

Re letter written on 26/09/17

7 messages

Gabrielle

4 October 2017 at 10:25

To: "

Hi Travis

Thanks for your letter. Your issue with the NB promotion has been noted against your other enquiry however the response remains the same our terms (https://www.secureparking.com.au/en-au/about/join-club-secure point 9) mean that we reserve the right to change promotions in the instance of:

Cancellation of Promotion – If for any reason the administration, security, fairness, integrity or proper conduct or operation of the Promotion is interfered with or disrupted in any way (including by vandalism, power failures, tempests, natural disasters, acts of God, civil unrest, strikes, infection by computer virus, bugs, tampering, unauthorised intervention, fraud, or technical failures) the Promoter reserves the right to cancel, terminate, modify or suspend or recommence the Promotion. Any cancellation, termination, modification or suspension that relates to the Promotion will be subject to the approval of the authorities that have issued permits for its conduct.

Although you may have not been one of the improper users of this promotion the actions of some mean that we had to make the terms change.

All vouchers/promo codes that you have received will work for purchases with NB online the only change was to 'footwear only' to prevent the misuse that was occurring.

Regards,

Gabrielle
Digital Marketing Manager

Secure Parking Pty Ltd.
Level 13, 100 Miller Street
North Sydney NSW 2060
Telephone: (02) 8912 4950 Facsimile: (02) 9954 1032 Mobile: 0419 695 287
www.secureparking.com.au



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Travis <>
To: Gabrielle <>

4 October 2017 at 10:39

Hi Gabrielle

Thank you for the email.

That term is under 'SECURE PARKINGS CLUB SECURE SIGN-UP PROMOTION', the promotion being the "new Club Secure members will receive a FREE Evening or Weekend Parking when book online via Secure-a-Spot" There was no indication that the terms of the New Balance promotion were related to the Sign-up promotion or any of the other Club Secure T&C.

This heavily restricts what I can use the voucher on which I wasn't aware of at the time of booking.

Regards,

Travis
[Quoted text hidden]

Gabrielle <>
To: Travis <>

4 October 2017 at 10:58

Hi Travis

I do understand your confusion here. However, the terms and conditions of Secure-a-Spot use make you a Club Secure member when you sign up. This is how we deliver the email with the promotion code in it to you as a Club Secure member which without membership we legally would be unable to email you.

Hope this explains this clearly for you.

Regards,

Gabrielle
Digital Marketing Manager

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From: Travis [mailto:]
Sent: Wednesday, 4 October 2017 1:39 PM
To: Gabrielle < >
Subject: Re: Re letter written on 26/09/17

[Quoted text hidden]
[Quoted text hidden]

Travis < > 4 October 2017 at 11:50
To: Gabrielle < >

Hi Gabrielle,

On further investigation, you are referring to a T&C page that has been updated as per the Secure Parking website update in September.
The T&C I agreed to did not have the promotions sections, which now seems to be combined on the single page with the Secure Parking T&C.

I have attached the original Secure Parking T&C which does not mention anything about promotion specific terms.

Further, I believe that promotions specific section was a separate T&C you attached to each promotion you ran, I have found the same terms being used for past Secure Parking past promotions. These promotion T&C were always a separate URL that was used specifically for promotions.

For the New Balance promotion, these promotions T&C were not used, instead you chose to go with 5 dot points.

Regards,

Travis
[Quoted text hidden]

 **Secure Parking T&C original.pdf**
151K

Gabrielle < > 4 October 2017 at 12:04
To: Travis < >

Hi Travis

To save a lot of back and forth or your time. What do you want me to do?

We cannot as you can see from initial reason for update change something for an individual as it is the misuse by some that has affected all. Since the offer is very good ie \$50 off NB I am at a loss to know how I can help you further?

Regards,

Gabrielle
Digital Marketing Manager

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Please consider the environment before printing this email message.

From: Travis [mailto:
Sent: Wednesday, 4 October 2017 2:51 PM

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Travis < > 4 October 2017 at 12:14
To: Gabrielle < >

Gabrielle,

I would like the original T&C that didn't mention footwear only to apply.
The code already limits it to full priced items only, which means anything on sale can't be purchased with the code.

Regards,

Travis
[Quoted text hidden]

Gabrielle < > 4 October 2017 at 12:29
To: Travis < >

Hi Travis

We do not have the power to do this, the change was made by NB. 'Footwear' means that this misuse does not occur as a small purchase is required to receive the offer.

Please enjoy the \$50 off until the end of the year and your free parking offer, as a new member. I do feel we have achieved the best outcome for our customers in that NB did want to cancel the promotion in its entirety when the abuse by some was found.

Regards,

Gabrielle
Digital Marketing Manager

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 Please consider the environment before printing this email message.

From: Travis [mailto:
Sent: Wednesday, 4 October 2017 3:14 PM

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]