



# Springwood Rewards

## TERMS + CONDITIONS

9 August, 2016

ABN 81 001 662 648

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1. The Promoter is Mingara Recreation Club Ltd, ABN 81 001 662 648.
2. 'Springwood Rewards' is Springwood Sports Club's Membership Rewards Program. It is only open to financial ordinary, special, life and provisional members of Springwood Sports Club (the Club). However, the promotion is not open to any member whilst their membership is suspended.
3. The following persons are not eligible to participate in Springwood Rewards:
  - (a) Club Officers; executives and their families; other employees – Club Directors, auditors; Club Executives (and the immediate family of any executive); other Club employees;
  - (b) Contractors directly involved in the promotion, and families – Officers and employees of suppliers or contractors to the Club, who are directly involved in any aspect of the promotion (and the immediate family or any of them);
  - (c) People who work on the Club's premises owned or leased by the Club, who are employed by any of the licensees or lessees of the Club;
  - (d) People working at the Club at the time – Persons employed by any other supplier or contractors of the Club who at or about the time of a particular draw, are on the Club's premises in that capacity as such an employee.
4. The use of the Springwood Rewards Membership Card by the Club's members indicates acceptance of the terms and conditions of the Springwood Rewards Program as amended from time to time.
5. Reward Points will only be issued to the member who is the rightful holder of the Springwood Rewards Membership Card.
6. All Club members are responsible for notifying the Club of any change of address details, lost or stolen cards or any misuse of their Springwood Rewards Membership Card as defined in these terms and conditions. The Club is not responsible for and will accept no liability for, the misuse of lost or stolen cards.
7. All members will be assigned a membership number. This number will be used for member identification and authentication purposes.
8. At the time of joining, all members are required to have a photo taken for inclusion on their Springwood Rewards Membership Card. This assists with identification and authenticity.
9. Membership may be cancelled or refused at any time at the Club's discretion.
10. Membership Cards must be signed on the back by the member at the time of issue.

## EARNING AND SPENDING REWARD POINTS

11. To earn Rewards Points you must present your Springwood Rewards Membership Card at the time of a cash transaction at any specified point of sale within the Club or ensure your card is correctly inserted into a gaming machine console during play.
12. The following areas are excluded from the Springwood Rewards Program and therefore reward points will not accrue on purchases made: using EFTPOS or credit cards for purchases, cash withdrawals from ATM machines, Bingo purchases, and Sub-club raffles.
13. Rewards Points can be used to purchase products at: The Brasserie (food, drinks and coffee), at the bar to purchase drinks, at Reception to renew your membership and to purchase retail gift cards.
14. Reward Points will be cleared annually at close of business on 31 December.

15. Purchase of products and services using part-points and part-cash is permitted, points will only be issued for the cash component of the transaction.
  16. Only cash transactions are eligible to earn Reward Points (not credit card, EFTPOS or Cheque / Money Order transactions).
  17. The Club may at its discretion nominate and amend from time to time various uses, benefits and offers for redemption of points.
  18. The Club reserves the right to withdraw any redemption offer at any time without notice and will not be held liable in any way in relation to the withdrawal or unavailability of a particular benefit or redemption item which may have been displayed, promoted or advertised.
  19. Photo identification, signature, date of birth verification and PIN entry must be produced upon request when claiming or redeeming any benefits or offers associated with Reward Points.
  20. The rate of accrual of points is determined solely by the Club and may change at any time without notice.
  21. To accrue points through point of sale and redemption purchases, 1 point will be issued for every \$1.00 cash spent. Points will be given on rounded dollar amounts only, with the balance accruing until additional points make up to a rounded dollar.
  22. Points will be issued for gaming play based on 1 Reward Point for every \$5.00 of gaming turnover for Bronze level, \$4.50 for Silver level, \$4.00 for Gold level, \$3.70 for Platinum level and \$3.40 for Diamond level.
  23. To be eligible for points and associated rewards, the member must insert their card into the gaming machine card reader and ensure it has been accepted for play and that points are accruing during their play.
  24. Springwood Sports Club will not be liable in any way in relation to the unavailability of points of any description which fail to accrue as a result of malfunction, operator fault, misrepresentation or any other reason beyond the knowledge or control of Springwood Sports Club.
  25. Springwood Sports Club reserves the right to adjust points where points have accrued as a result of malfunction, operator fault, misrepresentation or any other reason beyond the knowledge or control of Springwood Sports Club.
  26. Reward Points can be used for purchases and other benefits as offered from time to time and have a value of 1 point = 1 cent (100 points = \$1.00).
  27. Rewards Points cannot be traded, transferred, sold or assigned, except in accordance with these Terms and Conditions.
  28. Rewards Points, Springwood Rewards, Springwood Sports Club's Rewards and Springwood Rewards Membership Card are brand names, which are owned, operated and administered by the Club.
  29. Information on how to enter forms part of the promotion conditions.
- Full terms and conditions are available at [www.springwoodsports.com.au](http://www.springwoodsports.com.au) or from Reception.

