

## TERMS AND CONDITIONS



## LOYALTY PROGRAMME

### Highlights

- The Programme applies only to rentals booked on [www.islandcarrentals.com](http://www.islandcarrentals.com) and include bookings via mobile site or web app
- Points are earned on Time and Mileage only. Points are not earned on taxes, Collision Damage Waiver, fuel or any other surcharge
- Spend USD \$5.00 earn one(1) point
- Where participants already enjoy a percentage discount from Island Car Rentals at our counter, the Club Island Rebate will be deducted first and then the discount will be applied
- Points expire after five (5) years
- Benefits are non-transferrable
- Island reserves the right to make changes to the benefits and general terms and conditions

### Membership

- Membership is open to qualified renters, who meet all our eligibility requirements and who book on our website [www.islandcarrentals.com](http://www.islandcarrentals.com) including through mobile or web applications and create their account by signing up, following the steps outlined at the login prompt.
- Only one account is allowed per member. Membership benefits are non transferrable.
- Members must register by using a unique email address. This is your “user name”. You must also use your full name which must be the same as that appearing on his driver’s licence and/or passport and the name in which rentals are done. You will also be asked to enter a telephone contact number.
- Membership begins on the date that the enrolment is completed.
- It is the member’s sole duty to update his/her account with the relevant data to ensure the accrual of benefits under the programme.

- Members are encouraged to have a strong password and to follow industry best practices i.e., access accounts only from trusted computers and never leave your account signed in while not at the computer.

**Rentals that Qualify and those which Do Not**

- Only rentals booked directly online at [www.islandcarrentals.com](http://www.islandcarrentals.com) will qualify. The Programme begins as of January 15, 2014
- Rentals that are referred by any Third Party i.e. travel agent, tour operator or any other commissioned agent whether pre-paid or post-paid will not qualify
- Rentals made via toll free numbers or any other telephonic means will also not qualify

**How the Programme Works**

- The current programme will be issuing rebates as the rewards. Island, however, reserves the right to modify the monetary and point values as well as the type of rewards.
- Rewards cannot be combined with any other promotional programme. The only exception being if the member already enjoys a fixed discount or is an **island VIP** card holder.
- Members must activate and monitor their account by maintaining a valid password and email address.
- There are several tiers to the Club Island Loyalty Programme, with the ultimate goal being the award of VIP status with the issuance of an **island VIP Membership Card**. The programme is based on the following tier system.

<b>SPEND</b>	<b>POINTS EARNED</b>	<b>REBATE/REWARD</b>
\$1,000.00	200	10.00 OFF NEXT RENTAL
\$2,000.00	400	\$22.00 OFF NEXT RENTAL
\$3,000.00	600	\$34.00 OFF NEXT RENTAL
\$4,000.00	800	\$48.00 OFF NEXT RENTAL
\$5,000.00		<b>island VIP</b> CARD ISSUED

**VIP BENEFITS**

- 1 FREE DAY FOR RENTALS OVER 10 CONSECUTIVE DAYS
- 2 FREE DAYS AFTER 7 RENTALS
- FREE UPGRADES (FROM GROUP B TO D) SUBJECT TO AVAILABILITY
- WAIVER OF EXTRA HOUR CHARGE (CONDITIONS APPLY)

- Members who already have an **island VIP** card may redeem benefits under this Programme in addition to benefits due with their **island VIP** card.

- Regular members not yet holding a **island VIP** card may choose to forgo redemption of their points and save it towards earning the card.
- Funds left over after a member reaches one of the tiers will remain on the account and will go towards further accruals.
- In order to request points, members are required to input in their Account the Rental Agreement Number for a completed rental. [Click here for the Easy Steps.](#)
- Members will receive email approval from Island that the input is valid. It will include the dollars spent and points earned for that rental
- If Members input invalid information, approval will not be given
- Rentals paid for in currency other than the US Dollar will be converted at the company's prevailing exchange rate
- If a Member does not receive email approval of a particular input they may send an email query to the company at the general reservations email address [icar@cwjamaica.com](mailto:icar@cwjamaica.com)
- Members may defer taking up the benefit to save towards a higher tier
- When a member qualifies for a rebate, a promotional code will be sent by email which must be used on the next rental reservation in order to claim
- The rebate will be deducted before any percentage discount given by Island which the client already enjoys
- Once points are redeemed they cannot be reused
- Points will be automatically deducted from a members account, once they have been redeemed
- Once a member goes through all the tiers, the member can re-start the cycle to redeem points
- The issuance of an **island VIP** card is a one-time offer
- If a member is unable to fulfil the reservation on which he is to get the benefit because of the company's fault then special consideration will be given, upon application for relief, so that the benefit can be re-deposited.
- If a member is unable to fulfil the reservation on which he indicated his intention to get the benefit, through his own circumstances (No Show), then the benefit will not be automatically re-deposited. It will be forfeited.

