



# GREAT REWARDS

TERMS AND CONDITIONS - December 2020

Springwood Sports Club  
83 Macquarie Road  
Springwood NSW 2777  
02 4349 7796  
admin@springwoodsports.com.au

[springwoodsports.com.au](http://springwoodsports.com.au)

1. The Promoter is Mingara Recreation Club Ltd, t/as Springwood Sports Club ABN 81 001 662.
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. However, the Rewards Program/promotion is not open to any member whilst their membership is suspended.
3. Junior members are not eligible to participate in the Springwood Sports Club Rewards Program.
4. Persons must be over 18 years of age to participate in the Springwood Sports Club Rewards Program and associated promotions.
5. The following persons are not eligible to participate in Springwood Rewards:
  - (a) Club Directors
  - (b) Club Secretary and Executives
  - (c) Club Managers
  - (d) Club Team Members

This includes earning Reward Points, entry into Reward Program Promotions and activities. Other promotions are subject to their own terms and conditions.

6. Contractors – Officers and employees of suppliers or contractors to the Club, who are directly involved in any aspect of the promotion and/or are working at the club at the time of a particular draw are not eligible to participate.
7. People who work on site at the Club in a leased-premises and who are employed by a Business Partner or onsite contractor are eligible to earn and spend Reward Points. However, if these persons are working at the club at the time of a promotion or activity in the capacity as an employee, they are not eligible to participate.
8. The use of the Springwood Sports Club membership card by the Club's members indicates acceptance of the terms and conditions of the Springwood Sports Club Rewards Program as amended from time to time without prior notice.
9. Reward Points will only be issued to the member who is the rightful holder of the Springwood Sports Club membership card.
10. There are 5 tiers in Springwood's Rewards Program being Bronze, Silver, Gold, Platinum and Diamond. Upon joining all eligible members will start as a Bronze tier member.
11. The Springwood Sports Club Rewards Program has the following qualifying criteria attributed to member levels:

*Bronze – 0 to 499 Reward Points*  
*Silver – 500 to 2,999 Reward Points*  
*Gold – 3,000 to 6,999 Reward Points*  
*Platinum – 7,000 to 10,999 Reward Points*  
*Diamond – 11,000+ Reward Points*

12. All members within a loyalty tier are treated equally.
13. 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 Sports Club 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.
14. All members will be assigned a membership number. This number will be used for member identification and authentication purposes.
15. At the time of joining or as requested, all members are required to have a photo taken for inclusion on their Springwood Sports Club membership card, this will be renewed at intervals determined by the club to maintain identification accuracy.

16. Access to the Springwood Sports Club Rewards Program is subject to members meeting the requirements of Club membership as outlined in the Club's constitution. Membership may be cancelled/refused at any time at the Club's discretion. This includes withholding or clearing Reward Points held on the membership card.

## **RESPONSIBLE CONDUCT OF GAMBLING**

17. Springwood Sports Club operates this Rewards Program under its Responsible Conduct of Gambling (RCG) policy.

18. 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.

19. Members may at his/her discretion set a daily/weekly account spend limit including length of time spent on an electronic gaming machine (EGM). This is called "Voluntary Pre-Commitment" and can be setup at the Ebet Rewards Kiosk or as a request at reception through Ebet Members Assist. The setting of a voluntary pre-commitment may also include arrangements for the deactivation of the account card at reception through Ebet Member Assist.

20. If a Voluntary Pre-Commitment is set, the player may alter the limit via the Ebet Rewards Kiosk or at reception. If the player wishes to decrease time or spend at the EGM's, the decrease will take effect immediately, in accordance with responsible gambling practices. If the notice is to increase time or spend at the EGM's, the increase will not take effect for 24 hours after the notice is implemented on the gaming system either through the Ebet Reward Kiosk or Ebet Members assist at reception.

21. A customer who feels they have a gambling problem, or a customer who knows of someone who may have a gambling problem, may request self-exclusion from the venue at any time by speaking to any member of the team. The Shift Manager will meet with the customer/member to assist them in this confidential process.

22. The Club has a duty to take reasonable care for the safety and welfare of our customers and will enforce self-exclusion.

23. Members who self-exclude, partially exclude or are third party excluded are removed from the Springwood Sports Club Rewards Program. All Reward Program benefits attributed to the member are cleared.

24. 24 Hour Help line information:

Is gambling a problem for you? CALL Gambling Help (NSW) Counselling Service on 1800 858 858.

## **EARNING + SPENDING REWARD POINTS**

25. To earn Rewards Points you must present your Springwood Sports Club 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.

26. Reward Points will not accrue on purchases made using EFTPOS, credit card, cheque or cash withdrawals from ATM machines and sub-club raffles.

27. Rewards Points can be used to purchase products and services at:

- Gather
- Gather Bar
- Players' Lounge
- Retail gift cards from the gift card vending machine
- Raffle tickets and bingo tickets

29. Reward Points collected on a gaming device during play can be spent on the Points to Play promotion.

30. Reward Points will be cleared annually at close of business on 31 December.

31. Purchase of products and services using part-Reward Points and part-cash is permitted. Where products or services are purchased using part-Reward Points and part cash, Reward Points will not be issued for that transaction.

32. From time-to-time promotional offers for Bonus Reward Points will be activated (for a defined period of time).

33. The Club may at its discretion nominate and amend from time-to-time various uses, benefits and offers for redemption of points.

