



HARDWOODBASKETBALLTOURNAMENTS.COM

HARDWOOD REWARDS TM

LOYALTY PROGRAM

TERMS AND CONDITIONS

LAST REVISED 11-12-2023 at 6:50PM

Section 1. Purpose of T&Cs.

These term and conditions will explain how you can earn points using our loyalty program [Hardwood Rewards™](#), and furthermore how to use your points to claim rewards.

1. To take part in our loyalty program, all terms and conditions must be accepted by the user, including any subsequent updates. These Terms and conditions are accepted once you create your Hardwood Tournaments user Account.
2. By registering and taking part in our loyalty program you are taken to have read and agreed to these terms.

Section 2. Our promise to you.

We shall act both fairly and reasonably towards you, taking into account your—and our—respective interests. This will include whenever we are:

1. Considering any requests made by yourself;
2. Deciding whether to give our consent, or to exercise a right, discretion, or remedy; or,
3. Setting any conditions for doing any of these things.

Please note that we withhold the right to make or change a decision at any point, including where delays, temporary waivers, or differences may occur.

Section 3. Points explained with qualifying actions that must be taken to earn points.

Hardwood Points TM do not have any monetary value, except to the extent specifically provided for by a reward.

Points are not property and cannot be redeemed as cash and are non-transferrable and only valid when the account owner is using them for themselves.

(No fraudulent Hardwood user account Sharing)

1. Points will be awarded for each eligible transaction made at our website for loyalty program members. Users must be signed up to our program to begin earning points. The only ways to earn points are the eligible transactions shown on the Rewards page. Eligible transactions are 'ways to earn' and are shown on the Hardwood Rewards page at our site. 'Ways to Earn' may change with or without notice at any time for any reason we determine necessary.

2. Points cannot be backdated nor transferred from other user accounts—even that of the same username.

3. Points are only earned for each Paid Invoice or Tournament that is Registered for and prepaid online. Points will not be earned when you pay at a tournament venue, select "Pay Offline" when registering online, or when you pay over the phone. You must either request an invoice from us OR Pre-Pay

at our website when you register for an event. You will receive 500 Hardwood Points each time you Register and Pre-Pay Online.

4. Under no circumstances can points be sold or transferred.

5. We withhold the right to limit point earning eligibility on discounted or promotional purchases.

6. Points Expire December 31, 12AM Each Year with the exception of 2023 (year 1 of loyalty program). No Points are carried over to the next calendar year. *For calendar Year 2023, points will be expiring points November 13th at 12:00AM.*

Section 4. Bonus Points.

1. During promotional periods, the number of points earned per qualifying action may increase during promotional periods which will be clearly defined campaigns with start and end dates specified—in the event of no end date being specified, we reserve the right to end promotional period increased point earning at our own discretion.
2. Bonus points may differ in usability from that of ordinary points, as will be clearly defined during any promotional bonus point campaign.

Section 5. Displaying Points.

Your point balance will be displayed within your Hardwood loyalty account. This balance will include:

1. Points awarded for eligible transactions debited to your loyalty account.
2. Bonus Points awarded in accordance with special promotions.

Section 6. Transactions Illegible for Earning Points.

There may be some transactions which can be made that will not earn points for your account. These may include:

1. Unauthorized purchases for which you are not liable.
2. Purchases made of promotional items noted not to be part of the points campaign.
3. Refunded purchases.
4. Paying for events over the phone, at the event venue, or by any other means that are not qualifying actions as listed above. (You must request an electronic invoice and pay it electronically or prepay online to earn points)

Section 7. Things That Can Reduce Your Balance.

Your loyalty points balance will be reduced when:

1. Yourself, or someone authorized by you, uses your points to claim a reward.
2. When your points expire at the end of the calendar year, or when we determine all balances are set to 0.
3. A refund or reimbursement for a transaction previously made is debited to your user account. This may happen for a number of reasons, such as returning or cancelling unwanted goods or services.
4. There are unauthorized transactions from your account for which you are not liable.
5. Points were incorrectly allocated to your points balance.

If we reasonably suspect you have behaved fraudulently in connection to your loyalty account and are not entitled to points earned. Your Points will be removed and you will be ineligible to participate in [Hardwood Rewards](#) TM

6. When points decrease, you will be able to view your remaining balance in your Hardwood Account.

8. Expiration of Points

1. Closure of your loyalty account will result in immediate expiration of your points. These points will be immediately forfeited and cannot be reactivated upon creating a new account.
2. If our loyalty program gets terminated by us, all points in the account will be immediately revoked and voided. The aforementioned is the same if we terminate your account from participating in our loyalty program.
3. No other users are eligible to use your points: If for whatever reason we are notified or suspect that your account has been compromised and given to another, we reserve the right to instantly expire remaining points or terminate your program privileges. Should this happen incorrectly please contact us immediately at contact@hardwoodtournaments.com
4. Points Expire December 31st, at 12AM each year apart from the 2023 calendar year. No Points are carried over to the next calendar year. *[For calendar Year 2023, points will be expiring points November 13th at 12:00AM. We do not anticipate expiring points early in future years. This has been the first full year of the program, and we want to make it work best for you.](#)*

9. Keeping Track of Points.

To keep track of points you have a range of options:

1. Access your loyalty account via our website, whereby your current points balance will be clearly displayed on your user profile
2. We will never issue statements for your points.
3. We reserve the right to remove points from your account at any time and disqualify you from earning and participating in the program when we suspect fraud or inappropriate behavior. You will not be notified, and instead simply lose access to the program and/or member account including all rewards points revoked without notice.
4. This program is a way to reward you and should be treated as such.

