

# WENTY REWARDS TERMS AND CONDITIONS

## GENERAL

1. The member rewards program (hereafter referred to as “Wenty Rewards”) is administered by Wentworthville Leagues Club Ltd (hereafter referred to as “Wenty Leagues”), ABN 25 000 244 459.
2. Wenty Rewards is open to any full member of Wenty Leagues, excluding Junior members, (member).
3. Any member may choose to participate in the Wenty Rewards Scheme. A member’s participation into the Wenty Rewards Program is activated automatically when they swipe their membership card at any point of sale terminal or they swipe their card at any Reward Kiosk or if they insert their card into a gaming machine.
4. Any member choosing to opt out of Wenty Rewards acknowledges that none of the benefits afforded to members participating in Wenty Rewards will be available to them.
5. If a member does not wish to be bound by any terms and conditions, including amended terms and conditions, the member can elect to opt out of participating in Wenty Rewards by notifying Wenty Leagues in writing.
6. Any member of Wenty Leagues who inserts their card in the console of a gaming machine when they play is entitled to a Player Activity Statement.
7. The basis upon which a member may accrue Wenty Rewards points and associated entitlements, benefits or rewards is determined solely by Wenty Leagues.
8. Wenty Leagues may at any time and without prior notice change the benefits and rewards which may be made available to members participating in Wenty Rewards. Members may obtain a copy of the Terms and Conditions from the main reception at Wenty Leagues.
9. Whilst all reasonable care is taken to ensure that information, publications and advertisements supplied or provided in connection with Wenty Leagues are accurate, Wenty Leagues does not accept liability for any errors or omissions (including negligence) in such information, publications and advertisements, whether written or oral.
10. Any failure to comply with these terms and conditions may result in disciplinary action under the Wenty Leagues’ constitution.
11. Any dispute and subsequent decisions made by Wenty Leagues are final and binding. Benefits and rewards which Wenty Leagues has made available to a member are not transferable and cannot be used by any person other than the member who has accumulated those benefits and rewards.

12. Wenty Leagues reserves the right to amend these terms and conditions at any time without notice.
13. Wenty Leagues staff who are also members are ineligible to participate in Wenty Rewards whilst they are on duty.
14. Management will resolve any dispute that arises in connection to a member's participation in Wenty Rewards at its sole discretion.
15. To accrue Wenty Rewards points a member must ensure that their card is handed to the attendant when purchasing beverages, food, merchandise or services (excluding Functions) at Wenty Leagues or when they insert their card into a gaming machine.

## **CARDS**

16. A card issued to a member may only be used by that member.
17. A member's card is not transferable.
18. If a member gives their card to another person for any purpose this may result in disciplinary action for the member, as well as the person in possession of the card.
19. It is the sole responsibility of the member to protect their card and take precautions against theft or loss.
20. Wenty Leagues will not be held responsible for a lost or stolen card and any Wenty Rewards points that may be lost or stolen in association with a lost or stolen card.
21. Wenty Leagues shall not be liable in any way in relation to unavailability of Wenty Rewards points, or benefits or rewards, which fail to accumulate as a result of a technical malfunction, or by reason of operator fault, misrepresentation or any other reason including any act or omission by Wenty Leagues.

## **POINTS**

22. Wenty Rewards points means any points which the member has accrued in a member's Wenty Rewards points account.
23. The current point accrual rate is-
  - a. Food & Beverage – Spend \$1.00 and earn 2 points
  - b. Electronic Gaming Machines – Turnover of \$5.50 earns 1 point
  - c. Multi-terminal Gaming Machines – Turnover of \$20.00 earns 1 point
24. Wenty Rewards points have no cash value and are redeemable at a rate determined by Wenty Leagues.
25. The current redemption rate is – 100 points = \$1.00.
26. Points awarded as a prize in a promotion are not deemed as points earned.

27. Minimum Wenty Rewards points redemption for Gift Vouchers to be used at external retailers will be one thousand (1,000) Wenty Rewards points, unless otherwise specified.
28. Minimum Wenty Rewards points redemption for internal use will be one hundred (100) Wenty Rewards points, unless otherwise specified.
29. Members are only able to redeem points and or a benefit to the maximum value of 10,000 points in any one transaction.
30. Wenty Rewards points must be redeemed by the last day in December of each year. All Wenty Rewards points will be cleared annually at close of business on the last day of December each year and any Wenty Rewards points that have not been redeemed by this date will be lost, unless otherwise stated.

### **31. PERSONAL IDENTIFICATION NUMBER (PIN)**

32. All cards have a personal identification number (PIN) that is four (4) standard digits.
33. It is the member's responsibility to change the PIN to protect their Wenty Rewards points, player account and security.
34. A PIN selected by a member must not be disclosed to another person.
35. If a member has forgotten their PIN, the PIN can be reset by Wenty Leagues staff upon request.

### **36. GIFT VOUCHERS ISSUED IN RELATION TO WENTY REWARDS**

37. Gift vouchers can be purchased using Wenty Rewards points from Wenty Leagues only.
38. No change will be issued. Gift vouchers are non-refundable and not transferable for cash.
39. Wenty Leagues and participating outlets accept no liability for lost, stolen, invalid or damaged gift vouchers. Once a gift voucher is issued to a member, Wenty Leagues is void of responsibility.
40. Wenty Leagues will not replace any gift vouchers that are out of date and thus invalid. It is the responsibility of the member to check all vouchers at the time of purchase.

### **41. TIERS OF REWARDS**

42. There are five tiers of rewards being Diamond, Platinum, Gold, Silver and Bronze.
43. All members participating in Wenty Rewards will automatically be placed into the Bronze tier.

