



Spriggy Family Rewards Terms

A. Important information

These Family Rewards Terms were last updated on 4 September 2026.

1. About these terms

These Family Rewards Terms set out the terms on which we make Family Rewards available to you. They form part of, and should be read together with, the Spriggy Terms and Conditions available at www.spriggy.com.au/terms (the **Spriggy Terms**).

Words that are defined in the Spriggy Terms have the same meaning in these Family Rewards Terms, unless they are given a different meaning here. Some additional words used in these Family Rewards Terms are defined in the “Definitions” section at the end of this document.

These Family Rewards Terms apply in addition to the Spriggy Terms. If there is any inconsistency between these Family Rewards Terms and the Spriggy Terms in relation to Family Rewards, these Family Rewards Terms prevail to the extent of that inconsistency.

By accessing or using Family Rewards, you agree to these Family Rewards Terms. If you do not agree to them, you must not access or use Family Rewards.

2. About Family Rewards

Family Rewards is a feature designed to deliver value to eligible Spriggy members that is included in some Plans. It gives you access to offers, discounts, benefits and other rewards that are made available by third parties with whom we have an arrangement (each a **Partner Offer**, and each of those third parties a **Partner**).

Family Rewards is available only to a Parent on an Eligible Plan. The Partner Offers available to you, and the level of any benefit under a Partner Offer, depend on your Plan and may change from time to time.

We only provide you with access to Partner Offers. We do not supply the goods or services that a Partner Offer relates to. Those goods and services are supplied by the Partner, on the Partner’s own terms and conditions.

Important: Family Rewards is not a financial product and is not a financial service.

Family Rewards:

- is provided by Spriggy. It is not a Product, it is not part of or a feature of any Product, and it is not issued, provided, guaranteed or endorsed by any Product Provider; and
- does not involve any advice or recommendation by us. Nothing in these Family Rewards Terms, and nothing in a Partner Offer, is financial product advice.

Nothing in these Family Rewards Terms affects your rights or obligations in relation to any Product.

B. Terms

1. Access to Family Rewards

Family Rewards is available to a Parent whose Plan includes access to Family Rewards (an Eligible Plan). You can find out whether your Plan is an Eligible Plan at www.spriggy.com.au/pricing or in the Spriggy App.

Family Rewards is available to Parents only. An Additional Parent User or a Child is not entitled in their own right to access Family Rewards, to redeem a Partner Offer or to receive an Entitlement, and nothing in these Family Rewards Terms gives an Additional Parent User or a Child any such right.

You will have access to Family Rewards while:

- you are a Parent on an Eligible Plan; and
- your access to the Sites, or to features or Products available through the Sites, has not been suspended, restricted or otherwise limited in accordance with the Spriggy Terms.

If your access is suspended, restricted or otherwise limited, you will not be able to access Family Rewards during that time.

The Partner Offers available to you, and the level of any benefit under a Partner Offer, depend on your Plan. Different Eligible Plans may give access to different Partner Offers, or to different levels of benefit under the same Partner Offer.

Any limit on the number of times you can redeem a Partner Offer, or on the number of Entitlements you can receive, is set out in the Partner Offer Terms for that Partner Offer.

2. Partner Offers may change

Partner Offers are not fixed

Family Rewards gives you access to the Partner Offers that we make available under Family Rewards from time to time. The Partner Offers that we make available will change over time. We may add new Partner Offers, and we may vary, suspend or withdraw a Partner Offer.

We do not guarantee that any particular Partner Offer will be made available, or will continue to be available, under Family Rewards or under your Plan. When we tell you about a Partner Offer, we are telling you about a Partner Offer that is available at that time.

Changes and notice

We may add, vary, suspend or withdraw a Partner Offer at any time and without notice to you. We may do this for any reason, including because our arrangement with a Partner has changed or ended, or because the Partner has changed or stopped providing the Partner Offer.

Adding, varying, suspending or withdrawing an individual Partner Offer is not a change that is materially adverse to you for the purposes of section B.10 (Changes to these Terms) of the Spriggy Terms.

If we:

- stop making Family Rewards available; or
- stop making any Partner Offer available under your Plan, so that there is no Partner Offer available to you under Family Rewards,

that is a change that is materially adverse to you, and we will give you notice in accordance with section B.10 (Changes to these Terms) of the Spriggy Terms.

Sometimes a change of this type will happen for reasons outside our reasonable control, including where a Partner stops providing a Partner Offer or our arrangement with a Partner ends unexpectedly. If that happens, we may not be able to give you at least 30 days' prior notice as contemplated by section B.10 (Changes to these Terms) of the Spriggy Terms. In that case, we will notify you as soon as reasonably practicable.

