



## The Pancake Parlour – Summer Parlour Terms and Conditions

### Promoter:

Lovely Pancakes Pty Ltd T/as The Pancake Parlour ABN 56 006 426 599

### Relevant States/Territories:

Victoria only

### Entrants:

Entry to the promotion is open to everybody. To redeem the exclusive member offer, entrants must have signed up to The Pancake Parlour loyalty program, Lovely Rewards to be eligible for the promotion. To become a Lovely Rewards member and redeem exclusive member offers, entrants must be aged 13 or above (entrants under the age of 13 yrs must have parental consent) and who fulfil the entry requirements.

### Entry Restrictions:

**\$5 offer:** Available to all customers of all ages

**Member offer:** Must be aged 13 years + (entrants under the age of 13 yrs must have parental consent) and have signed up to The Pancake Parlour's Lovely Rewards program by downloading the app.

### Promotion Period:

Starts: 9:01am AEDST 01/12/2019 Ends: 11:59pm AEDST 01/03/2020

### Summer Parlour promotion

Each week, The Pancake Parlour will announce a new treat of the week which will be available at a discounted price when the temperature reaches 30C.

**Any customer of The Pancake Parlour will be able to redeem the weekly treat on offer for \$5 until 11.59pm that night, irrespective of whether the temperature drops below 30C.**

**Lovely Rewards members are eligible to redeem the Summer Parlour treat of the week complimentary with meal purchase\* when the temperature reaches 30°C.**

## Location of Entry

Customers can simply redeem the weekly Summer Parlour treat when the temperature hits 30C at any of The Pancake Parlour's 12 Melbourne restaurants. This does not include the Ballarat location (licensee). Lovely Rewards members are automatically eligible to redeem their exclusive Summer Parlour complimentary treat\* at any of The Pancake Parlour's 12 locations.

## Temperature announcement

The Pancake Parlour Head Office will communicate via social media and send a push notification to app user informing them when they can redeem their treat once the temperature hits 30 degrees Celsius according to the Bureau of Meteorology (BOM) official application set in the 'Melbourne Airport' location. Customers can keep track of the live temperature via [www.summerparlour.com.au](http://www.summerparlour.com.au).

## Details of Summer Parlour weekly offer

On Monday of each week during the promotional period, customers will be advised of a unique 'Summer Treat' offer via email communication and push notification, as well as The Pancake Parlour Facebook and Instagram networks. The weekly offer will be valid until 11.59pm on the Sunday of that week.

## Details of Lovely Rewards member offer

Members are entitled to the weekly Summer Parlour treat complimentary with menu purchase. Menu purchase can be *any purchase* from the following categories:

- [Stacks](#)
- [Breakfast](#)
- [Savoury](#)
- [Sweet Pancakes](#)
- [Vegan \(food item\)](#)
- [Gluten Free](#)
- [Kids menu](#)
- [Salads](#)
- [Lunch menu](#)

Please note that that all [drinks](#) (including vegan category) , [ice creams](#) and Lovely! Extras /Add-ons do not constitute an additional purchase.

## Activation of offer

The Summer Parlour offer becomes active when the temperature reaches 30C at the 'Melbourne Airport' location according to the BOM, which is indicated on the Summer Parlour website ([www.summerparlour.com.au](http://www.summerparlour.com.au)). It may take from 30 minutes to an hour for the offer to be announced via The Pancake Parlour app, [Facebook](#) and [Instagram](#) networks.

## Location of offer redemption

Summer Parlour offers can be redeemed at ANY Melbourne The Pancake Parlour restaurant. There is no restriction to which restaurant the offer can be redeemed from. The Ballarat location is not included in this promotion.

**Maximum Number of entries:**

Customers can redeem the \$5 offer as many times as they wish once the temperature hits 30C, however only until 11.59pm the night the offer becomes active. Only one complimentary offer with purchase\* can be redeemed per member, per visit.

**Other offers during promotional period**

No other offer or discount provided by The Pancake Parlour during the promotional period is able to be redeemed in conjunction with the Summer Parlour offer, unless specified in the Terms and Conditions of this promotion. This includes redemption of any reward from the Lovely Rewards program.

