

CLUB MUDGEE REWARDS PROGRAM

TERMS AND CONDITIONS 2020

RESPONSIBLE REWARDS & MEMBERSHIP PROGRAM

1. CLUB MUDGEE operates a Responsible Rewards Loyalty program: - CLUB MUDGEE REWARDS “VIP LOYALTY PROGRAM” is offered by CLUB MUDGEE CLUB.
2. It is free to join CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM however any person wishing to join THE LOYALTY PROGRAM must first be a financial members of the Club.
3. To join, a proposed Member is required to complete a Club Membership application in the form approved and provided by CLUB MUDGEE.
4. Once the Club Membership Application has been processed and approved the member is automatically included in CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM, participation in the program by a Member constitutes acceptance by that Member of the Terms & Conditions.
5. Membership of the program is activated from the time the membership is approved and the member receives their membership card.
6. Membership levels are known as tier levels (“tiers”) are applied at the discretion of CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM for the Club. Members can qualify for promotion to the next tier level based on the number of tier points earned or at the

discretion of the CEO only. Member tier levels are reviewed once a year in July. Enquires about the VIP LOYALTY PROGRAM can be made via emailing or calling the club.

7. You must be 18 or over – to be a Member of CLUB MUDGEES REWARDS VIP LOYALTY PROGRAM and the member must not be a prior Self Excluded Member or barred member of CLUB MUDGEES.

9. CLUB MUDGEES REWARDS VIP LOYALTY PROGRAM terms – , as detailed in the brochures and promotional material included on CLUB MUDGEES websites, mobile app & kiosks, guidelines and codes of conduct as issued by CLUB MUDGEES property from time to time (“Terms”) govern your membership of the CLUB MUDGEES REWARDS VIP LOYALTY PROGRAM. The latest version of the Terms are available at CLUB MUDGEES REWARDS VIP LOYALTY PROGRAM website at www.clubmudgee.com.au (“club website”) and other locations such as the Club’s APP or as applicable.

10. The Terms (including benefits) may be changed at any time without notice by CLUB MUDGEES. The new VIP LOYALTY PROGRAM elements when updated will be updated on the relevant publication and can be found on the Club’s website and as applicable in writing at the Club or on the Club’s APP.

11. CLUB MUDGEES will use its best endeavours to provide notice to Members of any changes to the Terms where there is a material adverse effect on Members in writing, sms or push notification on the Club APP. This condition is not applicable if the change is required by legislative or Government directive. It is the responsibility of the member to stay upto date with these Terms.

MEMBER CARDS, PROGRAM BENEFITS, TIER LEVELS AND POINTS EARNING RATES

12. The following table of contents details the current offers and benefits offered to members who participate in the CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM:

	Bronze	Silver	Gold	Platinum	Diamond
Earn Gaming Points	Yes	Yes	Yes	Yes	Yes
Bonus Points/Rewards Points Expiry	NO	NO	NO	NO	NO
Earn POS Points	\$1 = 1 point	\$1 = 1 point	\$1 = 1 point	x 1.5	x 1.75
Birthday Reward	Yes	Yes	Yes	Yes	Yes
Promotions	Included	Included	Included	Included	Included
Use Points at POS	Yes	Yes	Yes	Yes	Yes
Surprise and Delight/ Dynamic Bonusing	Yes	Yes	Yes	Yes	Yes
Status Credits Expiry	Yes	Yes	Yes	Yes	Yes
Events	Invite only	Invite only	x1	x1	x2
Discount using 100% points (off Members pricing)	Members pricing	Members pricing	10%	20%	50%

13. Members can earn, receive and redeem loyalty points at CLUB MUDGEE. For details see CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM guide. Loyalty points currently include Club Bonus Points these may change as required by changes to the loyalty program.

14. Status Credits

- 1 status credit is earned per \$4 turnover on EGMs
- 1 status credit is earned per \$16 turnover on MTGMs
- 1 status credit is earned per \$1.00 spend in the club on food, beverage, bingo, raffle and reception.