- If a reservation on which a benefit is to be claimed is cancelled with at least 24 hours notice then the benefit can be re-deposited and used at a future date, upon written application to the company.

### **Credit Card Information**

- At this time, there is no requirement to input credit card information to enrol in the programme.

### **What do We use Your Information For**

- Any of the information we collect may be used in any one of the following ways –
  - To personalise your experience
  - To improve the website
  - To improve customer service
  - To administer a contest, promotion or survey
  - To send emails regarding your benefits

### **How do We Protect your Information?**

- We offer the use of a safe secure server. We will never send/transfer/deliver your personal information to any third party without first getting your consent. Please note that there may be instances when we will need to pass this information when we are required by law for legal matters.

### **Cookies**

- We use cookies to understand and save information on your preferences for future visits, keep track of advertisements and compile aggregate data about traffic to our site. We may contract with third party services to assist us in better understanding our site visitors. However, these third parties will not be permitted to the information collected on our behalf except to help us improve our service to our clients.

- Third Party Links**

Occasionally at our discretion we may include or offer third party products or services on our website as part of this Loyalty Programme. These third party sites have separate and independent privacy policies. We therefore take no responsibility or liability for the content and activities of these linked sites.

### **General Information**

- Island reserves the right to terminate or modify the terms and conditions of the programme.
- Island reserves the right to restrict and/or terminate any member from further participation if that member has been deemed to become an unqualified renter.
- All members' information will be kept confidential and will not be shared with Third Parties.
- Island reserves the right to send email communication regarding marketing promotions to members.
- Members may opt out of receiving these marketing emails
- Members may opt out of the programme at their own discretion

### **Terms & Conditions**

Please also visit our Terms and Conditions section establishing the use, limitations and disclaimers governing the use of our website at [www.islandcarrentals.com](http://www.islandcarrentals.com)

### **Your Consent**

By using our site, you consent to our website's terms and conditions and privacy policy

**Updated December 20, 2013**

The basic concept is that if you spend X\$ you will get something in return. It is based on a calendar year which will start when the programme is launched. The rewards can always be accessed once the amount has been spent. There is no limit on the number of times that the benefit can be retrieved. The reward will be on time and mileage only.

#### BENEFITS MENU:

- ✚ \$4.00 OFF ONE TANK OF PETROL
- ✚ 1 FREE MAP
- ✚ ONE FREE TICKET FOR AIRPORT VIP LOUNGE ACCESS
- ✚ FREE CELL PHONE RENTAL FOR 1 WEEK
- ✚ FREE GPS RENTAL FOR ONE WEEK
- ✚ FREE CHILD SEAT RENTAL FOR 1 WEEK AND MAP
- ✚ FREE GPS AND CELL PHONE RENTAL FOR 1 WEEK
- ✚ PREFERRED REDUCED RATE ON NIL COLLISION DAMAGE WAIVER IF ACCIDENT FREE RECORD DRIVING
- ✚ ENTRY TO THE ISLAND VIP PROGRAMME. Here the client then enters into another level of rewards. However, he can continue to reap reward under his CLUB ISLAND membership. At the same time, current VIP card holders can also benefit from CLUB ISLAND rewards
- ✚ **VIP PLUS** (on spending \$15,000.00 and over in a calendar year. This supersedes free days given under the VIP programme for rentals in excess of 10 days.

#### REDEMPTIONS:

**2,500.00**

- 1 Free Map or one discount coupon valued at US\$25.00 for use by a referred friend or family of the client.

**\$3,500.00**

- \$4.00 off a tank of petrol

**\$5,000.00**

- 1 complimentary ticket for access to the airport VIP lounge

**8,000.00**

- 1 free cell phone rental for one week/or one free child seat rental

**\$10,000.00**

- 1 free cell phone rental and 1 free GPS rental for one week

**\$12,500.00**

- Preferred CDW rate for Nil option on next rental – if accident free

**\$15,000.00**

- Attainment of Island VIP status. Clients can save towards this by not cashing in on any of the lower tier benefits. VIP benefits will be available plus benefits can continue to be redeemed under this Loyalty Programme

**Additional \$15,000.00**

- **VIP PLUS** status – 5 free days complimentary after spending this amount without cashing in on any of the lower tier benefits.

#### HOW IT WORKS:

- The benefits are based on 12 months of spending. (Except for VIP status where total sales will be taken into consideration since the inception of this programme).
- The client would have to sign up and join the programme
- On reaching each tier the client can opt to cash in or to save to the other tier
- On completion of their rentals, they would input completed RAs numbers and the dollar value
- An email sent to Island Administrator once a client goes in to his account to update their account with info
- We then check, confirm and Approve
- Email then goes to client to confirm

- When the client's spend reaches each threshold then the system must generate a coupon or benefit code indicating the reward that is sent to the client.
- To get rewards clients must indicate in their next reservation the code or that they have a coupon which they received in the email