**Terms of Entry**

1. These terms must be read together with the Schedule for this Promotion. The Schedule defines certain terminology used in these Terms of Entry. Participation in the Promotion constitutes acceptance of these Terms of Entry. To the extent of any inconsistency between the Schedule and these terms, the Schedule prevails.
2. The Promotion will be conducted during the Promotion Period.
3. To enter the Promotion, entrants must follow the Entry Mechanic during the Promotion Period.
4. Entries must be received by the Promoter during the Promotion Period. Entrants may submit up to the Maximum Number of Entries.
5. The Promoter accepts no responsibility for late, lost, incomplete, incorrectly submitted, delayed, illegible, corrupted or misdirected entries, claims or correspondence whether due to error, omission, alteration, tampering, deletion, theft, destruction, transmission interruption, communications failure or otherwise. The Promoter has no control over communications networks or services, the Internet, or computer or telephone networks or lines and accepts no responsibility for any problems associated with them, whether due to traffic congestion, technical malfunction or otherwise. The Promoter is not liable for any consequences of user error including (without limitation) costs incurred. Any form of automated entry using any device or software is invalid.
6. All entries and materials submitted to the Promoter in connection with this Promotion become the property of the Promoter and each entrant warrants that s/he has the right to transfer these to the Promoter. Each entry must be the entrant's original work. By entering this Promotion entrants: a) consent to the Promoter making copies of or publishing the whole or any part of their entry and otherwise exploiting the entry and any rights in relation to the entry, to publicise this Promotion or for any other purposes; and b) undertake to the

Promoter that their entry is not, and its use by the Promoter will not be, in breach of any third party intellectual property rights.

7. The Promoter accepts no responsibility for any breach of contract or any infringement or other violation of copyright or any other intellectual property rights or proprietary rights through the acceptance of entries into this Promotion and each entrant takes full responsibility for any such claims made in relation to their entry.

8. If the prize includes vouchers, all vouchers are valid until the voucher expiry date as specified on the voucher or by the provider of the voucher. Vouchers are subject to the conditions stipulated by the provider of the voucher. If the total value of a voucher is not used at the time of redemption, a new voucher may (subject to the conditions stipulated by the provider) be issued for the remaining amount. Any such further voucher is valid for the remainder of the original voucher expiry period. Vouchers cannot be redeemed for further vouchers. Once awarded, the Promoter shall not be liable for any voucher that has been lost, stolen, forged, damaged or tampered with in any way.

9. The Promoter may in its absolute discretion, prohibit an entrant's participation in this Promotion, cancel a prize or otherwise cease to provide any benefit of a prize to a winner and their companion/s if the entrant or the winner (or their companion/s), in the opinion of the Promoter, is under the influence of alcohol or any other drug, behaves aggressively or offensively, or behaves in a manner which may diminish the good name or reputation of the Promoter or any of its related bodies corporate (or of the business of the Promoter or any of its related bodies corporate), is contrary to law or is otherwise inappropriate.

10. At the Promoter's request, participants must participate in, and where relevant must procure that their companion/s participate in, all promotional activity (such as publicity and photography) surrounding this Promotion, free of charge, and they consent to the Promoter and its related bodies corporate using their name and image in promotional material. Without limitation, entrants consent to being broadcast, filmed, photographed or otherwise recorded without compensation while participating in this Promotion, or in taking or using any prize, and they consent to the Promoter repeating any such image, broadcast, film or other recording at any time.

11. If an entrant is unable to or refuses or fails to take part in any element of this Promotion, or a winning entry is deemed not to comply with these terms, the

Promoter reserves the right to discard that entrant's entry and proceed as if that entrant had not entered the Promotion.

12. If requested by the Promoter, any entrant (and their companion/s, if applicable) (or if an entrant, winner or companion is not an adult, their parent or guardian) must sign an indemnity and exclusion of liability form (provided by the Promoter) in favour of all parties involved in this Promotion and/or providing the prize prior to undertaking any specified activities forming part of the Promotion or prize. If any entrant, winner, nominated companion or parent/guardian (if applicable) do not sign the indemnity form provided by the Promoter within the time requested by the Promoter, the relevant entrant's or winner's

entry or claim will be deemed invalid. Where a winner's entry or claim is deemed invalid, the Promoter reserves the right to determine a new winner in accordance with paragraph 12.

