



**MittagongRSL**

## What is Club Rewards

Club Rewards is our member loyalty program where our members are rewarded each time they use their membership card.

### Members can earn Club Rewards points by:

- Playing the Club's Gaming Machines.
- Purchasing beverages from all bars located in the club.
- Purchasing meals from all food outlets in the club.
- Purchasing from the club Bottleshop.
- Purchasing Entertainment Tickets at Reception
- Swiping your membership card in the Generate Club Rewards Kiosks in the Club

### It's Simple

When making a purchase from the participating club departments just present your membership card at the time of ordering, it will be swiped through the point of sale and you will be rewarded with Club Rewards points. You received 1 point for each dollar spent.

Earn Club Rewards points on the Club's Gaming Machines simply by putting your card in the console which is located on each gaming machine (except Vegas Star Roulette). Your Club Rewards points will be accrued on your card as you play. Earn 1 point for every \$3 turned over in your gaming machine.

### Swipe your membership card today:

- For Member's Only prices on food and beverages.
- To earn Club Rewards Points each time you make a purchase,
- To exchange your Club Rewards Points for beverages, food, show tickets & bottle shop items.

### Swipe your card for free entry into members promotions such as:

- Free Raffles
- Wildcard Prize Draws
- Member Jackpot Draws
- Selected member prize promotions

Pay for in house club purchases with your accrued Club Rewards Points. 1 point equals one cent towards a purchase. Just tell your cashier that you wish to pay by points.

## Club Rewards Terms & Conditions

### Definitions

"Membership Card" means the Card issued to a member in connection with his or her membership.

"Club" means Mittagong RSL Club Ltd.

"Eligible goods and services" means the goods, services and facilities of a service provider in respect of which Mittagong RSL Club has agreed (with the service provider) that members will earn Points from the purchase or use of such goods, service and facilities.

"Eligibility age" means the minimum age specified by Mittagong RSL Club Ltd for a person to become a member.

"Member" means a person whose application for membership of the Club has been accepted and who has not ceased to be a member under the terms and conditions of the Club.

"Membership" has a corresponding meaning.

"PIN" means the personal identification number for use with the Membership Card.

"Points" means loyalty points earned by a member from the purchase or use of eligible goods and services and otherwise awarded by Mittagong RSL Club Ltd under the terms and conditions of the Rewards Program.

"Club Rewards Program" means the rewards program administered by Mittagong RSL Club Ltd and called (in respect of members joining at the Club) the Club Rewards program.

"Reward" means the benefits, goods, services and facilities (including without limitation tickets and vouchers) provided from time to time under the Club Rewards Program that can be obtained by a member through the accumulation and redemption of Points.

"Rewards provider" means the Club and any person who has an agreement with Mittagong RSL Club for members to obtain Rewards from that person in consideration of the redemption of Points.

"Service provider" means the Club and any other person who has an agreement with the Club such that members will earn Points for the purchase or use of eligible goods and services supplied by that person.

### Membership

Membership of the Club Rewards Program provides members with the opportunity to accumulate Points for the purchase or use of eligible goods and services.

The number of Points earned by members will determine their eligibility for Rewards during the period of the membership of the Club Rewards Program.

Participation in the Club Rewards Program is free to each individual who is a member of the Mittagong RSL Club Ltd.

Membership and participation in the Club Rewards Program is personal to each member and is not transferable.

The Membership Card is the property of Mittagong RSL Club Ltd and must be returned on demand including on a termination of membership. Mittagong RSL Club Ltd will not be responsible for any loss suffered by a member due to misuse of the Membership Card. If the Membership Card is lost or stolen, Mittagong RSL Club Ltd must be notified without unreasonable delay and the Club may impose a charge for any replacement Card provided. Mittagong RSL Club is not responsible and will accept no liability for misuse of lost or stolen Cards.

Mittagong RSL Club reserves the right to terminate the Club Rewards Program at any time provided that prior to such a termination members will have two months (or such longer period as the Club may specify) from the date of notice of termination within which to accrue and redeem Points. At the end of the relevant period all Points not redeemed will expire.

Non renewal of Club Membership or the death of a member will result in cancellation of membership and forfeiture of Points.

