



## **Noodle Crew Terms & Conditions**

1. The Noodle Crew Loyalty Program (“Noodle Crew”) is open to residents of Australia and can be used at within any Noodle Box store located within Australia only.
2. By registering and/or using your Noodle Crew card / account, you consent to the terms of this agreement.
3. To become a Noodle Crew member, you must:
  - (a) collect a Noodle Crew membership card with the purchase of any food or drink item from any Noodle Box store; and
  - (b) activate the membership card by visiting [www.noodlebox.com.au/noodlecrew](http://www.noodlebox.com.au/noodlecrew) and inputting all of the requested information on the sign-up form found on the “Register Card” page.
4. Noodle Box reserves the right to decline any membership application in its absolute discretion.
5. There is a strict limit of one Noodle Crew account per person.
6. Only one Noodle Crew account can be activated per email address.
7. Once your membership is activated, you are eligible to earn Noodle Dollars (“Noodle \$”) in accordance with these terms and conditions. Noodle \$ will be earned on the basis of 10% of your total spend (including GST) in a Noodle Box store. For example, if you spend AUD\$10.00 (including GST) at a Noodle Box store you will earn 1 Noodle \$.
8. You will be entitled to redeem all or any portion of any Noodle \$ earned to receive a free product or discount to a value which corresponds to the value of Noodle \$ earned by you. For example, if you have earned 10 Noodle \$ you will be entitled to a discount of AUD\$10.00 (including GST) or a product to the value of AUD\$10.00 (including GST). Redemption is not available if you purchase a drink item only.
9. All Noodle Box stores will accept Noodle Crew cards and award and/or redeem Noodle \$ in line with these and conditions.
10. Noodle Box stores reserve the right to not accept a Noodle Crew card should they believe that the use is unauthorised, fraudulent or otherwise unlawful.

11. From time to time, Noodle Box may offer special promotions. These special promotions may include an opportunity for you to earn Noodle \$ at a value which is different to that which is set out in item 7, above. However, Noodle Box will allow you to choose whether you would like to participate in the special promotion and accept this amended Noodle \$ value.
12. Noodle \$'s cannot be earned in conjunction with a discounted purchase, special offer or promotion, such as the Panda Pack. Noodle Crew members can however use any earned Noodle \$'s towards the price of a discounted purchase, special offer or promotion.
13. Noodle \$ are not transferable or redeemable for cash.
14. Noodle \$ have a 12-month expiry from the date that the last Noodle \$ was awarded in a Noodle Box store.
15. Noodle \$ may, at Noodle Box's discretion, also be earned for completing customer research surveys or during special promotions as advised by Noodle Box by email.
16. Only active Noodle Crew members will be able to redeem any Noodle \$ awarded.
17. You are entitled to 10 Noodle \$ which are earned on the day of your birthday. These 10 Noodle \$ will expire if not redeemed within 7 days. Noodle Box takes no responsibility if you have incorrectly entered your birth date during the sign-up process.
18. If a Noodle Crew card is lost or stolen, Noodle Box will replace the card and award any Noodle \$ accrued provided you notify Noodle Box of the loss within 3 months of the last Noodle \$ that was awarded to you. If you notify Noodle Box after this time Noodle Box will replace the card, however all Noodle \$ will be forfeited.
19. Cards that are notified to Noodle Box as lost or stolen will be immediately cancelled and void
20. If you forget or lose your password you should go to the sign in page on the website and select the "forgot your password" button
21. Your personal details excluding your date of birth can be updated at any time by signing into your account at [www.noodlebox.com.au/noodlecrew](http://www.noodlebox.com.au/noodlecrew) and selecting the "My details" link.
22. Should you enter your birth date in incorrectly during sign up, you will need to email [guesrelations@noodlebox.com.au](mailto:guesrelations@noodlebox.com.au) for this to be updated. Date of births can only be updated once every 12 months.
23. No fees will be charged by Noodle Box for the issue, activation or use of the Noodle Crew membership card.
24. If any services provided by Noodle Box to you under these terms and conditions are within the scope of the Australian Consumer Law set out in Schedule Two of the

Competition and Consumer Act 2010 (Cth) (“ACL”) then, subject to the provisions of the ACL, a number of guarantees will apply in respect of the services under the ACL including:

(a) the services being rendered with due care and skill;

(b) the services being for the purpose for which the services are being acquired, any disclosed purpose or being capable of achieving any disclosed result; and

(c) the services being supplied within a reasonable time.

