



# Terms & Conditions

1. My Rewards Rules (described as the 'Rules') contain the terms and conditions by which Oak Flats Bowling and Recreation Club Limited, My Rewards Program operates. The Rules are to be read in conjunction with any other terms and conditions which we publish from time to time, including any current Oak Flats Bowling and Recreation Club or My Rewards brochures published by us.

2. The Rules apply to the Rewards Scheme known as My Rewards, established and administered by Oak Flats Bowling and Recreation Club, Address David Ave, Oak Flats NSW 2529 ABN: 86 001 017 894 & Illawarra Yacht Club Address 1 Northcliffe Dr, Warrawong NSW 2502

3. These terms and conditions are for the benefit of Oak Flats Bowling and Recreation Club, and separately enforceable by the My Rewards Scheme Partners which may be organisations with whom the Club has an arrangement.

4. References to:

4.1 "we", "our" and "us" are reference to Oak Flats Bowling and Recreation Club & Illawarra Yacht Club, My Rewards Scheme Partners, and all Third Party Offers, each and any of whom may separately enforce these terms and conditions.

4.2 "Member" means a financial member of Oak Flats Bowling and Recreation Club. Upon joining the Club as a member, you automatically become a member of My Rewards.

4.3 "My Rewards Brochure" means the printed material published by the Oak Flats Bowling and Recreation Club as amended from time to time, on display on premises and containing participating facilities or other information which are deemed to form part of these rules.

4.4 "Rewards" includes those entitlements or benefits supplied by the Club to you, unless otherwise stated.

4.5 Members are deemed to accept these Rules in accordance with Rule 4.2

4.6 Oak Flats Bowling and Recreation Club may amend the Rules from time to time this can include:

- Amending, adding or removing tiers or the terms of tiers
- Set and change Loyalty Credits accrual rate
- Move individuals to different tiers at anytime
- Set and change bonus point accrual rate

Members can access the current Rules at the Oak Flats Bowling and Recreation Club and Illawarra Yacht Club reception.

4.7 Subject to any applicable law which cannot be excluded Oak Flats Bowling and Recreation Club and its officers, employees, agents and contractors accept no liability for any loss, damage or injuries suffered or sustained (including but not limited to direct or consequential loss or losses arising from negligence) by any member arising directly or indirectly out of or in connection to My Rewards and Members release and discharge Oak Flats Bowling and Recreation Club, officers, employees, agents and contractors for any liability for any such loss. If Oak Flats Bowling and Recreation Club is liable to a member in any way, then liability will be limited to:

- a) crediting points to their Rewards Account; or
- b) replacing or resupplying a reward which Oak Flats Bowling and Recreation Club considers is appropriate in connection with the relevant claim.

# My Rewards Loyalty Program

5. There are five levels of membership in the My Rewards Program: Diamond, Sapphire, Emerald, Gold and Member

6. Upon joining My Rewards, all new members are placed in tier 5 (Member). As members earn the prescribed credits or dollar value, members can become eligible to move up to the next level of membership.

7. The Club in its discretion may change member levels at any time without notice.

8. Member's may also pay to enter tiers 1, 2, 3 & 4. The price is available upon request to the Manager, with up to 72 hours for the Club to respond.

## Movement Between Levels

9. Tier movements are based on Loyalty Credits accrued over a six month period

Tier Name	Loyalty Credits
Diamond	15,000 credits
Sapphire	6,000 credits
Emerald	3,000 credits
Gold	500 Credits
Member	Entry level

10. Members who accrue sufficient Loyalty Credits to be eligible to join a higher level of membership will be elevated on the first business day of each month. The Club in its discretion may elevate members more frequently if necessary.

11. A review of Loyalty Credits for the purpose of moving members down a level will take place twice a year, on the first business day of May & November. Members will only move down one level at a time.

12. The Club reserves the right to change the minimum and maximum credits or dollar value required to move between membership levels at any time in its absolute discretion and without notice.

13. Members who earn an elevated monthly number of Loyalty Credits can move into a particular tier without having to accrue the prescribed points over the six-month period.

## Loyalty Credits

14. Loyalty Credits are points earned prior to any discount being applied, for example \$1 spent in the bar and food and every \$10 turnover on an EGM will get one Loyalty Credit. Loyalty Credits can only be earned through spending (cannot be won).

