

## Terms and Conditions

1. Advantage Plus Rules (described as the 'Rules') contain the terms and conditions by which Armidale City Bowling Club Limited, Advantage Plus 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 Armidale City Bowling Club or Advantage Plus brochures published by us.
2. The Rules apply to the Rewards Scheme known as Advantage Plus, established and administered by Armidale City Bowling Club, Address: 92-96 Dumaresq St, Armidale NSW 2350 ABN 97 001 036 504
3. These terms and conditions are for the benefit of Armidale City Bowling Club, and separately enforceable by the Advantage Plus 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 Armidale City Bowling Club, Advantage Plus 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 Armidale City Bowling Club. Upon joining the Club as a member, you automatically become a member of Advantage Plus.

4.3 "Advantage Plus Brochure" means the printed material published by the Armidale City Bowling 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 Armidale City Bowling 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 Status 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 Armidale City Bowling Club reception.

4.7 Subject to any applicable law which cannot be excluded Armidale City Bowling 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 Advantage Plus and Members release and discharge Armidale City Bowling Club, officers, employees, agents and contractors for any liability for any such loss. If Armidale City Bowling 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 Armidale City Bowling Club considers is appropriate in connection with the relevant claim.

### Advantage Plus Loyalty Program

5. There are five levels of membership in the Advantage Plus Program:
  1. Diamond Plus
  2. Diamond
  3. Platinum
  4. Gold
  5. Advantage
6. Upon joining Advantage Plus, all new members are placed in tier 5 (Advantage). As members earn the prescribed points 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 Status Credits accrued over a six month period

Tier Name	Status Credits
Diamond plus	10,000 credits
Diamond	4,000 credits
Platinum	1,000 credits
Gold	500 Credits
Advantage	Entry level

10. Members who accrue sufficient Status 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 Status Credits for the purpose of moving members down a level will take place twice a year, on the first business day of April & October. Members will only move down one level at a time.
12. The Club reserves the right to change the minimum and maximum points 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 Status Credits can move into a particular tier without having to accrue the prescribed points over the six month period.

#### Status Credits

14. Status 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 Status Credit. Status Credits can only be earned through spending (cannot be won).
15. Status Credits have no monetary value and are used solely for the calculation of moving between tiers.
16. Status 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

#### Advantage Plus Bonus Points

17. Advantage Plus points are valued at 1 point = 1 cent and can be spent throughout the Club.
18. Advantage Plus 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. Advantage Plus Points may be awarded by the Club through promotions or competitions.
20. All unused points accrued by members will be purged from Advantage, Gold and Platinum member's accounts at the end of trade on 30<sup>th</sup> 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. A member may choose to redeem points for the payment of the member's utility bills subject to there being at least seven clear days from the date the member requests the Club to pay the bill and the date on which the bill payment is due. The Club will not be liable for any fees (including interest) payable by the member as a result of the late payment of any bill.
26. 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.
27. Armidale City Bowling Club reserves the right not to expire specific member's points and will do so at its discretion.

#### Accrual of Advantage Plus and Status Credits

28. 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 & Status Credits: and
  - to correctly insert the membership card in a gaming machine: and
  - to ensure that points are accruing during gaming machine play
29. 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.
30. Points and rewards are not transferrable from one member to another.
31. 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.
32. Members may view their Advantage Plus bonus points at any time using the swipe kiosk. A current balance of points will also be displayed on gaming machines upon insertion of membership card.
33. Status Credits can be viewed on request to a Manager, the Club will provide this within 72 hours to the member.
34. Advantage Plus bonus points or Status Credits will not be accrued on point redemption purchases.

35. Rates of turnover for which points are accrued can be changed by the Club at any time in its absolute discretion without notice.
36. Any Advantage Plus points earned through a promotion or similar event are not included in accrual totals for Status Credits and the purpose of calculating movement between levels.

### Membership

37. To be eligible to participate in Advantage Plus you must be a Financial Member of Armidale City Bowling Club. You will automatically become a part of Advantage Plus once you are a member.
38. A member has the right to opt out of Advantage Plus at any time, by notifying the General Manager in writing and forgoing all Advantage Plus Benefits with seven (7) days notice.
39. A member is responsible for notifying the Armidale City Bowling Club of any change of address or contact details and if the member's card is lost, stolen, damaged or misused in any way.
40. A members' use of their membership card indicates acceptance of the terms and conditions set out in this document relating to the Advantage Plus program.
41. 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.
42. If a member fails to renew their membership all Advantage Plus and Status Credits will be forfeited.
43. 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

44. The Club reserves the right to change any of the benefits offered through the Advantage Plus program at any time at its absolute discretion and without notice.
45. 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.
46. Special offers may be directed at specific tiers only.
47. 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.
48. 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 Advantage Plus.
49. 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.
50. Player activity statements for carded gaming play are available upon request with a 72 hour turn around for information.
51. The Club reserves the right to amend these terms and conditions at any time in its absolute discretion and without notice.
52. All administrative changes made by the Club to the Advantage Plus program will be advised in a form considered appropriate by the Club in its absolute discretion.
53. All decisions by the Club are final in relation to any disputes regarding the Advantage Plus program.
54. Failure to comply with these terms and conditions can result in disciplinary action being taken against the member in accordance with the Club Constitution.

55. Rewards cannot be used in conjunction with other discount programs, offers or special events at Armidale City Bowling Club.

This document is to be used in conjunction with the Armidale City Bowling Club 's Privacy Policy which is also available upon request.