



# TERMS & CONDITIONS

## Beaches Family Rewards Program – Terms and Conditions

**Effective Date:** 10th March 2025

### 1. General Terms

- The Beaches Dental Family Rewards Program is a loyalty program designed to reward our valued patients for their continued trust in our dental care services.
- Membership in the program is free and open to all patients of Beaches Dental Mona Vale.
- Membership is limited to individuals and is not available to businesses, third parties, or groups.
- Points earned are personal to the registered patient and/or family, and cannot be transferred, sold, shared, or combined with another account.
- Fraudulent activity, misuse of the program, or failure to comply with these terms may result in the cancellation of membership and forfeiture of points.

### 2. Earning Points

- Points are awarded based on eligible transactions (check-up and cleans) as determined by Beaches Dental Mona Vale.
- Points will be added to the patient's account within a reasonable time after the qualifying transaction.
- Medicare, Child Dental Benefits Schedule (CDBS), and Department of Veterans' Affairs (DVA) check-ups and cleans do not qualify for the 100 points per check-up and clean.
- A maximum of 1100 points can be banked at any given time. Once this limit is reached, additional points will not be added until existing points are redeemed.
- Points have no cash value and cannot be exchanged for cash, credit, or any other form of payment.
- Beaches Dental Mona Vale reserves the right to adjust points in cases of errors, cancellations, or refunds.

### 3. Checking Your Points

- Rewards program points can be checked by contacting reception staff.
- Beaches Dental Mona Vale is not responsible for any discrepancies unless reported promptly.

#### **4. Redeeming Points**

- Points can be redeemed for eligible services (check-up and cleans) and products as listed in the rewards program.
- Points are not redeemable for cash or any other monetary equivalent.
- The entire redeemed voucher amount must be used in one visit and cannot be carried over to a subsequent appointment.
- The redemption of points must be requested at the time of payment.
- Points cannot be used to pay for outstanding balances or third-party services.
- Once points are redeemed, the transaction is final and cannot be reversed.

#### **5. Expiry and Forfeiture of Points**

- Points are valid for a period of 6 years from the date they are earned. Any unused points will automatically expire after this period.
- If a patient has not had an appointment or transaction within 24 consecutive months, their points balance may be reset to zero.
- If a patient's account is closed, deactivated, or terminated for any reason, all accumulated points will be forfeited.

#### **6. Program Changes and Termination**

- Beaches Dental Mona Vale reserves the right to update the terms and conditions of the rewards program at any time. It is the responsibility of the program member to stay informed.
- Beaches Dental Mona Vale has the right to terminate the rewards program at any time. Any points not redeemed by the closure date will be lost and are non-refundable.
- If Beaches Dental Mona Vale is sold, the new owner has the right to terminate the rewards program, and all accumulated points will be lost and cancelled without refund.

*By participating in the Beaches Dental Family Rewards Program, you acknowledge and accept these terms and conditions.*