15. Loyalty Credits have no monetary value and are used solely for the calculation of moving between tiers.

16. Loyalty Credits are accrued at the Club's premises via the following:

- For bar, food or raffle ticket purchases (if raffle tickets are being sold from the point of sale) - 1 point for every \$1 spent for beverage, food and raffles
- On electronic gaming machines - One point for every \$10 turnover played

# My Rewards Bonus Points

17. My Rewards points are valued at 1 point = 1 cent and can be spent throughout the Club.
18. My Rewards points are accrued at the Club's premises via the following:
  - One point for every \$1 spent for beverage, food and raffles
  - On electronic gaming machines- One point for every \$10 turnover played
19. My Rewards Points may be awarded by the Club through promotions or competitions.
20. All unused points accrued by members will be purged from Member, Gold and Emerald member's accounts at the end of trade on 30th June each year.
21. It is the member's responsibility to ensure that the member uses accrued points prior to the purge date.
22. Points cannot be redeemed for cash.
23. All purchases with points continue to attract GST and any other taxes, levies or fees which will be covered by the member if it exceeds the members points balance.
24. Other specific discounts may apply to certain tiers from time to time and may change at the Club's absolute discretion without notice.
25. By prior arrangement, members may make external purchases and on presentation of a valid tax invoice, the Club will pay the account and deduct the equivalent value in points from the member's bonus points. No part payments will be excepted.
26. Oak Flats Bowling and Recreation Club reserves the right not to expire specific member's points and will do so at its discretion.

# Accrual of My Rewards and Loyalty Credits

27. It is each member's responsibility to ensure that:
  - their membership card is presented prior to any transaction within the Club that allows the member to accrue bonus points & Loyalty Credits: and
  - to correctly insert the membership card in a gaming machine: and
  - to ensure that points are accruing during gaming machine play
28. All points incorrectly allocated to player accounts remain the property of the Club and can be adjusted by the Club at any time without notice.
29. Points and rewards are not transferrable from one member to another.
30. All rewards earned are for the use of the member who is in that tier only, the Club has the right to deny rewards if they are being used to service other patrons.
31. Members may view their My Rewards bonus points at any time at any point of sale or reception terminal. A current balance of points will also be displayed on gaming machines upon insertion of membership card.
32. Loyalty Credits can be viewed on request to a Manager, the Club will provide this within 72 hours to the member.
33. My Rewards bonus points or Loyalty Credits will not be accrued on point redemption purchases.
34. Rates of turnover for which points are accrued can be changed by the Club at any time in its absolute discretion without notice.
35. Any My Rewards points earned through a promotion or similar event are not included in accrual totals for Loyalty Credits and the purpose of calculating movement between levels.

# Membership

36. To be eligible to participate in My Rewards you must be a Financial Member of Oak Flats Bowling and Recreation Club. You will automatically become a part of My Rewards once you are a member.
37. A member has the right to opt out of My Rewards at any time, by notifying the General Manager in writing and forgoing all My Rewards Benefits with seven (7) days notice.
38. A member is responsible for notifying the Oak Flats Bowling and Recreation Club of any change of address or contact details and if the member's card is lost, stolen, damaged or misused in any way.
39. A members' use of their membership card indicates acceptance of the terms and conditions set out in this document relating to the My Rewards program.
40. All club membership cards remain the property of the Club and must be returned to the Club upon request of an employee of the Club.
41. If a member fails to renew their membership all My Rewards and Loyalty Credits will be forfeited.
42. The membership card is not transferrable and can only be used by the person whose name appears on the card. Failure to comply with these conditions may result in disciplinary action being taken by the Club in accordance with the Club's Constitution.

# General

43. The Club reserves the right to change any of the benefits offered through the My Rewards program at any time at its absolute discretion and without notice.
44. Members are responsible for keeping their membership cards secured. The Club will not be held liable if points or benefits are stolen by another patron or member.
45. Special offers may be directed at specific tiers only.
46. Additional verification of a member's personal identification (in a form approved by the OLGR) may be requested from time to time by Club staff and must be provided by the member.
47. A member must not insert their membership card into a gaming machine that is being used by another member/guest/visitor. Failure to comply with this condition may result in the member's instant disqualification from My Rewards.
48. The Club is not liable for any malfunction of equipment or systems which fails to record points accurately but will use its best endeavours to rectify same where possible.
49. Player activity statements for carded gaming play are available upon request with a 72 hour turn around for information.
50. The Club reserves the right to amend these terms and conditions at any time in its absolute discretion and without notice.
51. All administrative changes made by the Club to the My Rewards program will be advised in a form considered appropriate by the Club in its absolute discretion.
52. All decisions by the Club are final in relation to any disputes regarding the My Rewards program.

53.Failure to comply with these terms and conditions can result in disciplinary action being taken against the member in accordance with the Club Constitution.

54.Rewards cannot be used in conjunction with other discount programs, offers or special events at Oak Flats Bowling and Recreation Club.

This document is to be used in conjunction with the Oak Flats Bowling and Recreation Club 's Privacy Policy which is also available upon request.