25. Noodle Box does not offer any other guarantees other than those contained in the Consumer Guarantee provisions of the ACL. To the maximum extent permissible by law Noodle Box will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury or death which is suffered or sustained (whether or not arising from any person’s negligence) in connection with Noodle Box’s provision of services to you under these terms and conditions, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law).

26. Noodle Box reserve the right to alter these terms and conditions at any time and will notify you by email. If such changes are not acceptable to you, you have the right to cancel your Noodle Crew membership by sending an email to Noodle Box at [guestrelations@noodlebox.com.au](mailto:guestrelations@noodlebox.com.au).

27. Information collected from you in connection with your Noodle Crew membership will be used in accordance with these terms and conditions and the Noodle Box Privacy Policy.

28. References to “Noodle Box” in these terms and conditions are references to Noodle Box Pty Ltd ABN 54 608 610 902 of 13A, 663 Victoria Street, Abbotsford, Victoria, 3067.

## **FAQS:**

### **I want to be a part of the Noodle Crew**

Great! Head into one of our restaurants to pick up a card and register it online at [noodlebox.com.au/noodlecrew](http://noodlebox.com.au/noodlecrew)

Once you’ve signed up you’ll start receiving the benefits.

### **So, I'm a Noodle Crew member, what does this entitle me to?**

As a Noodle Crew member, you'll earn 10% of whatever you spend at Noodle Box - meaning your spend is instantly turned into Noodle \$. For example, for every \$10 you spend in-store you will receive 1 Noodle \$. Just make sure show your Noodle Crew membership in-store every time you make a purchase to receive your Noodle \$.

### **How do I receive my birthday reward?**

We want to celebrate your birthday too, so we'll add a bonus 10 Noodle \$ onto your 'Crew card' on your birthday, which you can use towards any Noodle Box in any of our stores (much better than socks or undies). We know that you're busy celebrating on your birthday,

so you have 7 days to use your birthday Noodle \$. Noodle Box will send you a reminder email to let you know that your birthday Noodle \$ have been added to your account.

If it is your birthday and you haven't received your Birthday Noodle \$, please email [guestrelations@noodlecrew.com.au](mailto:guestrelations@noodlecrew.com.au) and we'll endeavour to resolve the issue.

### **I have Noodle \$ what can I redeem them for?**

You can redeem all of your Noodle Dollars at once or any portion of your Noodle Dollars on any Box or side item. But don't worry; if you don't have enough Noodle \$ to purchase your delicious Box you can 'top it up' with your own dollars.

Unfortunately we cannot redeem your Noodle \$ for cash, but we always have delicious options for you to redeem your Noodle \$ on.

### **Can I redeem my Noodle \$ at any Noodle Box store?**

Sure! Just visit any Noodle Box store and present your card or app to redeem your Noodle \$.

### **Can I check how many Noodle \$ I have?**

Of course, you can! To keep a track of your fresh rewards and delicious discounts, just log into your account from [noodlebox.com.au](http://noodlebox.com.au)

### **Do my Noodle \$ ever expire?**

Your Noodle Dollars will expire 12 months after the last purchase made and we unfortunately can't refund any unused credit. So make sure you get in-store and spend your Noodle Dollars.

### **What if my account is not activating?**

We may be having IT issues, so try again. If you still find you are having trouble, never fear, just email [guestrelations@noodlebox.com.au](mailto:guestrelations@noodlebox.com.au) and we'll get it fixed.

### **I've moved, gotten married or changed my name...**

You can update your details at any time. Simply log onto your Noodle Crew account and follow the prompts to update your details.

### **Where are my rewards?**

IT sometimes has bad days too, so if you have any Noodle \$ queries or problems, send an email to [guestrelations@noodlebox.com.au](mailto:guestrelations@noodlebox.com.au) with your Noodle Crew number and information about the Noodle \$ you are missing and we'll sort it out.

### **Will I receive communication from Noodle Box?**

We won't bombard you with spam, we only ever send you the really cool stuff, like letting you know that your \$10 Birthday Box has been uploaded to your card, exclusive offers, yummy competitions and maybe an invitation to participate in a survey- we promise to make it worth your while. If you no longer wish to hear from us, simply unsubscribe.

**Oops I've forgotten my password!**

Not to worry, you can simply head to the sign up page of our website and hit the “forgot your password” button. You will be prompted to enter your email address and a password re-set link will be sent to your inbox – simple!