



Whatever makes you shine.

Lumo Velocity Offer Terms & Conditions

1 Offer

- 1.1 Subject to these terms and conditions, if You sign up to the Lumo Velocity Offer and provide your Virgin Velocity Frequent Flyer Membership Number to Us upon sign up, You will be eligible to receive from Velocity Rewards Pty Limited (VRPL) as part of its Velocity Frequent Flyer program:
- (1) 6 Points for each dollar paid by You to Us for the supply by Us to You of electricity and/or gas (Base Points) on receipt by Us of such payments from You during your 24 month contract with Us, subject to paragraph 6 below (Contract Period).
- 1.2 In addition, if You sign up to the Lumo Velocity Offer and under the Energy Offer We are responsible to supply You with electricity, You will also be eligible to receive from VRPL:
- (1) 10,000 Points after the 10 day Cooling Off Period for Your Energy Offer has expired (Bonus Sign Up Points).

2 Eligibility

- 2.1 In order to take advantage of the Lumo Velocity Offer You must:
- (1) accept the Lumo Velocity Offer with Us by:
 - (a) completing and submitting an Online Sign Up Form; or
 - (b) contacting Us by telephone.
 - (2) accept an Energy Offer and enter into the 24 month contract with Us to acquire electricity and/or gas from Us as a Residential Client on or after the Launch Date;
 - (3) be on "actual read billing" not an Invoice Smoothing Arrangement under the Energy Offer; and
 - (4) provide Us with Your Velocity Frequent Flyer Membership Number upon sign up.
- 2.2 For avoidance of doubt, if You are a current Client of Ours You will need to terminate Your existing agreement with Us (and may be required to pay any applicable Termination Fee) before You can accept an Energy Offer with Us and agree to the Lumo Velocity Offer.
- 2.3 In order to be eligible for the Bonus Sign Up Points We must become responsible to supply You with electricity pursuant to an Energy Offer and You must accept the Lumo Velocity Offer.

- 2.4 If You are a current Client of Ours for gas only and You agree to transfer to Us from Your previous electricity provider for Us to also become responsible to supply You with electricity under an Energy Offer and You accept the Lumo Velocity Offer, You will be eligible for the Bonus Sign Up Points.
- 2.5 For avoidance of doubt, if You are a current Client of Ours for the supply of gas and You accept the Lumo Velocity Offer and Energy Offer for Us to supply You with electricity, You will be eligible for Base Points for Your electricity invoices in accordance with clause 4.1 but You will not be eligible for Base Points for the number of dollars paid by You to Us in payment of any invoice issued to You by Us for the supply by Us to You of gas unless You terminate Your existing energy agreement for gas in accordance with 2.2 above and accept the Lumo Velocity Offer accordingly.

3 Issuing of 10,000 Bonus Sign Up Points

- 3.1 We will not instruct VRPL to credit You with the Bonus Sign Up Points:
- (1) until We become Responsible to supply You with electricity under the Energy Offer after you have been transferred to us from Your previous energy retailer or You have terminated Your existing agreement with Us and accept an Energy Offer for Us to supply You with electricity in accordance with clause 2.1(2) and 2.2 and accept the Lumo Velocity Offer;
 - (2) if You terminate the Energy Offer within the Cooling-off Period; or
 - (3) if you breach these terms and conditions in any way.
- 3.2 The Bonus Sign Up Points will only be credited once per Client, regardless of the amount of energy purchased and regardless of whether We supply You with gas.

4 Issuing of 6 Base Points per dollar

- 4.1 The number of dollars spent with Us for the purposes of clause 1.1(1), will be based on the number of dollars paid by You to Us in payment of any invoice issued to You by Us for the supply by Us to You of gas and/or electricity during the Contract Period to a maximum of the invoiced amount and in accordance with clause 7.3(9).
- 4.2 We will instruct VRPL to credit You with the Base Points You are eligible to receive under clause 1.1(1) following receipt of each payment made in accordance with clause 4.1.
- 4.3 Where Base Points have been awarded to You and an invoice reversal is required, there will be a reconciliation of the Base Points to ensure that the correct number of Points have been credited to Your Velocity Frequent Flyer Membership Account.

5 Obligations of VRPL

- 5.1 We will instruct VRPL to credit Your Velocity Frequent Flyer Membership Account with the number of Points to which You would be eligible under these terms and conditions. We will not be thereafter responsible for the manner in which the Points are credited (or refused to be credited) or any characteristics of those Points.
- 5.2 VRPL is responsible and liable for operating the Velocity Frequent Flyer program in accordance with the Virgin Australia Terms and Conditions. If You have an enquiry or complaint that in any way relates to the Points You should contact Velocity Frequent Flyer Membership Contact Centre within 3 months from the date of any activity giving rise to your enquiry or complaint.
- 5.3 Enrolment in the Velocity Frequent Flyer program is required before Points can be rewarded to You. Enrolment can be completed online at the following website address:
<http://www.velocityrewards.com.au/content/ProgramBenefits/JoinNow/index.htm>

Once VRPL has received your enrolment application, please allow 10 business days for Points to be credited to Your account.

6 Availability of this Offer

- 6.1 Notwithstanding any other provision in these terms and conditions, We may:
- (1) cease to proceed with all or any part of the Lumo Velocity Offer; or
 - (2) vary these terms and conditions or all or any part of the Lumo Velocity Offer including (without limitation) changing any applicable date, at any time for reasons arising as a result of circumstances outside Our reasonable control.

7 General

- 7.1 Nothing in these terms and conditions is intended to create a partnership, joint venture or agency relationship between Us and Virgin Australia or VRPL.
- 7.2 These terms and conditions are to be read in conjunction with the Energy Offer and if these terms and conditions are in any way inconsistent with the Energy Offer, then the Energy Offer will prevail to the extent of the inconsistency.
- 7.3 In these terms and conditions:
- (1) to the extent that any capitalised words are not defined in these terms and conditions, any such capitalised words have the same meaning as those contained in the Energy Offer.
 - (2) Virgin Australia means Virgin Australia Airlines Pty Ltd (ACN 090 670 965).
 - (3) VRPL means Velocity Rewards Pty Ltd ACN 116 089 448.
 - (4) Velocity Frequent Flyer Membership number means the membership number presented to You upon sign up to the Virgin Velocity Frequent Flyer program.

- (5) Virgin Australia Terms and Conditions means the Virgin Australia Velocity Frequent Flyer Membership terms and conditions available at <http://www.velocityrewards.com.au/content/Info/TermsandConditionsPopup/index.htm>
- (6) Energy Offer means the Energy Offer terms and conditions provided to You when You agree to enter into a 24 month contract with Us to supply You with electricity and/or gas on or after the Launch Date.
- (7) Lumo Velocity Offer means the offer described in these terms and conditions to receive, as a member of the Velocity Frequent Flyer program, Points in accordance with paragraphs 2, 3 and 4 of these terms and conditions on accepting Our Energy Offer.
- (8) Points means Virgin Velocity Frequent Flyer Membership Points which are defined in, and redeemable in accordance with, the Virgin Velocity Frequent Flyer Terms and Conditions.
- (9) Base Points will be awarded on Consumption and Service to Property charges but will not be awarded for Service charges and adjustments.
- (10) Launch Date means 15th September 2011.

Client Service Centre
8am-8pm, Monday to Friday
8am-5pm, Saturday
Call 1300 11 5866
lumoenergy.com.au