

## **Bankstown Sports and Associated Venues – Membership Terms and Conditions**

1. Membership to Bankstown Sports and associated venues (Baulkham Hills Sports, The Acres Club, Auburn Tennis Club, Birrong Sports and Bankstown Sports Bowls) is one collective membership. Registering as a member at/for one venue grants membership to the group.
2. Membership registration (and renewal) can be accessed via the following means, for which all these terms and conditions prevail.
  - a. Online
  - b. App
  - c. In-venue (counter)
  - d. In-venue (self-service kiosk)
3. By partaking in the membership application process, you are acknowledging that you intend to become a member of Bankstown District Sports Club Limited ABN 88 000 243 916 (referred to as “BDSC”) of 8 Greenfield Parade, Bankstown NSW 2200, phone 02 9722 9888 (and associated venues, as listed in clause 1)
4. The membership will be finalised in venue and is bound by the Rules, By-Laws and Regulations of the club in force. Once the membership is finalised, your name will be entered in the Register of Members.
5. By registering to become a member, you are compliant to the Bankstown Sports Privacy Statement and Privacy Policy as indicated below.
6. Your ‘Date First Registered’ of BDSC will be the date that you pay your membership and/or your membership is finalised. If online or in app sign-up Members may be required to visit Bankstown Sports or associated venues to have your ID sighted, photo taken and membership card issued. Your membership and associated benefits will start from this day.
7. All details submitted will be entered into a database and BDSC may use these details for future promotion, marketing and publicity purposes.
8. By providing your details you acknowledge that you are becoming a digital member and will be opted in to receive marketing material from Bankstown Sports via email and sms only. Upon submission of a valid email address and/or phone number you are opting in to receive email and/or SMS communications from Bankstown Sports and its associated venues, including but not limited to Company Notices, promotional email and SMS updates.

## **Privacy Statement**

Bankstown District Sports Club Ltd is subject to the provisions of the Privacy Amendment Act (Enhancing Protection) 2012, which amends the Privacy Act 1988. The personal information provided by you on this form will be used to process your membership application. A copy of the complete Privacy Policy can be accessed at [BankstownSports.com](http://www.bankstownsports.com/files/Privacy_Policy_March_204_final.pdf). All information required on this membership form is essential for approval of your membership. You have a right to access and correct any of your personal information that the Club holds on you. The Club does not disclose your personal information to any other organisation or person unless there is a legal requirement to do so. The Club may disclose your information to third parties that provide services under contract to the Club for reasons of database management or software development. This will be done under strict agreements and supervision, ensuring that your personal information is confidential and secure. Your personal information, including information obtained as a result of placing your membership card in a gaming machine or point of sale outlet (not Automatic Teller Machines), may be used for marketing purposes to improve our services and to provide you with the latest information about those services and any promotions. Full privacy policy can be viewed at [http://www.bankstownsports.com/files/Privacy\\_Policy\\_March\\_204\\_final.pdf](http://www.bankstownsports.com/files/Privacy_Policy_March_204_final.pdf)

## **Bankstown Sports More Rewards - Terms and Conditions**

By participating in the More Rewards program 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. The ‘Reward Cycle’ is deemed as April – October or October – April.

Reward Points are accrued when members make purchases in the club, and they can be redeemed. Reward Points can be redeemed throughout Bankstown Sports and associated venues.

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, Bingo and Poker), 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, Travelodge, Keno, TAB, Bingo and Poker) regardless of member tier.
  - ii. A member can redeem Reward Points at all outlets and bars across the group as well as Reception services and tenanted outlets:
2. Members can use Reward Points to make purchases. 1 Reward Point equates to \$0.01.
3. Points cannot be redeemed to purchase Gift Cards or on externally managed services including but not limited to Uber Eats.
4. 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.

