

Lovely Rewards Terms & Conditions

MEMBER OFFERS

The Pancake Parlour's member offers are uploaded to each member's account at the commencement of each month. These offers appear in the 'Bonus Offers' section of The Pancake Parlour app, or can be found in email communications sent to members at the beginning of each month.

1. Offers are available exclusively to Lovely Rewards members. These offers will allow members to purchase specific menu items at a discounted price.
2. Offers are only valid until the valid date specified on the offer.
3. To redeem the offer, members must ensure that they have signed up to Lovely Rewards.
4. To redeem a member offer, members must complete one of the following:
 - a. Mention the offer that they would like to redeem along with their member ID (mobile number) in restaurant, and the offer will be applied to their bill
OR
 - b. Scan their member ID and offer barcode via The Pancake Parlour app
OR
 - c. Add the applicable item to their cart and process the order via The Pancake Parlour app (participating restaurants only).
5. Offer is valid dine in only.
6. If a specific location is specified on the image, then the offer is only able to be redeemed at the specified location.
7. Only one offer is valid per member, per visit.
8. Vouchers can be used more than once during the promotional period. Offer is not valid in conjunction with any other offer provided by The Pancake Parlour.

9. Breakfast offers are only valid until 5pm unless specified on the restaurant's menu. Gluten-free friendly options will be charged \$2 extra in addition to the offer value.

BONUS OFFERS

Bonus offers are awarded to members when visitation milestones are reached (every 4th and 10th visit), and through various promotions at the discretion of The Pancake Parlour. Bonus offers will be communicated via email, push notification or on the 'Bonus offers' section of The Pancake Parlour's app.

1. Bonus offers are valid for 30 days from the date that they are issued
2. Customers can redeem one bonus offer per transaction
3. Offer cannot be redeemed in the same transaction as an item that has been claimed with Silver Dollars
4. To redeem a bonus offer, members must complete one of the following:
 - a. Mention the offer that they would like to redeem along with their member ID (mobile number) in restaurant, and the offer will be applied to their bill
OR
 - b. Scan the monthly offer barcode at the payment counter via our smartphone rewards app
OR
 - c. Add the applicable item to their cart and process the order via The Pancake Parlour app (participating restaurants only).
5. Offer available dine-in only and valid for one use only.
6. When a bonus offer is redeemed, Silver Dollars will not be awarded for any complimentary items.
7. Offers are not valid in conjunction with any other offers provided by The Pancake Parlour
8. Offers are not available via external online ordering, for takeaway purchases or via UberEATS or Deliveroo.

9. Any “with purchase” offer is only valid to redeem with a **main meal** purchase. A main meal purchase is a menu item from one of the following menu categories: Sweet, Savoury, Breakfast, Stacks, Hotcakes, Vegan, Ice Cream, Salad or Food for Thought. Drinks, sides, add-ons, or purchases from our Kids Menu do not qualify as meal purchases.