

Live Lounge Loyalty Membership – Terms & Conditions

Welcome to the Live Lounge Loyalty Program! By participating, you agree to the following terms designed to ensure a fair and rewarding experience for all members and our community.

1. Eligibility

- Membership is open to individuals aged 18 years and over.
- Accurate and up-to-date information must be provided during sign-up. Any misleading information may result in termination of your membership.

2. Earning Points & Tier Progression

- Points and dollars spent are tracked on a weekly basis.
- Tier progression (Bronze, Silver, Gold, Platinum) is based on your weekly spend, accumulating over time.
- Points have no monetary value and cannot be exchanged for cash.
- Tiers and rewards are subject to change at any time at Live Lounge's discretion.

3. Membership Use

- Memberships are non-transferable and intended for personal use only.
- Sharing your membership to earn points or redeem benefits (e.g., purchasing for a group to fast-track your tier) is strictly prohibited.
- Any attempt to manipulate or abuse the system may lead to immediate cancellation of the membership.

4. Respect & Behaviour

- Abusive, aggressive, or disrespectful behaviour toward staff or guests will result in removal from the program and potential barring from the venue.
- Members who are barred from Live Lounge for any reason will have their membership immediately cancelled with no refund.

5. Refund Policy

- All paid memberships are non-refundable, including cases of barring, voluntary cancellation, or changes to the program.

6. Changes & Termination

- Live Lounge reserves the right to modify or terminate the loyalty program, its rewards, or terms at any time.

- Members will be notified of significant changes via official channels.

7. Suspension & Cancellation

- We reserve the right to suspend or cancel any membership at our discretion, including but not limited to:
 - Breach of these terms
 - Fraudulent behaviour
 - Abuse of program benefits
 - Any actions that negatively impact the venue, staff, or patrons

8. Privacy

- Personal information is collected and handled in accordance with our Privacy Policy. By participating, you consent to this use.

9. Limitation of Liability

- Live Lounge is not liable for any technical malfunctions, errors, or losses associated with the loyalty program.
- Participation is at your own risk.