

GemLife \$1000 Referral Reward Program



The GemLife \$1000 Referral Reward Program has been established to acknowledge the integral role home owners play in referring the resort to their friends, family and associates.

What is a referral?

A referral is a form of consultation or recommendation by a current home owner in which the home owner actively expresses to, or with, another individual. This consultation would be in regards to the benefits of life at a GemLife resort.

A referral may begin with identifying the needs and desires of the individual, and how life at GemLife would accommodate these. Following this initial consultation, the home owner would then recommend or invite the individual to enquire further. This enquiry would need to occur directly with a resort sales office.

Successful referral

- A home owner expressly recommends GemLife to another individual external to the resort and on the basis of that recommendation, an individual approaches one of GemLife's sales offices and makes a detailed enquiry;
- A home owner invites another individual to visit one of GemLife's sales offices to enquire more fully regarding purchasing at GemLife, and completes a GemLife \$1000 Referral Reward Program form ('referral form');
- A home owner submits a referral form to a GemLife sales office or sales consultant with details of an individual who may make an enquiry based on the home owners' encouragement or invitation; and
- An individual approaches a GemLife sales office or sales consultant and submits a referral form outlining details of the home owner who invited them to make further enquiry.

Unsuccessful referral

- When an individual has independently made their way to the resort and is met or greeted by a home owner who then espouses the benefits of life at GemLife; and/or
- When an individual has already made an independent approach to a GemLife sales office and advises a current home owner known to them, they are considering GemLife.
- When a home owner has verbally expressed a referral to a GemLife sales office or resort but has not completed and submitted a referral form.

GemLife \$1000 Referral Reward Program



Terms & Conditions

1. The GemLife \$1000 Referral Reward Program is non transferrable to third parties or other services.
2. The current incentive amount payable is \$1000 per settled sale transaction.
3. The current incentive amount is subject to change and review at the discretion of GemLife management.
4. Payment will be made to the current home owner's nominated bank account only.
5. The GemLife \$1000 Referral Reward Program is only applicable to current home owners of a GemLife resort.
6. Eligibility for any claim will be made at the sole discretion of GemLife.
7. Only one (1) home owner is eligible for an incentive payable on any referral to any villa that proceeds to a settled sale transaction.
8. In the instance where multiple home owners have been involved in a referral, payment will only be made to the first home owner to have submitted the referral form to the sales office.
9. Each referral form must be submitted directly to a resort sales office or resort sales consultant.
10. The home owner must complete the referral form outlining the details of the prospective home owner's name so as to avoid ambiguity.
11. A claim for payment cannot be made retrospectively and must be lodged prior to the new home owner's settlement.
12. Payment of the GemLife \$1000 Referral Reward Program will not be made until after settlement of the new home owner's villa has been affected.
13. For a claim to be valid, the prospective home owner must not have previously made contact with GemLife via any channel or referral.
14. Where a prospective home owner's settlement falls through, the original referral cannot transfer to a future settlement and will expire prior to either the settlement or upon withdrawal of the prospective home owner's interest in GemLife.

GemLife \$1000 Referral Reward Program form



As an ambassador for GemLife, I would like to apply for the GemLife \$1000 Referral Reward Program in relation to referring the following new incoming residents to this resort.

Resort referred:

Resident name:

Resident address:

Date referred:

Who are you introducing (name):

Address:

Phone:

NOMINATED BANK ACCOUNT DETAILS FOR PAYMENT

Account name:

BSB no.:

Account no.:

I hereby acknowledge and agree to the terms and conditions for the GemLife \$1000 Referral Reward Program.

Resident signature: _____ Date: _____

Sales office to validate (Office Use Only)

I confirm that the above client was referred to the sales office by the above resident and is therefore eligible for the GemLife \$1000 Referral Reward Program bonus. I confirm that this client has now settled in full on a new GemLife home.

Sales Consultant:

Sales Manager:

Sales Manager authorisation signature _____

Villa number settled: Settlement date:

Date sent to head office:

Payment confirmed: