

FREQUENTLY ASKED QUESTIONS

What are the benefits of being a VIP member?

If you love shopping, you'll love being a Harbour Town VIP member. Members receive exclusive specials and discounts to over 100 participating retailers. The program offers bargain shopping, exclusive competitions, reduced prices on travel and accommodation, plus being kept up to date on events at Harbour Town.

As a member you will receive instant discounts when you present your card, at participating retailers.

How do I join?

You can complete the online application form, or visit the Harbour Town Customer Service lounge to join the program.

How do I redeem?

Simply present your VIP card to participating retailers to receive special offer and discounts. There is no limit on the number of discounts available to you each day.

What discounts and offers are available?

There are over 100 Harbour Town participating retailers, each with exclusive offers to VIP members.

When you subscribe to the VIP eNewsletter, the exclusive offers and specials will be emailed direct to you. If you don't have access to emails, click on the VIP offers link, or visit the Harbour Town Customer Service area to collect VIP offers list.

How to collect my VIP card?

Join by completing the application form online. Once completed, your VIP member card is awaiting for you at the Customer Service Lounge.

If you don't have access to online registration, visit the Customer Service area to complete an application form. Your card will be handed over to you once the application is complete.

What information do you need from me?

To join the VIP program, we will need your personal details including first and surname, plus email and postal address. This information allows us to contact you with special offers and discounts for the program.

Are you sharing my information?

No. Harbour Town values your privacy. All the information for VIP program will be used for the benefit of communication to you. Read the privacy policy for further details.

If I don't have an email address, how will i receive offers?

If you don't have an email address, you can check via the website or at Customer Service lounge for VIP offers.

I live overseas, and visit Harbour Town. Can I join?

The VIP Program is valid for Adelaide, Gold Coast, Melbourne, Perth residents. We invite you to come into our Tourism Lounge to collect a Tourism Card. The Tourism Card has been designed with travellers in mind and offers you access into our Tourism Lounge for complimentary refreshments.

Does the VIP membership have an expiry?

No, the VIP program is ongoing. If you haven't used your card for a while, check with Customer Service that we have your updated details.

Can the VIP card be in joint names?

There is one card per member. If you wish to include family members in the VIP program, have them join via application form.

I forgot my card. How can I redeem special offers?

Your VIP card needs to be presented at time of purchase. Visit the Customer Service Lounge to collect a new card.

I lost my card. How do I replace it?

Replacement cards are available at Customer Service Lounge. There is no charge for replacing your card.

How do I update my details?

To make any updates to your details please email us at tourism.lounge@harbourtownshopping.com.au or visit the Customer Service area at Harbour Town.