

HELLO HARRY

The Burger Joint

Hello Harry The Burger Joint Loyalty Program Terms and Conditions:

These Terms and Conditions apply to the Hello Harry The Burger Joint Loyalty Program ("the Program") and govern the relationship between the Program and its members. By participating in the Program, members agree to be bound by these Terms and Conditions.

Enrolment: Enrollment in the Program is free of charge and can be done at any participating Hello Harry The Burger Joint location or through the Hello Harry website. Members must provide accurate and complete information when enrolling.

Membership: HH Rewards is free to join. To participate, customers must create a Hello Harry account through the Hello Harry app or online ordering platform. Members must provide a valid email address and maintain accurate account details. Only one HH Rewards account is permitted per person/email address. Hello Harry reserves the right to suspend or remove duplicate, fraudulent or abusive accounts.

Earning Points: Members earn a minimum of 1 point for every \$1 spent on eligible purchases made through participating Hello Harry stores.

Points may be earned:

- In-store using Check-In Pay
- Online via the Hello Harry app or ordering platform
- On eligible pickup and direct delivery orders

Points are generally not earned on:

- Uber Eats orders
- DoorDash orders
- Gift card purchases
- Cancelled or refunded orders

From time to time, Hello Harry may offer:

- Bonus point promotions
- Double points campaigns
- Special member offers
- Store-specific loyalty promotions

Points will generally be added automatically after eligible orders are completed.

Reward Structure: Points unlock flexible rewards that can be redeemed across the Hello Harry menu.

Current reward tiers are:

| Points | Reward |
|---------------|---------------|
| 50 Points | \$5 Reward |
| 95 Points | \$10 Reward |
| 140 Points | \$15 Reward |
| 210 Points | \$25 Reward |

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Rewards:

- Are redeemable on eligible purchases
- Cannot be exchanged for cash
- Cannot be transferred between members
- Cannot be sold or traded
- May be subject to minimum spend requirements or promotional exclusions where applicable

Hello Harry reserves the right to update reward tiers, promotions or reward values at any time.

Points Expiry: Good news — HH Rewards points currently do not expire. However, Hello Harry reserves the right to introduce expiry periods in future if required. Any future changes will be communicated to members in advance.

Using Rewards: Rewards can be redeemed:

- In-store at participating Hello Harry locations
- Online through the Hello Harry app or ordering platform

Rewards may not:

- Be redeemed for cash
- Be combined with selected promotions or discounts where specified
- Be retrospectively applied after an order has been completed

Hello Harry reserves the right to decline reward redemptions where misuse or system abuse is suspected.

Check-In Pay: Check-In Pay allows members to check in and pay in-store directly through the Hello Harry app.

Members generate a check-in code within the app which staff use to locate the account, apply rewards and process payment.

Hello Harry is not responsible for:

- Internet connectivity issues
- Device compatibility issues
- Temporary outages
- Payment provider interruptions
- Third-party platform failures

Participating Stores: HH Rewards is available at participating Hello Harry stores only. Some promotions, offers or rewards may vary between locations.

Account Support: If your points balance appears incorrect or you experience account issues, contact: rewards@helloharry.com.au. Please allow reasonable time for investigations and account adjustments where required.

Abuse of Membership Terms: Members who abuse their membership privileges will be subject to removal from the loyalty program.

Definition of Abuse: Abuse of membership privileges may include but is not limited to sharing Club HH account information with non-members, creating multiple Club HH accounts, attempting to manipulate or exploit promotions or offers, engaging in fraudulent activity, or any other action deemed inappropriate by Hello Harry The Burger Joint.

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Removal: Any member found to be abusing their membership privileges will be removed from the program without notice.

Forfeiture: Members who are removed from the program due to abuse of membership privileges will forfeit any accumulated loyalty points, rewards, or benefits associated with their membership.

Reinstatement: Hello Harry The Burger Joint reserves the right to deny reinstatement of membership to any member who has been removed from the program due to abuse of membership privileges.

These abuse of membership terms are subject to change by Hello Harry The Burger Joint at any time and without notice. By participating in the loyalty program, members agree to be bound by these terms and conditions.

Hello Harry The Burger Joint ID Verification Policy:

Verification: Hello Harry The Burger Joint reserves the right to request a valid form of identification from any member at any time to verify their identity and age.

Valid Forms of ID: Valid forms of identification include a driver's license, passport, or other government-issued identification that includes a photograph and date of birth.

Refusal: Members who refuse to provide a valid form of identification upon request may be subject to removal from the loyalty program.

Compliance: Members agree to comply with all ID verification requests made by Hello Harry The Burger Joint as a condition of their membership in the loyalty program.

Privacy: Hello Harry The Burger Joint will handle all personal information provided during ID verification in accordance with its privacy policy.

This ID verification policy is subject to change by Hello Harry The Burger Joint at any time and without notice. By participating in the loyalty program, members agree to be bound by these terms and conditions.

Program Changes: Hello Harry may update, modify, suspend or discontinue HH Rewards, reward tiers, promotions or benefits at any time without prior notice.

We'll always aim to keep things fair, simple and rewarding for our members.

Communication: Members may receive communications from Hello Harry The Burger Joint related to the Program, including information about their account, rewards, and special promotions. Members may also receive promotional communications from Hello Harry The Burger Joint related to its products and services.

Privacy: HH Rewards operates using the Bopple ordering and loyalty platform.

By using HH Rewards, members also agree to applicable Bopple platform terms and privacy policies available at: [Bopple Terms of Use](#)

Disclaimer: Hello Harry The Burger Joint makes no warranties, express or implied, with respect to the Program, including but not limited to the availability of rewards, the accuracy of account information, or the quality of products and services provided by Hello Harry The Burger Joint.

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Governing Law: These Terms and Conditions are governed by the laws of the state of Queensland, Australia, and any disputes arising from or in connection with the Program will be resolved in accordance with the laws of that state.

By participating in the Program, members agree to these Terms and Conditions. Hello Harry The Burger Joint reserves the right to modify these Terms and Conditions at any time and without notice.