



MGA REWARDS PROGRAM, MEMBERSHIP TERMS & CONDITIONS

1. Introduction

- 1.1. These Terms and Conditions apply to the MGA Rewards Program, operated by the Monash Graduate Association (MGA).
- 1.2. By purchasing a membership and participating in the program, you agree to be bound by these Terms and Conditions.
- 1.3. The MGA may update or modify these Terms and Conditions at any time without prior notice. It is the responsibility of members to review them periodically.

2. Membership and Eligibility

- 2.1. The MGA Rewards Program is only available to Monash graduate students who currently reside in Australia.
- 2.2. You must be enrolled in a Masters by Coursework, Masters by Research, Higher Degrees by Research, Graduate Diploma, or Graduate Certificate program at an Australian campus of Monash University.
- 2.3. You must be able to log into the MGA website using Monash's Single Sign-On (SSO) system.
- 2.4. Only individuals are eligible to become MGA Rewards members.
- 2.5. Memberships are non-transferable and can only be used by the registered student.
- 2.6. The MGA reserves the right to refuse any membership application at its discretion.

3. Annual Fee and Renewal

- 3.1. MGA Rewards membership is opt-in and requires an annual fee.
- 3.2. The MGA Rewards membership fee is \$50 per annum for new members.
- 3.3. A renewal fee of \$10 per annum applies for members who wish to continue their membership beyond the first year.
- 3.4. Membership fees are subject to change at the discretion of the MGA.

4. Purchase and Validity

- 4.1. Students must purchase membership online via the MGA website.
- 4.2. Membership commences from the time the payment has been processed and an MGA Rewards Membership Sticker issued.
- 4.3. Membership is valid from the date of sign-up until 31 December of that calendar year.
- 4.4. All membership purchased in a calendar year will expire on 31 December, regardless of the number of days the membership has been held.

5. Member Responsibilities

- 5.1. Members are responsible for ensuring they:
 - 5.1.1. Follow all vendor terms and conditions when redeeming offers.

- 5.1.2. Present valid MGA Rewards identification (sticker on student ID or M Pass) when claiming discounts.
- 5.1.3. Are aware that benefits may change and that continued participation of vendors is not guaranteed.

6. Benefits and Program Offerings

- 6.1. Members will receive benefits upon joining the MGA Rewards Program, which may include:
 - 6.1.1. MGA merchandise;
 - 6.1.2. Drink voucher for a participating vendor;
 - 6.1.3. Monash Sport free trial or discount membership offer;
 - 6.1.4. Exclusive student discounts from selected on and off-campus vendors; and
 - 6.1.5. Invitation to bi-annual MGA Rewards members-only events.
- 6.2. MGA Rewards does not provide priority access or special discounts for MGA events and services outside the program.
- 6.3. Benefits and discounts are subject to availability and the terms of third-party vendors.
- 6.4. Membership benefits cannot be sold, bartered, exchanged, transferred, or redeemed for cash.

7. Collection of Merchandise

- 7.1. Following the successful purchase of a membership, students must visit reception at either the MGA Clayton or Caulfield office to collect any merchandise benefits.
- 7.2. Merchandise and physical benefits must be collected within 6 weeks of purchase. Any unclaimed items after this period will be forfeited.
- 7.3. Merchandise is subject to availability, and substitutions may be made if stock runs out without prior notice.
- 7.4. Students may nominate another person to collect merchandise and physical benefits on their behalf. By doing so, the student acknowledges and agrees that this is done at their own risk and responsibility. The MGA accepts no liability for any loss, damage, misuse, or failure to receive the items once they have been released to the nominated person. Proof of authorisation and identification may be required at the time of collection.
- 7.5. The MGA is not responsible for lost, stolen, or damaged items and vouchers after they have been collected (see also 11.1.6). No replacements will be offered.
- 7.6. It is the responsibility of the member to ensure that they have received all items and where relevant, items in the sizes that they desire. No exchanges will be provided for incorrect size selection or change of mind.

8. Membership Cancellation and Refunds

- 8.1. Members may terminate their membership before the calendar year it is purchased by providing written notice to mga-rewards@monash.edu.
- 8.2. Upon cancellation of their MGA Rewards membership, the member's status will be changed to inactive in the MGA system.
- 8.3. If a member's enrolment with the University is terminated or their enrolment status becomes inactive, they will no longer be considered a student, and their membership will be automatically cancelled.
- 8.4. No refunds (full or partial) will be issued for any membership fees paid, including cancellations before the end of the membership period.
- 8.5. No refunds to the membership fee will be provided due to a lack of merchandise availability (including sizing), or substitutions of merchandise.
- 8.6. The MGA reserves the right to cancel a student's membership at any time without prior notice.

8.7. Membership may be cancelled without refund if a member fails to comply with any part of these Terms and Conditions, including where the member:

- 8.7.1. Abuses or misuses membership privileges;
- 8.7.2. Provides false or misleading information to the MGA or a participating vendor; or
- 8.7.3. Fails to comply with applicable laws and regulations.

9. Conduct and Misuse of Membership

- 9.1. Members must comply with all MGA policies and Monash University regulations in relation to student conduct.
- 9.2. Where a member is attending an MGA Rewards event, the Member must abide by all reasonable directions of MGA Staff and MGA Volunteers.
- 9.3. For purchases by card, the member confirms that the credit or debit card being used belongs to the member or that the member has been authorised to use the credit or debt by its owner.

10. Privacy and Data Use

- 10.1. By purchasing an MGA Rewards membership, members consent to the MGA collecting and storing their information for program administration purposes.
- 10.2. By becoming an MGA Rewards member, you agree to receive communications from third parties approved by the MGA. Your email address will not be shared without your prior consent.
- 10.3. Personal information will be handled in accordance with the MGA Privacy Regulations, Information Handling Procedure, and applicable Australian privacy laws.
- 10.4. Member details will not be shared with third parties without consent, except where required by law.

11. Liability

- 11.1. To the extent permitted by law, the MGA is not responsible for:
 - 11.1.1. any third-party vendor or retailer failing to honour discounts or benefits;
 - 11.1.2. the quality and safety of goods, services, or offers provided by third-party vendors;
 - 11.1.3. any changes, cancellations, or discontinuation of benefits by third-party vendors.;
 - 11.1.4. failure by the member to take advantage of a benefit due to not meeting the terms and conditions of the benefit (such as limited time offers);
 - 11.1.5. failure by the member to notify a vendor that they are an MGA Rewards member and thus entitled to a benefit;
 - 11.1.6. loss, theft, or damage to membership merchandise or vouchers after collection;
 - 11.1.7. any indirect, incidental, or consequential damages, including loss of opportunity or financial loss, arising from participation in the MGA Rewards Program;
 - 11.1.8. any direct or consequential losses or personal injuries arising from participation in, or the use of goods or services obtained through the MGA Rewards Program.
- 11.2. To the extent permitted by law, the MGA reserves the right to modify, suspend, or discontinue the MGA Rewards Program at any time without prior notice.

12. Contact information and Complaints

- 12.1. Any issues, disputes or claims arising from transactions between an MGA Rewards member and a vendor must be resolved directly with the third-party vendor.
- 12.2. For any inquiries or complaints regarding the MGA Rewards Program, please contact: mga-rewards@monash.edu.