

The Country Club Member Rewards Program

Terms & Conditions

Membership

1. The Country Club Member Rewards Program is offered by St Georges Basin Country Club Ltd – ABN 54 000 961 008. Referred to in this document as The Country Club, The Country Club St Georges Basin & Vincentia Club, The Club, we or us.
2. The Country Club Member Rewards Program (also referred to as Member Rewards, The Rewards Program, Rewards Program) is a free program that all Country Club Members are automatically opted into.
3. Any member that wishes to opt out of the program can do so by notifying the front desk staff.
4. Ongoing participation in The Rewards Program or redemption of benefits by a Member constitutes acceptance by that Member of the Terms (as defined below).
5. Membership and levels of membership ("tiers") are granted at the discretion of The Country Club. Members may qualify for tiers based on the number of rewards points earned or such other variables as determined by us. Members' tiers are reviewed periodically by us and may be adjusted at our discretion

Eligibility

6. Participation in the Members Rewards Program is only available to individuals aged 18 years or over.
7. Participation in The Rewards Program is granted and maintained at the sole and absolute discretion of The Country Club.
8. Excluded Persons are not eligible to participate in the program
9. Persons who are self-excluded from aspects of the club must abide by those self-exclusions in any efforts to accrue Rewards Points.

The Country Club Member Rewards Terms

10. The Terms (including benefits) may be changed at any time by The Country Club.

11. It is the Member's responsibility to ensure they keep up to date with the Terms.

12. The Country Club maintains absolute discretion over which tier you qualify for, regardless of the amount of rewards points accumulated.

13. The Country Club maintains the right to demote or remove any member that is found to be accumulating points through deceitful or other methods found not to be in the spirit of the promotion (as determined by the club)

Cards, Tiers and Benefits

14. Members can earn Rewards Points at The Country Club St Georges Basin & Vincentia by presenting their member card when making food and beverage purchases and when using gaming machines.

15. Members are promoted to new tiers on the first business day of each qualifying period.

15. Tiers are determined by the amount of Rewards Points accumulated in a 3-month qualifying period. Qualifying Periods are 1st July - 30th September, 1st October – 31st December, 1st January – 31st March, 1st April – 30th June.

16. On 1st October and 1st May each member's tier will be reviewed and a demotion may occur if the amount of tier points accumulated in the previous qualifying period do not meet the tier requirements.

15. The way you can earn, receive and redeem Rewards Points at The Country Club St Georges Basin & Vincentia may vary and is may be subject to change without notice.

16. Membership cards always remain our property and must be returned to us upon our request.

17. A membership card is issued for your personal use only and is strictly non-transferable. You must not lend or share your card at any time, for any reason.

18. We reserve the right to place a cap on the number of Rewards Points earned by any individual Member.

19. You are responsible for keeping your membership card and secure as use Rewards Points and other Member benefits is, at all times, your responsibility including where there is misuse of your card or if your card is lost or stolen.

20. You must promptly notify us of changes in your details, of any lost, stolen or malfunctioning membership card or any unauthorised use of the card.

21. You absolutely must notify The Country Club if you have reason to believe your card is being used or has been used by any person other than yourself to accrue Rewards Points. Including any instances where your card has been left in a gaming machine.

22. We may adjust your Rewards Points, benefits or tier or we may cancel your membership if you misuse your card, Rewards Points, benefits or Club facilities or allow or enable someone else to do so.

23. We may adjust your Rewards Points, Tier and other Member benefits if they incorrectly accrue in your favour or on the suspension, cancellation or termination of your membership.

24. Despite our best efforts, we may sometimes experience technical malfunctions and errors outside of our control. If we do, we will not be liable for the consequences to your membership and may adjust incorrectly accrued Rewards Points, benefits and tier changes at our discretion.

25. Membership Rewards, cards, Rewards Points and any other benefits and privileges are not transferable and cannot be used by any person other than the Member named on the card who has accumulated those benefits.

26. Membership Rewards, cards, Rewards Points, tier status and any other Member benefits and privileges will lapse on a Member's death or that Member becoming an Excluded Person.

27. Rewards Points and any other Member benefits and privileges cannot be used in conjunction with other discount programs or offers, unless otherwise specified by us.

Opting out of participation in the Member Rewards Program

28. You do not need to participate in the Member Rewards Program to enjoy The Country Club facilities and to be a member.

