

BANKSTOWN SPORTS MORE REWARDS - TERMS AND CONDITIONS

Membership at Bankstown District Sports Club (BDSC), Bankstown Sports Bowls, Baulkham Hills Sports, Bankstown Sports Bowls, Birrong Sports and The Acres Club provides the opportunity to accrue Reward Points. Reward Points can be redeemed for a variety of goods and services across all venues. By participating in More Rewards through the use of your membership card, you agree to be bound by these terms and conditions.

The More Rewards program benefits are tiered across 5 Reward Levels; Bronze, Silver, Gold, Platinum and Diamond. The membership year is 12 months from join date.

Reward Points are accrued when members make purchases in the club, and they can be redeemed. Reward Points can be redeemed.

1. Members accrue Reward Points by swiping their membership card during any transaction within BDSC and its associated venues (excludes San Churro, Travelodge, Keno, TAB and Bingo), or by inserting their card when playing any gaming machine.
 - i. Members will accrue 1 Reward Point for every \$1 spent at any point of sale (excluding San Churro, Keno, TAB, Bingo and Poker) regardless of member tier.
 - ii. When playing electronic gaming machines, members earn 1 Reward Points for every \$9 turnover.
 - iii. When playing any multi-terminal machine, members earn 1 Reward Point for every \$36 turnover.
 - iv. Diamond, Platinum and Gold members receive double Bonus Point accrual rates when playing any gaming machine or multi-terminal.
 - v. A member can redeem Reward Points at the following outlets:
 - a. Platform One Restaurant
 - b. Greenfield Station Bistro
 - c. Basement Brewhouse
 - d. Peking Sq. Restaurant
 - e. La Piazza (Stuzzichino, Pizzeria Bellucci, and Vino)
 - f. Lucky Cheng's
 - g. Chocolateria San Churro
 - h. Bankstown Sports Events Centre
 - i. Cornerstone Coffee & Kitchen
 - j. Reception purchases (including tickets and bottle shop transactions)
 - k. Meat raffles
 - l. Club Carwash (Bankstown Sports)
 - m. Valet parking service (Bankstown Sports)
 - n. Monkey Mania & Turbo Climb (Bankstown Sports)
 - o. The Italian Bistro (Birrong Sports)
 - p. The Gallery Restaurant (Baulkham Hills Sports)
 - q. Bowls Bistro (Bankstown Sports Bowls)
 - r. The Acres Kitchen (The Acres Club)
 - s. Baulkham Hills Sports, Birrong Sports, The Acres Club and Bankstown Sports Bowls events
 - t. All bars, across all five venues
 - u. Travelodge Bankstown

2. Members can use Reward Points to make purchases. 1 Reward Point equates to \$0.01.
3. The basis on which you can accrue and redeem Reward Points is determined solely by BDSC and is subject to change from time to time, without prior notice.

Grading Points accrue based on member spend and determine the tier level the member is within. Grading points cannot be redeemed.

4. All eligible active members are automatically on the Bronze Reward Tier when they join. Grading points determine what tier a member is on. Grading Points are determined by turnover on gaming machines, as well as spends within the club across food, beverage and entertainment.
5. Grading Points allow members to graduate to higher Reward tiers. With the purchase of food, beverage and entertainment within the Club, 1 Grading Point is received for every \$1 spent at POS. When playing electronic gaming machines, members earn 1 grading point for every \$5 turnover, and when playing multi-terminal machines, members earn 1 grading point for every \$20 turnover.
 - i. To start receiving Bronze Rewards, members must accrue between 0 and 1,499 Grading Points in 180 days.
 - ii. To start receiving Silver Rewards, members must accrue between 1,500 and 19,999 Grading Points in 180 days.
 - iii. To start receiving Gold Rewards, members must accrue between 20,000 and 49,999 Grading Points in 180 days.
 - iv. To start receiving Platinum Rewards, member must accrue 50,000 and 99,999 Grading Points in 180 days.
 - v. To start receiving Diamond Rewards, member must accrue over 100,000 Grading Points in 180 days.
6. BDSC reserves the right to change the rate of accrual of Reward Points from time to time, without notice.
7. Only eligible, active current members can earn and redeem Reward Points.
8. Reward Points are not transferrable.
9. A member cannot accrue or redeem Reward Points on behalf of another member.
10. It is the responsibility of the member to hand staff their card at the time of making the purchase. Points cannot be awarded after a purchase has been made. Once a transaction is complete, a staff member is unable to issue Reward Points.
11. When purchasing show tickets online, member Reward Points can only be issued when a correct membership number is provided at the time of purchasing tickets. Reward Points cannot be issued if an incorrect membership number is provided, or if no membership number is provided. Reward Points will be loaded onto the member card the month after the date of purchase.
12. In the event of a technical failure or card malfunction, points will not be available for accrual or redemption and will not be credited at a future time in respect to the purchases or gaming machine or multi-terminal play made during these circumstances.
13. To receive Reward Points whilst playing gaming machines, it is the responsibility of the member to correctly insert their membership card into the gaming machine during play.
14. Proof of identification must be presented at the time of requesting or redeeming Reward Points. Benefits and rewards for each Reward Level are subject to change at the discretion of BDSC.
15. In the event of termination of a membership in any circumstance, all points and associated rewards will automatically be cancelled and hence not redeemable from the time of termination of membership.
16. Suspended members are not eligible to earn reward points or redeem benefits, until their suspension has been lifted.

