

Great Rewards

The Westport Club's Membership Loyalty Program

TERMS + CONDITIONS

27 March, 2023



GREAT
REWARDS

1. The Promoter is Mingara Recreation Club Ltd ABN 81 001 662 648 t/as The Westport Club.
2. Great Rewards, is The Westport Club's Membership Rewards Program. It is only open to financial ordinary, special, life and provisional members of The Westport 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 Great Rewards or win; (a) Club Officers; Directors, auditors; Club Executives (and their families); other Club employees; (b) Contractors directly involved in the promotion (and their families) (c) Any employee of The Westport Club.
4. The use of the Westport Club membership card by the Club's members indicates acceptance of the terms and conditions of The Westport Club's 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 Westport Club membership card.
6. There are 5 tiers in Westport's Rewards Program being Bronze, Silver, Gold, Platinum and Diamond. Upon joining all eligible members will start as a Bronze tier member.
7. The Westport 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
8. All members within a loyalty tier are treated equally.
9. All Club members are responsible for notifying the Club of any change of address details, lost or stolen cards or any misuse of their Westport 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.
10. All members will be assigned a membership number. This number will be used for member identification and authentication purposes.
11. At the time of joining, all members are required to have a photo taken for inclusion on their Westport Rewards membership card. This assists with identification and authenticity.
12. Membership may be cancelled/refused at any time at the Club's discretion.
13. Membership cards must be signed on the back by the member at the time of issue.

SELF EXCLUSION

14. The Westport Club operates this Rewards Program under its Responsible Conduct of Gambling (RCG) policy.
15. 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 Supervisor will meet with the customer/member to assist them in this confidential process.
16. The Club has a duty to take reasonable care for the safety and welfare of our customers and will enforce self-exclusion.

EARNING + SPENDING REWARD POINTS

17. To earn Reward Points you must present your Westport Club membership card at the time of a cash or card transaction at any specified point of sale within the Club or ensure your card is correctly inserted into a gaming machine console during play.
18. The following are excluded from The Westport Club's Membership Rewards Program, and therefore Reward Points will not accrue on function/event bookings, cash withdrawals from ATM machines and purchases for sub-club raffles.
19. Reward Points can be used to purchase products and services at: Aqua Restaurant, Jimmy's Bar & Lounge, Hastings Coffee Co., the Bottle Shop and to purchase retail gift cards from the Gift Card vending machine and bingo books or electronic bingo devices.
20. Reward Points will be cleared annually at close of business on 31 December.
21. Purchase of products and services using part-points and part-cash/card is permitted.
22. The Club may at its discretion nominate and amend from time to time various uses, benefits and offers for redemption of points.
23. 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.
24. 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.
25. The rate of accrual of points is determined solely by the Club and may change at any time without notice.
26. To accrue points through point of sale and redemption purchases, 1 point will be issued for every \$1.00 spent. Points will be given on rounded dollar amounts only, with the balance accruing until additional points make up to a rounded dollar.
27. 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.
28. Movement up tiers in the Rewards Program is administered every month and is based on the amount of 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.

29. 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 three months) to the level that reflects their monthly point balance.
30. To be eligible for 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.
31. The Westport 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 The Westport Club.
32. The Westport 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 The Westport Club.
33. 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).
34. Rewards Points cannot be traded, transferred, sold or assigned, except in accordance with these Terms and Conditions.
35. Rewards Points, Great Rewards, The Westport Club's Great Rewards, the Westport Great Rewards Membership Card and Life's Great are brand names, which are owned, operated and administered by the Club.
36. Information on how to enter forms part of the promotion conditions.

CARD-BASED GAMING

37. All persons who play gaming machines in this Club agree they do so subject to conditions of gaming machine play and the following rules which shall be the terms and conditions for use of card-based gaming at The Westport Club.
38. If you do not agree to these terms and conditions, you must not play the gaming machines or use the card-based gaming functions.
39. The decision of the Club as expressed by its officers and/or employees as to the interpretation of these rules shall be final.
40. The Club, by law, can only issue one player card per person. The person must be over 18.
41. 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 required by the Club.
42. You must not have more than one player account open at this Club at any one time.
43. The security of money in player accounts is the responsibility of both the Club and the account holder.
44. The government and its agencies take no responsibility for any losses that might occur from the account.
45. 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 player card.
46. 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.
47. The account holder may at his/her discretion set a weekly account limit by written request to the Club.

