

Welcome to Paul Gerrard

Everything we do at Paul Gerrard is done with you in mind. Every team member is committed to delivering a service that goes beyond the expected and working towards building a relationship you can trust.

The Paul Gerrard card is part of this programme, rewarding every member for their loyalty.

As with all great relationships, the commitment strengthens, and so do the benefits.

How do I Receive points?

On your first visit to Paul Gerrard you will automatically be asked to join the Loyalty Programme. The points system will start to accumulate from your 2nd visit.

For every HK\$100 spent at Paul Gerrard you will receive 10 points.

For every successful client referral spending HK\$500 or more you will receive 100 points.

1 point = HK\$1

How do I redeem points?

In this first phase of the programme you are able to redeem points towards product purchases, gift items, styling tools.

What if I spend less than HK\$100?

If the amount you spend is less than HK\$100 it will be carried forward and aggregated towards your next purchase.

How can I guarantee the person I recommended gives you my name so I can receive my 100 points?

If you recommend a client make sure you know their name, send us an e-mail saying you recommended the client. Also tell the client to make sure he or she gives us your name when filling in the new client record form.

For more information please contact info@paulgerrard.com, or telephone 28694408, we will be pleased to answer any questions you have.

Thank you, Paul.

Your membership of the Paul Gerrard Loyalty Programme ("the Programme") is subject to and governed by the following terms and conditions:

1. Membership and Card

- 1.1 You shall be issued with a membership card ("the Card") which shall remain the property of Paul Gerrard and shall be returned to Paul Gerrard upon the termination of membership.
- 1.2 The Card is non-transferable and may only be used by you. If the Card is lost or stolen, it should be reported immediately to Paul Gerrard.
- 1.3 You must produce the Card to redeem points awarded under the Programme ("Points") under clause 2.1.

2. Award and redemption of Points

- 2.1 You will be awarded 10 Points for every HK\$100 you spend at Paul Gerrard for either products, services or gift certificates. Any amount below HK\$100 will be carried forward and aggregated with subsequent purchases for the purpose of calculating Points.
- 2.2 You shall be awarded 100 points every time you introduce to Paul Gerrard a new customer who spends more than HK\$500 on his or her first visit. A new customer will be considered as being introduced by you if the new customer gives your name as the person who recommended him or her to Paul Gerrard in the relevant client record form on the day of his or her first visit to Paul Gerrard.
- 2.3 Points awarded to you cannot be transferred to any other person or exchanged for cash and in the event that no Points are awarded to you for a period of 6 months, your then accumulated Points which have not been redeemed ("Outstanding Points") shall be forfeited and reverted back to zero.
- 2.4 The Points can be used to redeem retail products at Paul Gerrard at the rate of 1 Point = HK\$1. Points cannot be used to redeem services, gift vouchers or other discounted items and other goods or items which Paul Gerrard may at its discretion exclude from the Programme from time to time.

3. Termination of Membership

- 3.1 You will automatically cease to be a member of the Programme in the event no Points are awarded to you for a period of [12] months.
- 3.2 Paul Gerrard may at any time terminate your membership of the Programme if you have breached these Terms and Conditions and all your Outstanding Points at the date of termination shall be forfeited.

- 3.3 Paul Gerrard shall have the right at any time at its absolute discretion without giving any reason to terminate the operation of the Programme and upon termination of the Programme, all your rights under the Programme shall cease forthwith.
- 3.4 You shall have no claim against Paul Gerrard for the forfeiture of any Outstanding Points or for the termination of your membership of the Programme or for the termination of the Programme.

4. Personal Data

- 4.1 For the purposes of administering and operating the Programme, Paul Gerrard may collect, compile and keep personal information in relation to you, including but not limited to the information contained in or supplied in connection with the application for membership of the Programme, information relating to your use of the Card or transactions between Paul Gerrard and you (collectively "your Data").
- 4.2 You hereby authorise and consent to the use of your Data by Paul Gerrard for the following purposes:
 - (a) the daily operation of the Programme and the business of Paul Gerrard;
 - (b) better tailoring benefits, products and services to your need as a member of the Programme;
 - (c) the marketing and promotion of the services or products of Paul Gerrard, its affiliated company and its business partners;
- 4.3 Under the Personal Data (Privacy) Ordinance, you have a right to request access to, and to request correction of, your Data being kept by Paul Gerrard and if you wish to exercise these rights, please contact Paul Gerrard.

5. Miscellaneous

- 5.1 Paul Gerrard may from time to time amend the terms of these Terms and Conditions including but not limited to changing the rules for the award of Points and/or the redemption of the Points by posting the same at the website of Paul Gerrard and such shall be binding on you upon posting.
- 5.2 In the event there is any dispute between Paul Gerrard and you on the awarding of Points, the redemption of Points and the operation of the Programme generally, the decision of Paul Gerrard shall be final and binding on the parties.
- 5.3 These Terms and Conditions shall be governed by and construed in accordance with the laws of Hong Kong.
- 5.4 The parties submit to the non-exclusive jurisdiction of the courts of Hong Kong.