These terms and conditions may be amended at any time with 1 months notice by Mittagong RSL Club Ltd. Mittagong RSL Club Ltd may also change at any time with 1 months notice any other matter connected to the Club Rewards Program, including but not limited to changes regarding:

- accrual rates for earning Points
- the means by which points may be accrued
- Points required to qualify for a particular reward
- Rewards offered in connection with the Club Rewards Program

### Points

Points are not transferable. Points may only be redeemed by the member who has earned them and proof of identification may be required.

Points are valid for 12 months. The Points Year operates from 1st March to the last day of February each year. Points will be purged from a members account on the 1st business day of March each year. Members will be advised via their annual membership renewal notice and AGM Notice each year that they must spend their points prior to the last day of February. Members will also be advised of the points purge via internal club messaging, email and social media.

Any Points accrued for any purchase or money spent that is then reimbursed or refunded will be deducted from the members Points balance.

Mittagong RSL Club is not responsible and will not accept any liability for Card or system failure or the member not swiping or not correctly swiping his or her card at the point of sale of a the Club and is under no obligation to provide the member with Points under any of these circumstances.

## Rewards

Club Rewards Points can only be redeemed for Rewards provided by a Rewards provider.

Rewards are not transferable, refundable or exchangeable for cash.

Mittagong RSL Club Ltd is not responsible for lost and stolen Rewards, Reward vouchers, tickets or points after they have been issued to the member. Mittagong RSL Club Ltd reserves the right to cancel, withdraw or substitute Rewards at its discretion and is not responsible and will accept no liability for any loss arising from a cancellation, withdrawal or substitution of Rewards.

Mittagong RSL Club Ltd makes no warranties or representations either express or implied with respect to the quality, standard, fitness or suitability for any purpose of any goods or services (including Rewards) offered as part of the Program and, to the extent permitted by law, disclaims any and all liability for any loss, damage or claim that arises in connection with any of those goods and services.

Liability for a breach of a condition or warranty in relation to goods or services provided in the course of the Club Rewards Program is limited:

In the case of goods, to either one or more of the following:

- The replacement of the goods or the supply of equivalent goods;
- The repair of the goods;
- The payment of the cost of replacing the goods or of acquiring equivalent goods; or
- The payment of the cost of having the goods repaired; and
- In the case of services, to:
  - The supplying of the services again; or
  - The payment of the cost of having the services supplied again.

## Abuses of the Programme

Any fraud or misuse of the Membership Card or improper conduct (as determined by Mittagong RSL Club Ltd in its discretion) or breach of these terms and conditions will result in the Club taking appropriate action (as determined by the Club in its discretion) which may include the citing of the member to explain their inappropriate actions.

Each member is responsible for keeping his or her PIN secure and confidential. Where the member chooses his or her PIN he or she should not choose sequential numbers, personal information or any other easily found or known PIN. The member must not disclose the PIN to any person except to a staff member of the Club, for the purposes of redeeming Points if required to do so.

The Club will not be responsible or liable for disclosure of a PIN by a member outside these circumstances or use of a members PIN by another person. Entry by any person of a members PIN to obtain Rewards will result in that members Points balance being irreversibly reduced accordingly.

## Lost, Stolen or Damaged Cards

If the Membership Card is lost or stolen, Mittagong RSL Club Ltd must be notified without unreasonable delay and the Club may impose a charge for any replacement Card provided. Mittagong RSL Club is not responsible and will accept no liability for misuse of lost or stolen Cards.

Damaged membership cards can also be replaced by the Club and the member may incur a cost for any such replacement.

## Complaints & Queries

All questions and complaints relating to the administration, application and mechanics of the Club Rewards program, need to be directed to:

In writing, addressed to: Attention General Manager, C/O Mittagong RSL Club, PO Box 70, Mittagong NSW 2575

By email to [info@mittagongrsl.com.au](mailto:info@mittagongrsl.com.au)

While all endeavors will be made to ensure that a satisfactory outcome is achieved for all parties, the decision by the Club will be final.

## Responsible Gambling Message

Mittagong RSL Club has a number of measures in place to assist those with a gambling addiction. If you or someone you know is struggling with controlling gambling habits, ask to speak to the one of the Club's ClubSafe Managers for more information. Think! about your choices. Call Gambling Help 1800 858 858



# Mittagong RSL

Generate Club Rewards Points.