34. 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.

35. 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.

36. The rate of accrual of points is determined solely by the Club and may change at any time without notice.

37. 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.

38. Points will be issued for gaming play based on 1 Reward Point for every \$5 of gaming turnover for Bronze level, \$4.50 for Silver level, \$4.00 for Gold level, \$3.70 for Platinum level, \$3.40 for Diamond level. 1 Reward Point for every \$50 gaming turnover for multi-terminal gaming machines (MTGM). The % Extra Bonus Reward Points for all tiers does not apply for MTGM play.

39. Movement up tiers in the Reward Program is administered every month and is based on the amount of Reward Points a member accumulates within the month. These movements happen at the beginning of each month. Once members achieve a higher tier level than the previous month, they will continue to stay in the higher level for 3 months.

40. If a member does not accumulate enough points during the month to stay in their tier, they are moved down from the higher tier (after 3 months) to the level that reflects their monthly point balance.

41. To be eligible for Reward Points and associated rewards the member must insert their card into the gaming machine console and ensure it has been accepted for play and that points are accruing during their play and/or provide their card at every cash point of sale transaction.

42. Springwood Sports Club will not be liable in any way in relation to the unavailability of Reward Point 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.

43. 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.

44. 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).

45. Rewards Points cannot be traded, transferred, sold or assigned, except in accordance with these Terms and Conditions.

46. Rewards Points, Springwood Rewards, Springwood Sports Club Membership Card, Rewards Kiosk and "Life's Great" are brand names, which are owned, operated and administered by the Club.

47. Information on how to enter forms part of the promotion conditions. Full terms and conditions are available from [www.springwoodsports.com.au](http://www.springwoodsports.com.au) or from Reception.

#### **INVITATION TO EXCLUSIVE MEMBER EVENTS**

48. All qualifying members may be invited to exclusive events throughout the year. These events are invitation only to the qualifying member, as outlined in the Rewards Program Matrix. Numbers to these events are limited and may be booked out prior to the RSVP date. Members are encouraged to respond to invitations early to avoid disappointment.

49. In the circumstance 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. Invitations are not transferable or redeemable for cash or alternative products. Members may not receive an invitation if the club does not hold valid contact details for the member or if a member has opted out of marketing material.

#### **INVITATIONS TO EXCLUSIVE LOYALTY PROMOTIONS**

50. From time-to-time Springwood Sports Club will conduct exclusive loyalty promotions within tiers. These promotions may be promoted in house or by direct mail, email or other communication to members.

51. Members will be required to be in attendance for such promotions and chances are not transferable or redeemable for cash or substituted for another promotion or prize.

52. The member is responsible for confirming their entry into such promotions prior to the promotional draw commencing.

#### **COMPLIMENTARY ESPRESSO, GOURMET TEA, HOT CHOCOLATE AND SOFT DRINK**

53. Qualifying members (Diamond and Platinum) are entitled to complimentary espresso coffee, tea and soft drink (post mix) from the gaming area only. This service is for members only and does not extend to members guests or family.

54. Offer excludes liquor coffee and is not transferrable for other beverages or cash.

#### **AUTOMATIC ENTRY INTO SPRINGWOOD SPORTS CLUB'S MEMBERS' DRAW**

55. Eligible financial members (Ordinary, Special, Life and Provisional) are automatically entered into Springwood sports Club's Members' Draw promotion. Members must be inside the Club premises at the time of the draw and have 4 minutes to claim their prize by presenting themselves and appropriate identification to the Reception Desk. Please see full terms and conditions of this promotion at the Reception Desk or on the club's website [www.springwoodsports.com.au](http://www.springwoodsports.com.au)

56. Members are bound by the terms and conditions from promotions as approved by Liquor and Gaming NSW.

#### **10% DISCOUNT ON SELECTED FOOD + BEVERAGE**

57. Eligible members are able to receive discounted food and beverage by presenting their membership card at the start of their transaction at participating outlets within Springwood Sports Club.

58. Eligible members of any of Mingara Leisure Group's clubs are able to receive discounted food and beverage by presenting their membership card at the start of their transaction when visiting any club within Mingara Leisure Group ie. Mingara Recreation Club, The Westport Club, Lantern Club, Springwood Sports Club and The Greens, The Entrance.

#### **EXCLUSIVE DIAMOND UPGRADE REWARD**

59. Members moving into the Diamond level of the Rewards Program for the first time, are entitled to a unique, non-specified upgrade reward in the form of a gift. This is a one-off reward.

60. 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 within the range of \$80-\$100.

#### **BIRTHDAY REWARD**

61. Eligible members are entitled to a special birthday reward in the form of Reward Points. Members are notified by email the month prior to their birthday month this reward is available from the Rewards Kiosk at the club.

62. Diamond members receive 5,000 Reward Points (to the value of \$50), Platinum 3,000 Reward Points (to the value of \$30), Gold 2,000 Reward Points (to the value of \$20), Silver 1,500 Reward Points (to the value of \$15), Bronze 1,000 Reward Points (to the value of \$10). This will be loaded to the membership card.

63. Birthday Rewards are active during your birthday month. You will be notified in the month before your birthday month by email that your Birthday Reward is available as Reward Points from the Rewards Kiosk. They will expire at midnight on the last day of your birthday month.