5. BDSC reserves the right to change the rate of accrual of Reward Points from time to time, without notice.
6. Only eligible, active current members can earn and redeem Reward Points.
7. Reward Points are not transferrable.
8. A member cannot accrue or redeem Reward Points on behalf of another member.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. Suspended members are not eligible to earn reward points or redeem benefits, until their suspension has been lifted.
16. BDSC takes no responsibility for replacing Reward Points due to a lost, stolen, damaged or faulty membership card.
17. Members are entitled to receive a monthly player activity statement. Members should contact the duty manager or gaming manager for this report.
18. 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.
19. 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 (*minimum spend \$30.00 in a single transaction*)
    - 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, tenanted outlets and reception at Bankstown Sports, Baulkham Hills Sports, The Acres Club, Bankstown Sports Bowls, Birrong Sports and Auburn Tennis Club. Birthday Rewards can not be used to purchase Gift Cards or on externally managed services including but not limited to Uber Eats.
    - 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.
    - vii. Cannot be used in conjunction with New Year Rewards in the same transaction
20. New Year Rewards
  - i. Members who join Bankstown Sports, Birrong Sports, Baulkham Hills Sports, The Acres Club, Auburn Tennis Club or Bankstown Sports Bowls before 11.59pm on the 31 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 1 January.
  - iii. Members' current Reward Level as at 9am on the first business day after 1 January will determine the amount of New Year Rewards:
    - a. Diamond: \$100 Reward Points
    - b. Platinum: \$50 Reward Points
    - c. Gold: \$30 Reward Points
    - d. Silver: \$20 Reward Points

- f. Bronze: \$15 Reward Points (minimum spend \$30.00 in a single transaction)
- iv. New Year Rewards can be redeemed at restaurants bars, including tenanted outlets. New Year Rewards cannot be used to purchase Gift Cards or on externally managed services including but not limited to Uber Eats.
- 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.
- viii. Cannot be used in conjunction with Birthday Rewards in the same transaction
- ix. Offer is strictly subject to management discretion.

21. Complimentary beverages from select vending machines and Tray Service

Members are entitled to unlimited 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. Management discretion applies.

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.

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

- 22. 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.
  - 23. 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.
  - 24. BDSC reserves the right to change the rate of accrual of Points from time to time, without notice.
  - 25. 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.
  - 26. 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.
  - 27. 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.
  - 28. 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.
  - 29. Suspended members are not eligible to earn reward points or redeem benefits, until their suspension has been lifted.
  - 30. BDSC takes no responsibility for replacing Reward Points due to a lost, stolen, damaged or faulty membership card.
  - 31. Members are entitled to receive a monthly player activity statement. Members should contact the duty manager or gaming manager for this report.
  - 32. 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**
- 33. Bronze, Silver and Gold members who have gained enough Reward Points to graduate to the next Reward Level, are upgraded automatically.
  - 34. Platinum and Diamond members will be upgraded on the first week of the month based on their average spend over six months.
  - 35. 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.

36. 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 use points to pay.
  - iv. Diamond members are entitled to 2 complimentary nights' stay at the Travelodge Bankstown, per reward cycle.
  - v. This reward is not available on public holidays or on other special events or occasions subject to management discretion.
  - vi. All rooms are subject to availability.
  - vii. Points cannot be accrued on purchases made at Travelodge Bankstown.
37. Entry into exclusive member only promotions
  - i. Only current financial members are eligible to be entered into promotions.
38. 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 function bookings. Members must purchase any alcoholic beverage from the bar, alcohol cannot be paid for by points at a gaming machine.
  - ii. Diamond members receive a 50% discount when paying full amount in points at bars
  - iii. Platinum members receive a 30% discount when paying full amount in points at bars
  - iv. Gold members receive a 20% discount when paying the full amount in points at bars
39. Exclusive Dining Offers
  - i. Diamond, Platinum and Gold members will have access into exclusive dining offers throughout the venue. These offers will be communicated by employees directly.
40. Special Event Invites
  - i. Diamond and Platinum members have access to special event invites. These invites are at the discretion of the Customer Relations team. Personal invites will be distributed for these events, which are held strictly in venues within the Bankstown Sports Group
41. Complimentary Club Carwash (Bankstown Sports)
  - 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 as advertised in the carwash.
42. 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.
43. Secure VIP Reserved Parking (2 locations)
  - i. As a Diamond or Platinum member, you will have access to a secure VIP carpark. There are two locations of these carparks.
  - ii. You will be given a swipe tag to access these areas and process will be explained by the Customer Relations team.
  - iii. Same rules apply for this carpark as the overall Bankstown Sports carpark.

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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 venues) main reception. Baulkham Hills Sports offer different benefits for members and therefore have different terms and conditions, please refer to these venues for a copy of the terms and conditions and their specific flyer.