10. Rewards Explained.

To thank users for their loyalty Hardwood Tournaments and participating in our online registration while prepaying, we will have rewards available to be redeemed using your points.

1. The rewards available for redemption and the number of points required to redeem each reward at any given time will be set out in our loyalty program. You can view the available awards at any time through the loyalty section of our application. Different awards may be available for different users subject to their location, purchase orders and available points.
2. You can only claim rewards that are currently available and listed on our loyalty program at the time. Rewards are subject to availability, substitution, or cancellation. At any time and without prior notice we may change the available rewards by withdrawing, limiting, modifying or cancelling the continued availability of a reward—or the number of points required to obtain a particular reward.
3. In addition to these terms and conditions, rewards may be subject to some special additional terms. These terms may be imposed on us by a third party rewards provider. Our responsibility in connection to rewards providers is limited, and explained in clause 11.

Except with our clear consent, after you have placed your request for a reward you cannot:

1. Return the reward, or receive a points refund/credit to your points balance.
2. Exchange the reward or receive any consideration—including for cash.
3. Replace the reward for the same, or another reward if your reward is lost, stolen or otherwise destroyed after it is delivered to you. This applies to all reward types including gift cards and vouchers.
4. It is the user's responsibility to protect the unique reward redemption codes from unauthorized use. If you share or fail to protect the code and it is used by another user, we will not give out another replacement.

Note that if someone other than yourself claims a reward on your behalf then these terms and conditions will apply as if you had claimed the reward. If we have been negligent or fraudulent then contact us immediately and we will assist with rectifying the situation.

11. Resolving Disputes.

Should you have a complaint in relation to our loyalty program, please contact our help team directly through our website www.hardwoodtournaments.com or contact@hardwoodtournaments.com

We aim to resolve problems promptly. If we cannot find an instant solution we will let you know how long we expect it to take, upon your request. Once we have completed our investigations, we will let you know our decision to which there is no appeal.

If you are not satisfied with the way your complaint has been resolved, or indeed the steps we have taken, you may leave your feedback on the feedback form on our contact us page at our website. While leaving this feedback will not change the outcome of our investigation, we welcome feedback directly as we strive to act in your interest and provide great customer service through fair decision-making process.

12. How to Communicate with Us.

As noted in section 11, you can contact us directly through our website www.hardwoodtournaments.com or contact@hardwoodtournaments.com

If we need to contact you, we will send emails to the address you provided for your account. In case we need to update you urgently, we may phone the number attached to your account.

You are responsible for notifying us for any changes to your contact details.

13. Personal Information.

By signing up to our Hardwood Rewards loyalty program, we will need to collect, hold, use, disclose information about you in connection with your account, points and rewards. Information will include certain personal information and transaction information relating to points earned and requests for rewards.

We will use this information for purposes of our loyalty program to provide and market rewards and services to you, including the products and services of our service providers and other third parties.

We may disclose this information to others in connection to our loyalty program including to:

1. Our service providers and agents engaged for the purpose of the administration provision of services relating to our loyalty program and the promotion of the program and available rewards.
2. Reward providers, and bonus point providers. This includes third parties engaged for the purposes of performing other services in connection with our loyalty program including the provision of a reward.

We treat all personal information with care and in accordance with our privacy policies.

We may also use or disclose your personal information to let you know about offers and news relating to our loyalty program electronically— e.g., email, SMS, and social media. We will act with your best interests in mind to communicate news to you, and you can let us know at any time if you no longer wish to receive our marketing. We will process this request as soon as practicable.

14. Loyalty Program Termination and/or Suspensions.

We may terminate or suspend our loyalty program at any time without notice. If you see no 'ways to earn' on the loyalty home page – while you can still register for events online, no associated rewards points will be credited to your account during that time. Nor will points be credited at a future date when we unsuspend the program.

Examples of when we may terminate or suspend include, but are not limited to:

1. where you are in default under these terms and conditions or the terms and conditions of another facility that the customer has with us;
2. where we believe on reasonable grounds that the continued operation of the account may cause loss to the Customer or Hardwood Tournaments, LLC.

These examples are for guidance only and do not limit our ability to cancel or suspend the account from the program.

15. Changes to Terms and Conditions.

We reserve the right to change and update our terms and conditions when required. Whilst these changes may come without prior notice, we will notify users of any major updates to ensure full transparency.

If you ever have questions on or loyalty program or would like a copy of our current Hardwood Rewards of our Hardwood Rewards T&C please just reach out at contact@hardwoodtournaments.com and we can send one to you by email.