29. You may opt out of the Rewards Program at any time.

30. Upon ending your membership, all Member Rewards benefits are immediately forfeited.

31. The Country Club may end your membership, or limit your participation in any or all benefits (including cancelling Rewards Points):

a. immediately if:

- you commit a breach of any of these terms

- you have been excluded The Country Club

- you are dishonest or offensive or you bring (or through your conduct are likely to bring) The Country Club into ridicule or disrepute as considered by The Country Club to be acting reasonably; or

- we are required to do so in order to act legally or in accordance with the requirements of a Government authority,

b. otherwise on reasonable notice and acting reasonably.

32. If The Country Club ends or limits your participation in any or all benefits there is no requirement for them to provide reasons, written or otherwise, for that decision or any opportunity to be heard in relation to that decision.

33. If your club membership is cancelled by The Country Club, your participation in the Member Rewards Program and any benefits in respect of all of The Star Club properties simultaneously ceases.

Limitation of Liability

34. To the extent permitted by law, we exclude all liability whatsoever arising directly or indirectly out of these Terms or otherwise at law, for any indirect, special, economic, punitive or exemplary or consequential loss or damage suffered or incurred by

a Member or any other person (including without limitation, death, injury, loss of or damage to data, loss of revenue, profits, goodwill or opportunities), arising from their use of club facilities or benefits provided from this program, whether caused by our negligence or otherwise, and whether or not we were aware or should have been aware of the possibility of such loss or damage.

35. Members are encouraged to act in a responsible manner respective of their own situation and participate in this program at their own risk.

36. We acknowledge that Members have certain rights under consumer guarantees in the Australian Consumer Law, and nothing in these Terms excludes, restricts or modifies:

37. We do not accept any taxation liability of Members or their employers arising from or in connection with earning, redeeming, claiming or cancelling Rewards Points or benefits. Members are responsible to pay and reimburse us for any tax liability (including any GST that may be payable), stamp duty or other duty or government charges in connection with the Member Rewards Program.

38. The Country Club's decisions in relation to The Members Rewards Program are final and binding.

Complimentary Meals and Club Credit

Drinks purchased with Complimentary Club Credit are subject to RSA restrictions and will only be given within our usual club service standards.

Club Credit and Complimentary Meals do not roll over across days/weeks/months and must be used within those given time frames as per the calendar day/week/month. Any drinks or meals not redeemed expire within those given time frames.

FAQ

Can I still spend my points or do I have to save them to qualify?

You can absolutely still spend your member points! Your tier is determined by how many points you earn in a 3-month period, regardless of whether or not you spend them.

How can I see what tier I'm in?

You can see what tier you are in by swiping at the member kiosk and entering their PIN which is

your birthday [DDMM] so if your birthday is 4th April its 0404.

How can I see how many points until I reach the next tier?

You can see how many points you are from their next tier by swiping at the member kiosk. See the

pull up banner near the swipe terminal for detailed instructions

What are qualification periods?

The qualification periods are a 3-month period in which points are accumulated to calculate the tiers. The periods run from July-September, October – December, January – March, April – June.

When will I be upgraded to the next tier?

If you meet the required number of points within a qualification period, you will be promoted to the next tier on the first business day of the next qualification period. For example, if you meet the points requirements between July – September then you will be promoted to a new tier on the first business day of October.

How are free meals and club credit awarded?

Club credit is awarded via vouchers through the kiosk. Club credit vouchers are awarded in \$5 lots, can be spent anywhere in the club (except on gaming) and are eligible on the day of issue only. Club credit

vouchers are only able to be used for one transaction and any remaining funds or change are forfeited. Free meal vouchers are issued at a maximum of 1 per day until you have reached your

monthly allowance, you will then need to wait for the first calendar day of the following month to begin receiving tickets again.

How are the birthday bonuses awarded?

Birthday drinks will remain being awarded through the kiosk for all member levels. Birthday bonuses for Silver – Diamond will be automatically credited to your membership card if you swipe at the member's terminal during your birthday month.

How do I claim my free show tickets?

If you're in a tier that qualify's you for free tickets, simply purchase your tickets as normal and inform the front desk that you wish to claim your free member rewards show tickets. Note that ticket limits are per financial year, members are restricted to one ticket per show within their allowance, must be within a tier with allowance remaining when booking tickets and can only purchase tickets that have been released for general sale. Entertainment vouchers are to a maximum value of \$25, if a show is released at a higher rate you'll need to pay the difference. Tickets are non-transferable.

How do I opt-out of the program?

You can opt-out by informing club reception.

How do guests claim their free Christmas Hamper?

Free Christmas hampers will be automatically allocated to members that are within the platinum and diamond tiers within the month of December. If a member has dropped to a lower tier within this month or been promoted to within the platinum and diamond tiers in January they do not qualify.