## **CARD-BASED GAMING**

30. All persons who play gaming machines in this Club agree they do so subject to the conditions of gaming machine play and the following rules which shall be the terms and conditions for use of card-based gaming at Springwood Sports Club.
31. If you do not agree to these terms and conditions, you must not play the gaming machines or use the card-based gaming functions.
32. The decision of the Club as expressed by its officers and/or employees as to the interpretation of these rules shall be final.
33. The Club, by law, can only issue one Springwood Rewards membership card per person. The person must be 18 years of age or over.
34. If your card is lost or stolen, you must immediately report this to the Club. A replacement card will be issued once you have completed the necessary declaration form required by the Club.
35. You must not have more than one player account open at this Club at any one time.
36. The security of money in player accounts is the responsibility of both the Club and the account holder.
37. The government and its agencies take no responsibility for any losses that might occur from the account.
38. The account holder is solely responsible for ensuring that their personal identification number (PIN) is kept confidential and that no other person has access to the account holder's membership card.

39. The account holder is liable for any losses that might arise from, or in connection with, the account holder's failure to comply with such responsibilities.
40. The account holder may, at his/her discretion, set a weekly account limit by written request to the Club.
41. The setting of a weekly account limit may also include arrangements for the deactivation of the account card.
42. If a weekly account limit is set, the player may alter the limit by written request to the Club. If the player wishes to decrease the weekly account limit, the decrease will take effect within 24 hours of the request being received. If the notice is to increase the weekly account limit, the increase will not take effect until 48 hours after the notice is given to the Club. Such requests are required in writing to the Club.
43. By participating in card-based gaming at Springwood Sports Club, you agree and are bound by these terms and conditions, as may be varied via notification on the Club's member noticeboard.
44. Monthly player activity statements are available on request, if the account has been active, such statements are free of charge. If a player requires a copy of previous activity statements, a charge may apply.
45. You have the option of whether or not you wish to participate in card-based gaming at Springwood Sports Club at any time. If you do not wish to participate, please notify the Club in writing immediately.
46. The Club takes no responsibility for any losses the player incurs as a result of playing gaming machines at the Club whether by coin, cash or player card. The player acknowledges that certain linked jackpots may be electronically transferred to a winning machine's credit meter.
47. You are bound to these terms and conditions upon signing Springwood Sports Club's Membership Application Form. These terms and conditions are deemed to have been accepted and will be binding on a member upon them signing a membership form and upon the first use of their Springwood Rewards membership card.

#### **YOUR CHOICE OF DIAMOND UPGRADE REWARD**

48. For a member to enter the Diamond tier, the Club will send a written invitation to the member. Invitation to the Diamond tier will be determined by the Club when a member has earned a consistent level of required monthly points within a three month period. Members moving into the Diamond tier for the first time are entitled to a unique, non-specified upgrade reward in the form of a gift.
49. Springwood Sports Club cannot guarantee that each member moving into the Diamond tier will receive the same upgrade reward, however the monetary value of the upgrade reward will be equivalent.

#### **EXCLUSIVE CHRISTMAS GIFT**

50. All members who are in the Diamond tier in the month of December each year will receive a gift from the Club. The gift will be the same for each Diamond member or the Club. The Club will give individual gifts to each Diamond member with the equivalent monetary value.

#### **INVITATIONS TO EXCLUSIVE DIAMOND EVENTS + PROMOTIONS**

51. Qualifying members may be invited to exclusive Diamond only events throughout the year. These events are invitation only to the qualifying member (and a guest on occasion).
52. Exclusive event numbers are limited and may be booked out prior to the RSVP date. Members are encouraged to respond to invitations early to avoid disappointment.
53. In the event that an event is booked out, the member's invitation becomes invalid. Springwood Sports Club accepts no liability where an event is booked out and invited members are unable to attend.
54. Invitations are not transferable to another person or redeemable for cash or alternative products.
55. From time to time Springwood Sports Club will host Diamond only promotions. These promotions may be promoted in house or by direct mail, email or other communication to members.
56. Members will be required to be in attendance for the chance to win a promotion and chances are not transferable or redeemable for cash, nor are they able to be substituted for another promotion or prize.
57. The member is responsible for confirming their entry into such promotions prior to the promotional draw commencing.

