sent once they have been dispatched. Where the delivery address is different from the billing address, please ensure that permission has been obtained for the disclosure of personal information under the Privacy Act for third party recipients. Where an order is returned as unclaimed, refused or insufficiently addressed, we will contact you by email for further instructions. Please note that additional delivery fees will apply to have these orders resent.

Electronic Vouchers

Electronic vouchers are provided by a Partner and are delivered to the email address provided during purchase. Please ensure you enter the correct email address as electronic vouchers **CANNOT** be resent or reissued. Please do not use Gmail as a delivery option for ordering of electronic vouchers as myShop cannot make any guarantee that such vouchers will be delivered.

Postage And Handling

Postage charges apply to all orders of physical tickets. Postage charges from the 1st March 2016 will be as follows and are subject to change: **All orders for physical tickets \$500.00 and above MUST be sent by Registered Post to ensure tracking and guarantee delivery Email: FREE** for Electronic Vouchers **ONLY. Express Post: \$5.75** Australia Post advises next day delivery is available between all capital cities (except Darwin), and selected major towns. Orders are not insured; therefore, this postage option is taken at your own risk. Non delivery due to Australia Post fault will result in your order **NOT** being replaced or refunded. **Regular Mail: \$1.00** Australia Post advises that delivery is 2-6 business days depending on destination. Orders are not insured; therefore, this postage option is taken at your own risk. Non delivery due to Australia Post fault will result in your order **NOT** being replaced or refunded. **Registered: \$5.50** Compensation up to \$100.00. Extra cover is available for \$1.50 per \$100.00, or part thereof, in excess of \$100.00 and up to \$5,000.00. To purchase extra cover please call the Customer Service Team. Australia Post advises that delivery is 2-6 business days depending on destination. Australia Post offers compensation for loss or damage of the article.

Credit Card Fees

myShop reserves the right to offset bank credit card fees and to charge a one percent (1%) credit card fee for purchases paid by credit card.

Purchase Conditions

If you elect to purchase vouchers, you do so on the unconditional understanding of the possible delivery timeframes and delays, postage charges, credit card charges, restrictions on resupply and delivery of electronic vouchers and the Fair Use Policy that apply.

@work Offer Guarantee

For those customers who purchase under the @work promotion, in the unlikely event that a Partner does not honor the offer as shown and you have met all the current conditions (including attempting to redeem the voucher prior to the stated expiry date and in accordance with the Partner terms and conditions and the Terms), @work will refund the amount equivalent to the saving you would have received if the voucher was accepted up to a maximum of \$50.00. To receive a refund, simply send a copy of the itemised invoice, voucher, refusal to honour the offer, your membership details, home address and bank account details to the address below. An electronic transfer will be completed within 14 business days.

Refund Policy

Refunds and exchanges are at the discretion of myShop and do not cover change of mind, incorrect event, failure to use the voucher prior to the expiry date, incorrect date of event or delay in delivery times beyond those advertised. All refunds must be approved by myShop. In the event that a refund is approved your will be notified by email. Please be advised that it may take up to 45 business days from the approval date. If a replacement item is approved, you will be charged an administration fee of \$15.00 plus the cost of postage.

Release

myShop and its directors, officers, employees and agents shall not be liable for any loss or damage arising from or as a consequence of you using any voucher or obtaining any service from a Partner. To the maximum extent permitted by law, you release and forever discharge myShop from all claims, loss and damage arising from or in any way connected with the use of a voucher or obtaining any service from a Partner where myShop has not provided the service.

Privacy Policy

If any personal information is provided to myShop, our Privacy Policy will govern how we use or disclose the information provided. PRIVACY POLICY

Jurisdiction

These Terms are governed and interpreted in accordance with the laws of Victoria and each parties irrevocably submits to the non-exclusive jurisdiction of the state of Victoria