This does not affect your right to terminate your agreement with us in accordance with section B.3 (Suspension and termination) of the Spriggy Terms.

Availability

Partner Offers are available in Australia only. A Partner Offer may be subject to availability, capacity or limits set by the Partner, and may not be available at all times or in all locations.

3. Redeeming a Partner Offer

Partner Offer Terms

Each Partner Offer has its own terms and conditions (the **Partner Offer Terms**). The Partner Offer Terms set out the details of that Partner Offer, including what you need to do to obtain the benefit of it, any limits that apply, and how long it lasts.

We will make the Partner Offer Terms available to you, in connection with the relevant Partner Offer, before you redeem that Partner Offer. By redeeming a Partner Offer, you agree to the Partner Offer Terms for that Partner Offer.

The Partner Offer Terms for a Partner Offer form part of these Family Rewards Terms in relation to that Partner Offer. The Partner Offer Terms may set out terms that are different from, or additional to, these Family Rewards Terms, and if they do, the Partner Offer Terms apply to that Partner Offer to the extent of any inconsistency.

Your relationship with the Partner

To obtain the benefit of a Partner Offer, you will usually need to deal directly with the Partner. This may include creating an account with the Partner, agreeing to the Partner's terms and conditions, and providing information to the Partner.

When you do this, you enter into a separate agreement with the Partner. We are not a party to that agreement. Your access to, and use of, the goods or services that the Partner provides is governed by that agreement and by the Partner's own terms and conditions. We recommend that you read the Partner's terms and conditions before you redeem a Partner Offer.

If a Partner Offer involves you paying for goods or services, you pay the Partner directly. We do not receive that payment, and we are not responsible for processing it. Payment is made on the Partner's terms and using the Partner's payment methods, and any refund, cancellation or change to your purchase is a matter between you and the Partner.

Which terms apply

When you use Family Rewards, the following may apply to you:

- the Spriggy Terms;
- these Family Rewards Terms;
- the Partner Offer Terms for a Partner Offer you redeem; and
- the Partner's own terms and conditions.

The Spriggy Terms and these Family Rewards Terms apply between you and us. The Partner Offer Terms apply between you and us in relation to the relevant Partner Offer. The Partner's own terms and conditions apply between you and the Partner, and we are not a party to them and have no control over them.

If there is any inconsistency between the Spriggy Terms, these Family Rewards Terms and the Partner Offer Terms, in relation to Family Rewards: the Partner Offer Terms apply first, then these Family Rewards Terms, then the Spriggy Terms.

4. Entitlements

What an Entitlement is

Some Partner Offers give you a voucher, code, membership, credit or similar benefit that you can use with the Partner (an **Entitlement**). Other Partner Offers give you access to a Partner's goods or services without giving you an Entitlement (for example, the ability to make a booking at a discounted rate).

When you have an Entitlement

If a Partner Offer gives you an Entitlement, you have that Entitlement from the time we make it available to you, whether or not you have used it with the Partner.

The Partner Offer Terms will tell you how long an Entitlement lasts, when it expires, and by when you need to use it with the Partner. If you do not use an Entitlement before it expires, you will lose the benefit of it.

Using an Entitlement

The Partner decides how, when and where you can use an Entitlement. A Partner may set conditions on its use, including conditions about the times, places or circumstances (including, if relevant, the permitted participants) in which it can be used. Those conditions are set by the Partner, not by us, and are set out in the Partner Offer Terms or the Partner's own terms and conditions.

Ongoing arrangements with a Partner

A Partner Offer may result in you entering into an ongoing or renewing arrangement with a Partner, which may involve you paying the Partner after a free or discounted period ends. If a Partner Offer works in this way, the Partner Offer Terms will tell you.

Any arrangement of this kind is between you and the Partner. We do not receive any payment you make to a Partner, and we are not responsible for that arrangement, for any charges the Partner makes, or for cancelling or changing it. If you want to cancel or change an arrangement with a Partner, you need to do that with the Partner directly, in accordance with the Partner's terms and conditions.

If your Plan changes

The Partner Offers available to you, and the level of any benefit under a Partner Offer, depend on your Plan at the relevant time. If you change your Plan, the Partner Offers available to you may change, and the level of benefit available to you under a Partner Offer may change.

If you change to a Plan that gives access to a different level of benefit under a Partner Offer you have already redeemed, you may need to redeem that Partner Offer again to obtain the benefit that applies to your new Plan. The Partner Offer Terms will tell you how this works for that Partner Offer.

