



THE ROCK ROADHOUSE LOYALTY CARD

Terms & Conditions 2026

These Terms and Conditions (“Terms”) govern participation in The Rock Roadhouse Loyalty Card Program (“Program”) operated by Coastal Service Centres Pty Ltd (ABN 35 625 230 828) trading as The Rock Roadhouse (“we”, “us”, “our”). By enrolling in or using the Loyalty Card, you agree to these Terms.

1. Eligibility

1.1 Membership is open to individuals aged 18 years or older.

1.2 To join the Program, you must provide:

Full name

Valid email address

Phone number

1.3 By registering, you agree to join our mailing list and receive marketing communications.

1.4 Membership is free and non-transferable.

2. Standard Fuel Discount

2.1 Members subscribed to our mailing list are entitled to receive 4 cents per litre (4c/L) off Eligible Fuel.

2.2 The 4c/L discount:

Applies only at participating The Rock Roadhouse locations

Must be applied at the time of purchase

Cannot be redeemed for cash

Cannot be applied retrospectively

Cannot be combined with other fuel discounts unless expressly authorised

3. Premium Diesel Bulk Discount

3.1 Members purchasing 200 litres or more of premium diesel in a single transaction are entitled to receive: 6 cents per litre (6c/L) off premium diesel

3.2 Conditions:

Applies to premium diesel only

Must be purchased in one transaction

Transactions cannot be split to qualify

Not redeemable for cash

Cannot be combined with any other fuel offer unless approved by management

Subject to stock availability

3.3 The applicable discount will be determined by the total litres pumped in the single transaction.

4. Program Rules & Use of Card

4.1 The Loyalty Card must be presented at the time of purchase.

4.2 The card remains the property of Coastal Service Centres Pty Ltd.

4.3 We may suspend or cancel membership if:

False details are provided

The card is transferred or misused

Fraud or anti-avoidance conduct is suspected

4.4 Discounts are applied at our discretion in accordance with these Terms.

5. Commercial Protection Clauses

5.1 Variation of Program

We reserve the right to amend, suspend or terminate the Program, including discount amounts, eligibility criteria or conditions, at any time with reasonable notice.

5.2 No Forward Pricing

Discounts apply to the pump price at the time of transaction only and do not constitute a forward pricing agreement or price guarantee.

5.3 Supply Limitation

We may limit fuel quantities eligible for discount where supply constraints exist.



5.4 Anti-Avoidance

Transactions structured to artificially qualify for bulk discounts (including split transactions or coordinated purchases) may be refused.

5.5 Right to Refuse Service

We reserve the right to refuse application of discounts where misuse, commercial abuse or breach of these Terms is reasonably suspected.

6. Privacy & Marketing Communications

6.1 We collect personal information to:

Administer the Program

Apply discounts

Communicate promotions and offers

6.2 Personal information is handled in accordance with the Privacy Act 1988 (Cth).

6.3 Members may unsubscribe from marketing communications at any time; however, this may result in suspension of discount eligibility.

6.4 We do not sell personal information to third parties.

7. Australian Consumer Law

7.1 Nothing in these Terms excludes, restricts or modifies any rights you have under the Australian Consumer Law or other applicable legislation.

7.2 If any provision is found to be unfair or unenforceable, the remaining provisions continue in effect.

8. Liability

8.1 To the extent permitted by law, we are not liable for:

Loss, theft or damage of a Loyalty Card

System or pricing errors

Indirect or consequential loss arising from participation

8.2 Our liability is limited to the value of the discount incorrectly withheld where required by law.

9. Governing Law

These Terms are governed by the laws of New South Wales and the Commonwealth of Australia.