

# healthy rewards

reward yourself

## HEALTHY REWARDS

### Health Mates Fitness Centre Loyalty Program

#### Terms and Conditions

1. From 1st February 2016 all current Health Mates members will automatically start earning Healthy Reward Points (HRPs). There is no cost or enrolment required to start earning HRPs.
2. HRPs will be earned based on referring new members, frequency of attendance, spend within Health Mates, participation in Health Mates personalised programming services, specified seminars, programs, events and competitions.
3. From time to time bonus points will be advertised for specific events, products or prizes (eg: winner of quiz receives double HRPs in January).
4. To find out your current HRP status contact Health Mates reception.
5. You must be a current financial member of Health Mates Fitness Centre to redeem HRPs.
6. HRPs may be used to part pay for products by purchasing additional HRPs. (e.g. \$40 bag: use \$20 worth of HRPs earned + \$20 HRPs purchased).
7. You will not earn HRPs for purchases made with HRPs.
8. HRPs will not be earned for administration fees, including, but not limited to time-hold, default, transfer, upgrade/downgrade, membership card replacement and cancellation fees.
9. HRPs will not be able to be transferred to another person, except in the instance that the membership is being paid for by another member. In this case the HRPs earned may be transferred to the paying member upon written authorisation.
10. HRPs cannot be redeemed for cash.
11. Massages booked, or massage gift vouchers purchased at Health Mates will not earn HRPs.
12. HRPs are purged on 30 June every year starting on 30 June 2017.
13. Purged HRPs will not be re-credited under any circumstances.
14. There may be a delay of up to 40 days for manual point allocation.
15. Health Mate members may opt out of HRPs by providing a written notice to that effect and once received all HRPs automatically accrued will be deleted manually.
16. HRPs values and applicable methods for being rewarded may be amended at any time without notice. Any major changes will be published in Health Matters (Health Mates newsletter) and amended in the terms and conditions.
17. **Point Value**  
1 x HRP = \$0.01
18. **Point Allocation**
  - 18.1 Attendance scanned**
    - a) 8 to 12 visits within calendar month = 5 points
    - b) 13 to 24 visits within calendar month = 10 points
    - c) 25 or more visits within calendar month = 15 points
  - 18.2. Every referral**
    - a) 1 month membership or 10 visit pass = 250 points
    - b) Direct debit membership = 500 points
  - 18.3. Spend**
    - a) 1 x point for every \$5.00 spent
    - b) 1 x point per product for any product sale less than \$5.00
    - c) 0 x points for purchases less than \$1.00
  - 18.4. Continuous membership**
    - a) 5 years = 2,500
    - b) 10 years = 5,000
    - c) 15 years = 7,500
    - d) 20 years = 10,000
    - e) 25 years = 12,500
  - 18.5 Exercise Programs/Appraisals = 10 points**