5. When your access to Family Rewards ends

Your access to Family Rewards, and to any Partner Offer, ends when:

- your Plan is no longer an Eligible Plan;
- your agreement with us under the Spriggy Terms is terminated, by you or by us;
- your access to the Sites, or to features or Products available through the Sites, is suspended, restricted or otherwise limited in accordance with the Spriggy Terms (in which case your access ends for the period of that suspension, restriction or limitation); or
- we stop making Family Rewards available, in accordance with section B.2 of these Family Rewards Terms.

Changes to your Plan, including when a change to your Plan takes effect, are dealt with in section B.2 (Fees and charges) of the Spriggy Terms. Suspension, restriction and termination are dealt with in section B.3 (Suspension and termination) of the Spriggy Terms.

If you already have an Entitlement when your access to Family Rewards ends, that Entitlement is not affected. You can continue to use it with the Partner in accordance with the Partner Offer Terms and the Partner's own terms and conditions, unless the Partner Offer Terms say otherwise.

If you have already entered into an agreement with a Partner, including where you have bought or booked goods or services from a Partner, that agreement is not affected when your access to Family Rewards ends. That agreement remains between you and the Partner, and is governed by the Partner's own terms and conditions.

Once your access to Family Rewards ends, you will no longer be able to see Partner Offers in the Spriggy App, redeem Partner Offers, or receive new Entitlements.

6. Partners

Our relationship with Partners

Our Partners are third parties with whom we have a commercial arrangement. We are not in a legal partnership with any Partner, nor are we in a joint venture with any Partner.

We do not act as agent for any Partner, and no Partner acts as our agent. We do not act on your behalf in any dealing you have with a Partner, and a Partner does not act on your behalf in any dealing you have with us.

Making a Partner Offer available to you is not a recommendation or endorsement by us of the Partner, or of the Partner's goods or services. We do not warrant or guarantee the quality, suitability, availability or performance of any goods or services supplied by a Partner, or the conduct of any Partner.

Some Partner Offers can be accessed through a part of the Spriggy App that is operated by a Partner, for example, through a Partner's website or widget accessed within the Spriggy App. When you use a part of the Spriggy App that is operated by a Partner, you are dealing with that Partner and not with us, even though you have reached it through the Spriggy App. The Partner's own terms and conditions and privacy policy apply to your use of that part of the Spriggy App.

Changes made by a Partner

A Partner may change, suspend, cancel or terminate a Partner Offer, an Entitlement, or the goods or services it supplies, at any time and in accordance with its own terms and conditions.

A Partner may also stop supplying a Partner Offer, or our arrangement with a Partner may end.

We do not control whether a Partner does any of these things. Where this results in a Partner Offer no longer being available under Family Rewards, section B.2 of these Family Rewards Terms applies.

Things outside our control

Without limiting the limitation of liability in section B.1 (General terms) of the Spriggy Terms, and subject to section B.8 of these Family Rewards Terms, we are not responsible or liable for any loss you suffer (whether directly or indirectly) as a result of:

- a Partner failing to supply a Partner Offer, or failing to honour or accept an Entitlement;
- a Partner changing, suspending, cancelling or terminating a Partner Offer, an Entitlement, or the goods or services it supplies;
- a Partner becoming insolvent, entering into external administration, or ceasing to carry on business;
- our arrangement with a Partner ending, for any reason; or
- any other event or matter beyond our reasonable control.

7. Using Family Rewards

Sharing and transferring

You must not make a Partner Offer or an Entitlement (including any voucher or code we make available to you) available to, or allow it to be used by, any other person, unless the Partner Offer Terms for that Partner Offer expressly permit you to do so and you do so in accordance with those terms.

You must not sell, transfer or exchange a Partner Offer or an Entitlement, or use a Partner Offer or an Entitlement for any commercial purpose, in any circumstances.

If you do not comply with these terms

If you do not comply with these Family Rewards Terms, the Partner Offer Terms for a Partner Offer, or a Partner's own terms and conditions, we may:

decline to make an Entitlement available to you; and/or

withdraw your access to Family Rewards or to a particular Partner Offer.

Misuse of Family Rewards

We may also take one or more of these actions if we reasonably believe that you have engaged in fraud, or in serious or repeated misuse of Family Rewards.

Other rights

Nothing in this section limits our rights under section B.3 (Suspension and termination) of the Spriggy Terms. If your conduct also breaches the Spriggy Terms, we may act under section B.3 (Suspension and termination) of the Spriggy Terms as well as, or instead of, acting under this section.

8. Australian Consumer Law and liability

Your rights under the Australian Consumer Law

Nothing in these Family Rewards Terms excludes, restricts or modifies any guarantee, term, condition, warranty, right or remedy that is implied or imposed by law and that cannot lawfully be excluded, restricted or modified. This includes the consumer guarantees under the Australian Consumer Law.

