

The Robin Hood Card Terms & Conditions

1. This Robin Hood card is not transferrable and is issued to an individual for their sole use.
2. By using the Robin Hood card you agree to abide by the terms and conditions of the Robin Hood loyalty program.
3. Robin Hood members must be 18 years of age or older.
4. Your Robin Hood card can be used in all areas of the hotel.
5. To earn and redeem points or benefits under the Robin Hood loyalty program you must present your card at the time of the transaction.
6. Points are accumulated on your Robin Hood card at varying levels in each area;
 - Bars
 - Food
 - Retail Sales
 - Gaming
7. Your Robin Hood points can be redeemed and used to fund a purchase but may not be used in conjunction with any other offer or discount.
8. Points will be limited for all function transactions.
9. Participating Outlets may be added or deleted in the future and members will be notified via our Robin Hood email and on our website.
10. Members may accumulate points, but are unable to redeem points until such time as they have entered their preferences & contact details etc via, www.robinhoodhotel.net.au and follow the links through the members page.
11. Robin Hood members will be offered special product deals by Robin Hood email & SMS campaigns, these deals will from time to time have bonus points attached.
12. Members are responsible for maintaining their preferences & contact details via www.robinhoodhotel.net.au and follow the links.
13. There is no expiry on your Robin Hood Card provided you earn or redeem points from your account at least once every year on the anniversary of your membership.
14. To replace a lost or stolen card contact functions01@bigpond.com or go to www.robinhoodhotel.net.au and following the links. A charge of 200 points will automatically be deducted from your Robin Hood Card balance.
15. Robin Hood at its sole discretion reserves the right to terminate a Robin Hood card if misuse of the card or operating the card in a manner which is deemed as a breach of the Terms & Conditions. A member whose card and account is terminated will forfeit all points in their account.
16. 500 bonus points are automatically credited to patrons on becoming a member provided all required details are filled in online, however these points can only be redeemed after the first transaction after becoming a member. The Robin Hood may change the amount of bonus points at anytime or remove the bonus point promotion at any time.
17. 30 days notice will be provided to Robin Hood members should Robin Hood or its affiliates decide to terminate this program at any stage in the future. Members will be notified via our Robin Hood email and on our website www.robinhoodhotel.net.au From the date of such notice until the termination date card holders may redeem but not accrue points.
18. The Robin Hood Hotel may deduct from the points balance in a member's account any points credited in error and any points relating to a purchase which is cancelled or reversed or where a refund is given.
19. The Robin Hood may make changes at any time without prior notice to members to these Terms and Conditions and the award schedule. The Robin Hood will attempt to notify members of any changes but shall not be liable in any way for failure to do so.
20. The Robin Hood Hotel may collect information about members including information contained in the application form and information as to transactions resulting in point's credits and debits which will be held in the membership database. The membership database contains the member information such as name, email, address, telephone number, date of birth and postcode.