## **INVITATIONS TO PLATINUM EVENTS + PROMOTIONS**

58. Qualifying members may be invited to Platinum events throughout the year. These events are invitation only to the qualifying member (and a guest on occasion).
59. Exclusive event numbers are limited and may be booked out prior to the RSVP date. Members are encouraged to respond to invitations early to avoid disappointment.
60. In the event that an event is booked out, the member's invitation becomes invalid. Springwood Sports Club accepts no liability where an event is booked out and invited members are unable to attend.
61. Invitations are not to another person or redeemable for cash or alternative products.
62. From time to time Springwood Sports Club will host Platinum promotions. These promotions may be promoted in house or by direct mail, email or other communication to members.
63. Members will be required to be in attendance for the chance to win a promotion and chances are not transferable or redeemable for, nor are they able to be substituted for another promotion or prize.
64. The member is responsible for confirming their entry into such promotions prior to the promotional draw commencing.

## **COMPLIMENTARY BARISTA MADE COFFEE, TEA + SOFT DRINK IN PLAYERS' LOUNGE**

65. Qualifying members (Diamond and Platinum) are entitled to complimentary espresso coffee, tea and soft drinks from the gaming area only. This service is for members only and does not extend to members' guests or family.
66. Members can order these products through the service request buttons located on gaming machine consoles.
67. Members will be required to provide their membership card as identification to receive the complimentary product upon ordering.
68. The Club reserves the right to withdraw any redemption offer at any time without notice and will not be held liable in any way in relation to the withdrawal or unavailability of a particular benefit or redemption item which may have been displayed, promoted or advertised.
69. Offer excludes liquor coffee and is not transferrable for other beverages or cash.

## **INVITATION TO GOLD EVENTS + PROMOTIONS**

70. Qualifying members may be invited to Gold events throughout the year. These events are invitation only to the qualifying member (and a guest on occasion).
71. Exclusive event numbers are limited and may be booked out prior to the RSVP date. Members are encouraged to respond to invitations early to avoid disappointment.
72. In the event that an event is booked out, the member's invitation becomes invalid. Springwood Sports Club accepts no liability where an event is booked out and invited members are unable to attend.
73. Additional invitations may be issued at the discretion of the Club.
74. Invitations are not transferrable to another person or redeemable for cash or alternative products.
75. From time to time Springwood Sports Club will host Gold promotions. These promotions may be promoted in house or by direct mail, email or other communication to members.
76. Members will be required to be in attendance for the chance to win a promotion and chances are not transferable or redeemable for cash, nor are they able to be substituted for another promotion or prize.
77. The member is responsible for confirming their entry into such promotions prior to the promotional draw commencing.

## **TURBO REWARD POINT ISSUE RATE**

78. From the Silver tier to Diamond tier, an accelerated reward point issue rate will apply. A 10% accelerated rate for Silver members, 20% for Gold members, 26% for Platinum members and 32% for Diamond members. The percentage increase is calculated by using the Reward Point issue rate of Bronze members.

### **PURCHASE RETAIL GIFT CARDS WITH REWARD POINTS**

79. Members can purchase retail gift cards using their reward points at the Club. Coles Group & Myer, Woolworths Wish, Bunnings and Caltex gift cards are available to purchase.

### **SPECIAL BIRTHDAY DINING REWARD**

80. All members are entitled to a special birthday dining reward to use at The Brasserie at Springwood Sports Club.
81. The dining reward can be used to buy food and drinks in The Brasserie and bar and, if necessary, extra funds supplied by the member can be used in addition to the birthday dining reward. The reward is not redeemable for cash and no credit or change will be given on the unused portion of the reward.
82. Diamond members receive a \$50 dining reward, Platinum members receive a \$25 dining reward, Gold members receive a \$20 dining reward, Silver members receive a \$15 dining reward and Bronze members receive a \$10 dining reward.
83. Members will be notified via email near the time of their birthday to let them know that their birthday dining reward is ready to be redeemed at the Club. Members do not need to be notified to be able to claim their reward.
84. Members have 90 days to redeem their birthday dining reward at the Club before it expires.

### **AUTOMATIC ENTRY IN SPRINGWOOD SPORTS CLUB'S MEMBERS' JACKPOT**

85. Eligible financial members (Ordinary, Special, Life and Provisional) are automatically entered into Springwood Sports Club's Members' Jackpot. Members must be inside the Club premises at the time of the draws and have 4 minutes to claim their prize by presenting themselves and appropriate identification to Reception, if their name is called out via the Club's PA announcement system. Please see the full terms and conditions at Reception or on the club's website [www.springwoodsports.com.au](http://www.springwoodsports.com.au).
86. Members are bound by the terms and conditions as approved by the NSW Office of Liquor, Gaming and Racing.

### **10% DISCOUNT ON FOOD + DRINKS IN THE CLUB**

87. Members are able to receive discounted food and drinks by presenting their membership card at the start of their transaction at participating points of sale within Springwood Sports Club.

### **PURCHASE FOOD AND DRINKS IN THE CLUB WITH YOUR REWARD POINTS**

88. Members can use their reward points within the club to purchase food and drinks.