

Gloria Jean's Coffees Loyalty Program Terms and Conditions

- 1) The Gloria Jean's Coffees Loyalty Program is operated by Jireh International Pty Ltd and its affiliates (**we, us** or **our**). By participating in our Loyalty Program, you agree to these Terms and Conditions. There are currently two types of loyalty card in circulation, a paper Frequent Sippers Card and an eSipper electronic Loyalty Card. The program is only available to residents of Australia and valid within participating Gloria Jean's coffee houses within Australia.
- 2) All guests are entitled to a free eSipper Loyalty Card as part of normal mode of sale. To join our free eSipper Loyalty Program, you must first collect a free eSipper Loyalty Card from a Gloria Jean's coffee house.
- 3) Before you can redeem points/punches, you must first register and activate your eSipper Loyalty Card or complete cardholder's name on the back of the paper Frequent Sippers Card.
- 4) eSipper Club:
 - a) To receive a free birthday drink, offers and treats from eSippers Club, you must have ticked the box to receive the eSipper Club Newsletter when registering your eSipper Loyalty Card. If you have already registered and forgot to tick the box to receive the eSipper Club Newsletter, you can simply update your account after you log in.
 - b) To receive a free birthday drink, you must have ticked the box to receive the eSipper Club Newsletter before the month of your birthday.
- 5) You can earn points/punches on all full priced hand crafted beverages (excluding Minicinnos) by presenting your Card at the time of purchase. You cannot receive points/punches for prior visits.
- 6) If you have a valid seniors discount card you can earn points/punches in conjunction with a senior's discount.
- 7) When multiple beverages are purchased in the same eligible transaction, points/punches will be credited for each beverage purchased.
- 8) Only a guest paying for drinks can accumulate punches/points. You must present your Card at the time of purchase in order to redeem your points/punches. If you are a paper Frequent Sippers Card holder you will need to collect 10 punches on your Card before receiving a free regular size beverage. The free regular size beverage can be redeemed on the Card holder's current or next visit. Points earned on the eSipper LoyaltyCard can be redeemed as follows;
 - (1) 700 points earns a small sized beverage;
 - (2) 1000 points earns a regular sized beverage; and
 - (3) 1300 points earns a large sized beverage.
- 9) When you are redeeming your free drink you can request the following: flavouring/syrup/extra shot/soy milk/decaf which will be provided at no additional cost.
- 10) You can redeem a maximum of two free drinks per Card per day.
- 11) You cannot redeem or exchange your points/punches for cash (including as part payment for any purchases at a Gloria Jean's coffees house). You cannot sell or transfer your points to anyone.
- 12) We are not responsible for lost or stolen Gloria Jean's Coffees Frequent Sipper or eSipper Loyalty Cards.
- 13) We reserve the right to terminate your membership to our Loyalty Program if you do not use your eSipper Loyalty card to earn or redeem points for 12 consecutive months, or if we believe that you have engaged in fraudulent or unlawful activity or failed to comply with these Terms and Conditions.
- 14) We will collect and use your personal information for Gloria Jean's Coffees research purposes, stated in our Privacy Policy, which you can find on our website at <http://www.gloriajeanscoffees.com.au>
- 15) Both types of Gloria Jean's Coffees Loyalty Cards have an unlimited expiry, however from the 1st of July 2013 only eSipper Loyalty Cards will be issued. If we choose to discontinue our Loyalty Program it is in our sole discretion to do this with no liability to you. If we were to do so, we will publish a notice on our website and/or email you to let you know.
- 16) We may change the Loyalty Program (including the number of points allocated to each beverage and how points are earned and redeemed) and these Terms and Conditions at any time, or add new Terms or Conditions. If we do so, we'll publish an updated version on our website at <http://www.gloriajeanscoffees.com.au>. Your continued participation in our Loyalty Program will constitute your acceptance of such changes.
- 17) These Terms and Conditions apply to our Loyalty Program in Australia, and are governed by the laws of New South Wales.