17. BDSC takes no responsibility for replacing Reward Points due to a lost, stolen, damaged or faulty membership card.
18. Members are entitled to receive a monthly player activity statement. Members should contact the duty manager or gaming manager for this report.
19. Function payments
 - i. When a member pays for a function, they are only eligible to receive Reward Points for that payment if it is a private social event e.g Wedding, Birthday etc. The name on the invoice must match the name of the member.
 - ii. Reward points are not to be issued to members who are booking events on behalf of an organisation or business.

Upgrades and downgrades

20. Bronze, Silver and Gold members who have gained enough Reward Points to graduate to the next Reward Level, are upgraded automatically.
21. Platinum and Diamond members will be upgraded on the first week of the month based on their average spend over six months.
22. Downgrades occur every 6 months, in April and October. Downgrades are based on the total grading points earned over the six months. Members who have accrued enough grading points to remain on their current reward level will do so. Other members who have not accrued the required grading points will be downgraded to the next Reward level down.

Membership Benefits

23. The Theatre Show Tickets
 - i. Diamond Members are entitled to a 50% discount on The Theatre show tickets. They are entitled to a maximum of two (2) per show. Tickets are subject to availability. This offer is not valid for any shows in The Grand Ballroom.
 - ii. Complimentary tickets are non-transferrable, and membership cards must be presented at reception to obtain tickets.
 - iii. Diamond members are not entitled to accrue points with free ticket redemptions.
24. Birthday Rewards
 - i. Birthday Rewards are issued on the first day of each month based on your Reward level at that time.
 - ii. Members are required to be a financial member by 11.59pm on the last day of the month prior to the members' birthday month to receive their Birthday Rewards.
 - i. Members' current Reward level as at 11.59pm on the last day of the month prior to their Birthday month, will determine the amount of Birthday Rewards they receive:
 - a. Diamond: \$150 Reward Points
 - b. Platinum: \$100 Reward Points
 - c. Gold: \$50 Reward Points
 - d. Silver: \$30 Reward Points
 - e. Bronze: \$15 Reward Points
 - ii. Birthday Rewards are valid for 62 days.
 - iii. Birthday Rewards are a membership benefit and are required to be used within the designated time frame. If points are not redeemed within the period they will automatically expire.
 - iv. Birthday Rewards are valid at all dining areas, bars and reception at Bankstown Sports, Baulkham Hills Sports, The Acres Club, Bankstown Sports Bowls and Birrong Sports Club.
 - a. Platform One Restaurant
 - b. Greenfield Station Bistro

- c. Basement Brewhouse
- d. Peking Sq.
- e. La Piazza (Stuzzichino, Pizzeria Bellucci, and Vino)
- f. Lucky Cheng's
- g. Chocolateria San Churro
- h. Bankstown Sports Events Centre
- i. Cornerstone Coffee & Kitchen
- j. Reception areas including Bottle Shop
- k. Meat raffles
- l. Club carwash (Bankstown Sports)
- m. Valet parking service
- n. Monkey Mania & Turbo Climb (Bankstown Sports)
- o. The Italian Bistro (Birrong Sports)
- p. The Gallery Restaurant (Baulkham Hills Sports)
- q. Bowls Bistro (Bankstown Sports Bowls)
- r. Baulkham Hills, Birrong Sports, The Acres Club and Bankstown Sports Bowls events
- s. All bars, across all five venues
- t. Travelodge Bankstown
- v. Birthday Rewards cannot be used on gaming machines.
- vi. Birthday Rewards cannot be used in conjunction with any other offer and are not redeemable for cash.

25. Club Carwash

- i. The Club Carwash is available at Bankstown Sports only. Any member can access carwash facilities regardless of their home club, but benefits must be redeemed at Bankstown Sports unless otherwise advised.
- ii. Diamond members are entitled to one complimentary executive carwash per week.
- iii. Platinum members are entitled to one complimentary deluxe carwash per week.
- iv. Please note the Club Carwash complimentary wash period extends from Monday to Sunday.
- v. A valid membership card must be handed to carwash staff at the time when car is handed in.
- vi. Gold, Silver and Bronze members are entitled to discounted rates.