48. The setting of a weekly account limit may also include arrangements for the deactivation of the account card.
49. 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 immediately. If the notice is to increase the weekly account limit, the increase will not take effect until 24 hours after the notice is given to the Club.
50. By participating in card-based gaming at The Westport Club, you agree and are bound by these terms and conditions, as may be varied by the Club's member notice board.
51. Monthly player activity statements are available on request, if the account has been active, free of charge. If a player requires a copy of previous activity statements, a charge may apply.
52. You have the option of whether or not you wish to participate in card-based gaming at The Westport Club at any time. If you do not wish to participate, please notify the Club immediately in writing.
53. Under Section 97 of the Gaming Machines Regulation, 2010, persons issued with a player card have the option of whether or not they wish to participate in the loyalty scheme operated by the Club. If you do not wish to participate in the player reward scheme at any time please notify the Club immediately.
54. The Club takes no responsibility for any losses the player incurs as a result of playing gaming machines at the Club whether by cash or membership rewards card. The player acknowledges that certain linked jackpots may be electronically transferred to a winning machine's credit meter.

INVITATIONS TO EXCLUSIVE DIAMOND, PLATINUM AND GOLD EVENTS AND PROMOTIONS

55. Diamond Events are open only to Diamond level members, Platinum Events are open to Diamond and Platinum members and Gold Events are open to Diamond, Platinum and Gold members.
56. Qualifying members may be invited to exclusive events throughout the year. These events are invitation only to the qualifying Diamond, Platinum or Gold member.
57. 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.
58. If an event is booked out, the member's invitation becomes invalid. The Westport Club accepts no liability where an event is booked out and invited members are unable to attend.
59. Invitations are not transferable or redeemable for cash or alternative products.

FREE SOFT DRINK IN PLAYERS' LOUNGE

60. Qualifying Diamond and Platinum members are entitled to complimentary soft drink post mix from the gaming area only. This service is for members only and does not extend to members guests or family.
61. Members can order these products through the service request buttons located on gaming machine consoles.
62. Members will be required to provide their membership card as identification to receive the complimentary product upon ordering.
63. 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.

64. Offer excludes alcoholic additives and is not transferrable for other beverages or cash.

FREE ESPRESSO COFFEE, HOT CHOCOLATE AND TEA IN PLAYERS' LOUNGE

65. Qualifying Diamond & Platinum members are entitled to complimentary espresso coffee, hot chocolate, and tea products 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.

AUTOMATIC ENTRY INTO THE WESTPORT CLUB'S MEMBERS' DRAW

70. Eligible financial members (Ordinary, Special, Life and Provisional) are automatically entered into The Westport 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.thewestportclub.com.au/whats-on/members-jackpot/

71. Members are bound by the terms and conditions from promotions as approved by NSW Fair Trading.

10% DISCOUNT ON SELECTED FOOD + BEVERAGE

72. Members are entitled to receive discounted food and beverage by presenting their membership card at the start of their transaction at participating outlets within The Westport Club.

BIRTHDAY REWARD VOUCHER

73. All members are entitled to a birthday reward voucher to use at The Westport Club.

74. The birthday reward voucher can be used for meals and drinks in Aqua Restaurant, Jimmy's Bar & Lounge, Hastings Coffee Co., products in the Bottle Shop, as well as to purchase gift cards or to play bingo or cash housie.

75. Diamond members receive a \$50 birthday reward voucher, Platinum members receive a \$30 birthday reward voucher, Gold members receive a \$20 birthday reward voucher, Silver members receive a \$15 birthday reward voucher and Bronze members receive a \$10 birthday reward voucher.

76. Members will be notified via email near the time of their birthday letting them know that their birthday dining reward is ready to be redeemed at the Club. If no email address is supplied, the member can swipe their membership card at the Reward Kiosks at the Club to redeem their birthday reward voucher

77. Members must redeem their birthday reward voucher during their birthday month.

EXCLUSIVE CHRISTMAS GIFT

78. All members who are at Diamond and Platinum level for the month of December, will receive a gift from the Club. Diamond level members will receive a gift(s) to the value of approximately \$100. Platinum level members will receive a gift(s) to the value of approximately \$50.

BUY GIFT CARDS WITH YOUR REWARD POINTS

79. Members can purchase retail gift cards using their Reward Points in the Club. Coles Myer Group and Woolworths Wish gift cards are available to purchase using the Westport Club's Gift Card vending machine. The Westport Club reserves the right to change, add or amend gift card suppliers at any time without notice.