13. Prizes and participation in this Promotion are subject to any conditions imposed by the supplier or organiser of the prize, as applicable.

14. The Promoter may require the participant to provide identification as requested by the Promoter including (without limitation) proof of identity, proof of age and proof of residency. Identification considered suitable for verification is at the Promoter's discretion.

15. The Promoter may, in its sole discretion, disqualify any or all entries from, and prohibit further participation in this Promotion by, any person who fails to provide adequate identification to the satisfaction of the Promoter, or who tampers with or benefits from any tampering with the entry process or with the operation of the Promotion or acts in violation of these Terms of Entry, acts in a disruptive manner or acts with the intent to annoy, abuse, threaten or harass any other person.

16. No prize is transferable or exchangeable, nor can it be redeemed for cash. In the event for any reason a winner does not take an element of any prize at the time stipulated by the Promoter then that element of the prize will be forfeited by the winner and cash will not be supplied for that element of the prize. Prize Value is as specified on the Date at which Prize Value Valid. The Promoter accepts no responsibility for any variation in prize value. Where a prize is unavailable for any reason, the Promoter may substitute for that prize another item of equal or higher value as determined by the Promoter. Without limiting the foregoing, the Promoter may, in its absolute discretion, substitute cash for any prize (the amount of cash being equal to the prize value specified for that prize in the Prize Details).

17. The Promoter and its associated agencies and companies make no warranties or representations about the fitness for purpose or suitability of any prize and will not accept responsibility for the quality or fitness for any purpose of any prize, or the failure of any prize to be of merchantable quality. If liability under terms implied by legislation cannot be excluded, the liability of the Promoter and its associated

agencies and companies is limited to re-supplying the relevant goods or services or paying the cost of replacing them.

18. If for any reason any aspect of this Promotion is not capable of running as planned, including by reason of infection by computer virus, network failure, bugs, tampering, unauthorised intervention, fraud, technical failures or any cause beyond the control of the Promoter, corrupts or affects the administration, security, fairness, integrity or proper conduct of this Promotion, the Promoter may in its sole discretion cancel, terminate, modify or suspend the Promotion, or invalidate any affected entries.

19. Without limiting any other paragraph, the Promoter may at its discretion amend any aspect of this Promotion or of these terms, subject to applicable laws in each Relevant State/Territory.

20. Each entrant must ensure that any other person whose details have been provided by the entrant to the Promoter for the purposes of the entrant's participation in this Promotion has given their implied or express consent for their details to be provided to the Promoter and any of its related bodies corporate and to be contacted by the Promoter or any of its related bodies corporate in relation to this Promotion.

21. The information entrants provide will be used by the Promoter for the purpose of conducting this Promotion. By entering this Promotion, entrants consent to the storage of their personal information on the databases of the Promoter and its related bodies corporate and the Promoter and its related bodies corporate may use this information for future promotional and marketing purposes regarding their products and services including contacting entrants via electronic messaging. The Promoter may disclose entrants' personal information to its contractors and agents to assist in conducting this Promotion or communicating with entrants. The Promoter is bound by the National Privacy Principles in the Privacy Act 1988. Entrants can read the Promoter's Privacy Policy at <http://www.pancakeparlour.com/privacy-policy/>. Entrants can request access to the personal information the Promoter and its related bodies corporate hold about them by contacting the Promoter at the address stated in the Schedule.

22. Unless the contrary intention appears, a reference in these terms or the Schedule or in any advertisement relating to this Promotion to Australian dollars, dollars, AUD\$ or \$ is a reference to the lawful currency of Australia.

23. Where the Promotion is administered on Facebook entrants and participants in the Promotion acknowledge that the Promotion is in no way sponsored, endorsed or administered by or associated with Facebook and entrants and participants of the Promotion release Facebook and its associated companies from all liability arising from the Promotion.