Status Credits & Tier Levels

Tier	Qualifying Levels (quarterly)	Qualifying Levels (annual)
Diamond	31,250 pts	125,000 pts
Platinum	18,750 pts	75,000 pts

Gold	12,500 pts	50,000 pts
Silver	3125 pts	12500 pts
Bronze	Entry	

Status Credits Expiration

Status Credits are earned when you correctly swipe or insert your membership card for all eligible club transactions; Gaming, POS and additional earning point stations;

Tier	Expire?
Diamond	Yes
Platinum	Yes
Gold	Yes
Silver	Yes
Bronze	Yes

STATUS Credits are not redeemable for cash or good and services they are simply a measurement of the Members loyalty level of the CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM.

15. CLUB MUDGEE membership cards are issued for the personal use of the member and is non-transferable. Cards cannot be lent, borrowed or used by any person who is not the member on the card.

16. Additional Membership rules will apply to the CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM as already applied to the Clubs membership policy.

17. Then member is responsible for keeping their membership card and Personal Identification Number (PIN) secure as use of loyalty

points, other Member benefit is the sole responsibility of the member.

18. A member must immediately notify CLUB MUDGEЕ of changes to their details, advise of any lost, stolen or malfunctioning membership card or any unauthorised use of your membership card.

19. You are responsible for your loyalty points, other Member benefits or offers.

20. CLUB MUDGEЕ may at its discretion adjust a Members loyalty points, benefits or tier levels and may cancel your membership if you misuse your card, loyalty points, benefits or Club facilities or allow someone else to impact negatively impact the program.

21. We may adjust your loyalty points and other Member benefits if they incorrectly accrue or on the suspension of your Club Membership, or cancellation of your membership. CLUB MUDGEЕ Tier Points will expire annually.

22. Malfunction of any or all promotions, earning methodologies or incorrect data entry that causes a Member to inaccurately receive a benefit, bonus or tier upgrade will be deemed incorrect and the transaction will be reversed with clear and timely notification to the member of the correction to their Membership program.

23. Upon the Member's death or exclusion from the Club all CLUB MUDGEЕ REWARDS VIP LOYALTY PROGRAM membership, cards, loyalty points, tier status and any other Member benefits and privileges cease to be valid.

REWARDS POINTS/BONUS POINTS AND REDEEMING POINTS & BENEFITS

24. CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM

provides Members with the opportunity to earn Loyalty Points (Bonus Points) to be claimed as a gift/benefit, certain products such as Food & Beverage items or converted to non-cash redeemable debit cards for external use of the Club.

Loyalty Points (Bonus Points) are redeemable for multiple items such as food and beverage products, debit cards and other goods and services provided by CLUB MUDGEE. Loyalty Points (Bonus Points) are not redeemable for cash.

Loyalty Points (Bonus Points) do not expire and CLUB MUDGEE reserves the right to change this condition at anytime.

TERMINATION OF ACCESS TO CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM

25. CLUB MUDGEE may terminate your access to the CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM and your participation in any or all benefits or eligibility to redeem your existing points at any time if; you commit a serious breach of the Terms or any other terms of CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM or you have been excluded from the CLUB.

ADDITIONAL CLAUSE FOR APPLICATION AS RELEVANT

26. CLUB MUDGEE REWARDS VIP LOYALTY PROGRAM is subject to the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and the rules under the Act ("AML/CTF Laws"). CLUB MUDGEE is legally obliged to by regulatory and/or law

enforcement agencies or to other third parties, may provide the regulatory and/or law enforcement agencies or to other third parties with requested information about a Members participation in the CLUB MUDGEES REWARDS VIP LOYALTY PROGRAM.

27. It is the sole responsibility of the member to provide up to date personal details relating to mailing address, contact telephone/mobile numbers and email address as relevant. CLUB MUDGEES accepts no responsibility for communication interruptions related to a Club member failing to provide current contact details.

28. Please refer to our Privacy Policy for full information or please contact the General Manager of CLUB MUDGEES.

29. CLUB MUDGEES decisions in relation to CLUB MUDGEES REWARDS VIP LOYALTY PROGRAM are final and binding.

30. NSW Law – The Terms & Conditions are governed by the laws of the NSW.