Who is responsible for what

We are responsible for providing you with access to Family Rewards and to the Partner Offers that are available to you under your Plan.

The Partner is responsible for supplying the goods or services that a Partner Offer relates to, and for the Entitlement it provides.

Where you acquire services from us as a consumer within the meaning of the Australian Consumer Law, the consumer guarantees apply to the services we supply to you. Where you acquire goods or services from a Partner as a consumer within the meaning of the Australian Consumer Law, the consumer guarantees apply to the goods or services that Partner supplies to you. Those are separate supplies, and your rights in relation to each are against the person who made that supply.

Our liability

The limitation of liability in section B.1 (General terms) of the Spriggy Terms applies to Family Rewards and to these Family Rewards Terms.

9. Complaints and refunds

If you want a refund for goods or services you have bought from a Partner, or you want to cancel or change a booking or purchase you have made with a Partner, you need to deal with the Partner directly. Refunds, cancellations and changes are handled by the Partner, in accordance with the Partner's own terms and conditions and the Australian Consumer Law.

If your complaint is about a Partner, or about the goods or services a Partner has supplied to you, you should contact that Partner directly. The Partner's own terms and conditions will tell you how to do this.

If your complaint is about Family Rewards, or about anything we have done or not done, you can contact us using any of the methods set out in section B.9 (Contacting us and complaints) of the Spriggy Terms. We will handle your complaint in accordance with that section.

If we are unable to resolve your complaint, section B.9 (Contacting us and complaints) of the Spriggy Terms tells you what you can do next.

10. Privacy and communications

Personal information

We do not disclose your personal information to a Partner in connection with Family Rewards.

Where information about the use of Family Rewards is shared between us and a Partner, it is shared in an aggregated form that does not identify you.

If you choose to redeem a Partner Offer and deal with a Partner, you may provide personal information to that Partner, or the Partner may collect personal information from you. That is a matter between you and the Partner. The Partner collects and handles that information in accordance with its own privacy policy, and our Privacy Policy does not apply to it. We recommend that you read the Partner's privacy policy.

We collect, use and handle your personal information in accordance with our Privacy Policy, which is available at www.spriggy.com.au/terms, and section B.5 (Privacy) of the Spriggy Terms.

Communications about Family Rewards

We may communicate with you about Family Rewards, Partner Offers and Entitlements through the Spriggy App and by email, subject to the communication preferences you have set

with us and to our Privacy Policy. This includes communications that are necessary to make a Partner Offer available to you or to provide you with an Entitlement, such as a voucher, code or confirmation.

11. Our arrangements with Partners

Family Rewards is included in some Plans. We do not charge you a separate fee for Family Rewards, or for access to or redemption of any Partner Offer.

If we receive a payment or commission from a Partner in connection with a Partner Offer, we will tell you. At the date of these Family Rewards Terms, we do not receive any payment or commission from any Partner in connection with a Partner Offer.

12. Intellectual property

Partner names, logos and trade marks that appear in connection with Family Rewards belong to the relevant Partner or its licensors. They are used with the Partner's permission, and their use does not mean that we are associated with, or endorsed by, that Partner.

Section B.7 (Copyright and Intellectual Property Notices) of the Spriggy Terms applies to Family Rewards.

13. Changes to these Family Rewards Terms

We may make changes to these Family Rewards Terms from time to time.

Section B.10 (Changes to these Terms) of the Spriggy Terms applies to those changes.

Changes to the Partner Offers available under Family Rewards, including changes to the Partner Offer Terms for a Partner Offer, are dealt with in section B.2 of these Family Rewards Terms.

Definitions

Words defined in the Spriggy Terms have the same meaning in these Family Rewards Terms, unless they are given a different meaning below.

Eligible Plan means a Plan that includes access to Family Rewards. Whether a Plan is an Eligible Plan is set out at www.spriggy.com.au/pricing and in the Spriggy App.

Entitlement means a voucher, code, membership, credit or similar benefit that you obtain by redeeming a Partner Offer, where the Partner Offer provides for one.

Family Rewards means the feature of that name that we make available to a Parent on an Eligible Plan, through which we make Partner Offers available.

Family Rewards Terms means these terms, as amended from time to time.

Partner means a third party with whom we have an arrangement to make a Partner Offer available under Family Rewards.

Partner Offer means an offer, discount, benefit or other reward that we make available to you under Family Rewards, which relates to goods or services supplied by a Partner.

Partner Offer Terms means, for a Partner Offer, the terms and conditions that apply to that Partner Offer, as made available to you from time to time in connection with that Partner Offer.

Spriggy Terms means the Spriggy Terms and Conditions available at www.spriggy.com.au/terms, as amended from time to time.