26. New Year Rewards

- i. Members who join Bankstown Sports Club, Birrong Sports, Baulkham Hills Sports, The Acres Club or Bankstown Sports Bowls before 11.59pm on the 31st December are eligible to receive New Year Rewards.
- ii. All members will have their New Year Rewards automatically loaded onto membership cards on the first business day after 1st January.
- iii. Members' current Reward Level as at 9am on the first business day after 1st January will determine the amount of New Year Rewards:
 - a. Diamond: \$100 Birthday Reward Points
 - b. Platinum: \$50 Birthday Reward Points
 - c. Gold: \$30 Birthday Reward Points
 - d. Silver: \$20 Birthday Reward Points
 - e. Bronze: \$15 Birthday Reward Points
- iv. New Year Rewards can be redeemed at restaurants and bars, excluding Monkey Mania.
 - a. Platform One Restaurant

- b. Greenfield Station Bistro
 - c. Basement Brewhouse
 - d. Cornerstone Coffee & Kitchen
 - e. Peking Sq.
 - f. Lucky Cheng's
 - g. Chocolateria San Churro
 - h. La Piazza (Stuzzichino, Pizzeria Bellucci, and Vino)
 - i. The Italian Bistro (Birrong Sports)
 - j. The Gallery Restaurant (Baulkham Hills)
 - k. Bowls Bistro (Bankstown Sports Bowls)
 - l. The Acres Kitchen (The Acres Club)
 - m. All bars, across all five venues
 - n. Travelodge Bankstown
- v. Members must present a valid membership card to claim New Year Rewards.
 - vi. All unused points will expire at 11.59pm 28 February each year (or 29 February if it is a leap year).
 - vii. New Year Rewards are non-transferrable and cannot be used with any other offer.

27. Valet Parking

- i. Diamond and Platinum members are entitled to complimentary Valet Parking on Friday and Saturday evenings, at Bankstown Sports only.
- ii. Valet Parking is available on Friday and Saturday evenings between 6pm – 12.00am. To collect your car after 12.00am, please visit Bankstown Sports reception.
- iii. To claim free valet parking, Diamond and Platinum members must drop their car at the ramp on Mona Street and show their valid membership card. The attendant will be able to check your Reward level and issue you your claim ticket free of charge.
- iv. Patrons leaving the club after 12.30am can collect their car keys from reception. Members must produce their claim ticket. Once you collect your keys you will have to proceed to the designated valet parking area on the green level adjacent to the car-wash.

28. Discounts at Dining Areas and Bars

- i. Diamond, Platinum and Gold members receive a discount at dining areas and bars, only when paying the full amount with points. This excludes Reception and the Events Centre.
- ii. Diamond members receive a 50% discount when paying full amount in points
- iii. Platinum members receive a 30% discount when paying full amount in points
- iv. Gold members receive a 20% discount when paying the full amount in points

29. Complimentary beverages from select vending machines and Tray Service

- i. Members are entitled to the below number of complimentary beverages and/or Tray Service calls from selected vending machines in the venue. Complimentary beverages are only available on the gaming floor. These include soft drink, tea or coffee.
 - a. Diamond: unlimited
 - b. Platinum: unlimited
 - c. Gold: 15 every 24 hours
 - d. Silver: 9 every 24 hours
 - e. Bronze: 3 every 24 hours

30. Pay your utility bills with points (BPay)

- i. Diamond and Platinum members can use their Reward Points to pay their utility bills.
- ii. Members should see the Customer Relations Manager for processing.
- iii. A utility bill is deemed as the below:
 - a. water bill
 - b. gas bill
 - c. electricity bill
 - d. Telephone bill
 - e. Council rates
 - f. Strata fees
- iv. Utility bills will not be accepted within 5 working days of the due date.
- v. The name or address on the utility bill must match that of the member – on their membership card and photo identification.
- vi. Members cannot part pay utility bills with points.

31. No expiry date on Reward Points

- i. Diamond and Platinum members' Reward Points don't expire provided members renew their membership to the club.
- ii. Bronze, Silver and Gold members' Reward Points will expire on 30 June each year.

32. Travelodge Hotel Bankstown

- i. All members receive a 10% discount when booking accommodation at the Travelodge Hotel Bankstown, based on the current room rate for that night.
- ii. All members are entitled to use their Reward Points to purchase accommodation at Travelodge.
- iii. Members can part pay with points.
- iv. Diamond members are entitled to 2 complimentary night's stay at the Travelodge Bankstown, per reward cycle. The reward cycle is deemed as 1 April – 1 October.
- v. This reward is not available on public holidays.
- vi. All rooms are subject to availability.
- vii. Points cannot be accrued on purchases made at Travelodge Bankstown.

33. Entry into exclusive member only promotions

- i. Only current financial members are eligible to be entered into promotions.

BDSC reserves the right to decide any matter or settle any dispute arising directly or indirectly out of or in connection to More Rewards and our decision on any such matter or dispute will be final and binding, and no correspondence will be entered into. BDSC reserves the right to make changes to these terms at any time without notice.

To see the current benefits and rewards offered on each Reward Level, pick up a copy of the current More Rewards brochure at Bankstown Sports' (or its associated venue's) main reception.