44. To be eligible for a tier, members are required to earn the number of points required under Wenty Rewards within the last six (6) month period (or such other period as Wenty Leagues may specify from time to time). The number of points required to be earned for each level will be published by Wenty Leagues, which may be subject to change at anytime.
45. Points won through a promotion are not included in the earned balance of points and do not contribute to the points required to move to a different tier.
46. Wenty Leagues reserves the right to make changes to these terms and conditions at any time, including to:
47. Create, amend or remove tiers of rewards to which different terms and conditions apply, including but not limited to, the benefits applicable to each tier and the method and rates of points accrual and rewards offered to members as part of Wenty Rewards.
48. Set and change the number of points required to be earned under Wenty Rewards within any period for eligibility to any tier within the program.

#### **49.TIER MOVEMENT**

50. Each member's tier level will be reviewed on the first day of every month or at Wenty Leagues' discretion.
51. Members whose tier levels have changed will be moved to another tier level on or before the eighth day of the month following the review dates.
52. Unless promoted earlier, members placed into a tier via the level of Wenty Rewards point earned at the review period will stay in that tier up to a maximum of six (6) months.
53. If a member fails to renew their membership all benefits and points in relation to Wenty Rewards will be forfeited.
54. Any decision in relation to a tier that a member is placed into is at the sole discretion of Wenty Leagues, whose decision will be final.
55. If a member is unable to attend Wenty Leagues due to proven unforeseen circumstances, ie illness or extended leave of absence, Wenty Leagues has the discretion to maintain the member's tier level.

#### **56.TIER BENEFITS RULES & EXCLUSIONS**

57. Benefits offered by Wenty Leagues as part of Wenty Rewards can be reviewed and changed by Wenty Leagues at any time. Any decision made will be immediate and final.
58. As participation in all tier levels is open to all members through point earning, special offers may at times be directed to a specific tier only.

59. Membership benefits and points are non-transferable and may not be brokered, bartered or sold.
60. Purchases made where members pay the total tender using their Wenty Rewards points at bars, catering areas and reception will be awarded the designated discounts as advertised. The items exempt to these discounts are as follows:
  - a. Gift vouchers both internal and external
  - b. Takeaway bottle shop sales
61. Some tiers may be eligible for a hospitality account providing an amount each day which may be used to make eligible food and beverage purchases. A member's hospitality account will be reset daily based on Wenty Leagues' daily trading hours.
62. Tier benefits (including beverages supplied under the hospitality account) do not include any alcoholic beverages, cigarettes and other exempt items as determined by Wenty Leagues.
63. Hospitality account usage may not be used to purchase alcohol or cigarettes.
64. Hospitality accounts are designed for members to enjoy complimentary offering whilst visiting Wenty Leagues therefore, hospitality account usage must not be used to bulk purchase items intended to be taken off the premises such as
  - a. packaged items such as bottles of water or soft drink purchased in bulk and bagged for removal from the venue
  - b. whole cakes boxed and taken home
  - c. whole pizzas and other food items taken off the premises with the intention they will be consumed elsewhere
65. If a member exceeds their daily allowance in one or more transactions the remainder of the payment must be paid for by them either by points or in cash – goodwill transactions are not permitted to “top up” daily hospitality accounts unless approved by the Gaming Floor Manager.
66. Hospitality accounts reset daily and do not carry over or accumulate.
67. Members are not permitted to purchase items in advance such as ordering things today to be held and collected tomorrow using their hospitality account.
68. Hospitality account usage is non-transferable and can only be used by the member who is pictured on the membership card.
69. Members can use their hospitality accounts to purchase items for family or friends whilst on the premises with such family or friends and within reason for example (but not limited to);

- a. a husband and wife are together, and both order a coffee and a slice of cake each to consume while on the premises using the one hospitality account to pay for the coffee and cake.
  - b. A member organises a celebration or group dinner in one of the club's dining spaces then they would be eligible to purchase a whole cake with the hospitality account to be consumed on the premises by their group.
  - c. A member comes to dine in one of the dining spaces with a friend and uses the allowance to purchase 2 meals to be consumed on the premises, the remainder of the purchase price can be paid for in cash or by points.
70. Under no circumstances are food items or non-alcoholic beverages to be ordered by phone and packaged, then delivered to members in their vehicles to take away.
71. Hospitality account usage cannot be used to purchase Wenty Leagues merchandise or Wenty Leagues gift cards.
72. Exempt items can be updated at any time by Wenty Leagues and will have immediate effect. Information on exempt items is available from the main reception at Wenty Leagues.

### **73. TERMINATION OF WENTY REWARDS PROGRAM**

74. Wenty Leagues may suspend or terminate the operation of Wenty Rewards at any item without notice.
75. Wenty Leagues will notify members in writing upon termination of Wenty Rewards.
76. In the event that Wenty Rewards is terminated, members will be afforded thirty (30) days from the date of notification to redeem any outstanding points.
77. If members allow their membership to expire the Wenty rewards points will be forfeited 30 days after the date of membership expiry.
78. If membership is cancelled after a disciplinary hearing, all accrued Wenty Rewards points will be forfeited immediately.
79. Any member of Wenty Leagues who is suspended or enters a self-exclusion scheme with Wenty Leagues, will have their Wenty Rewards points frozen until their suspension/exclusion is lifted, or until points expire on the last day of February or whichever is sooner.
80. Wenty Leagues reserves the rights to amend these terms and conditions at any time without notice.

81. Nothing in these terms and conditions shall be interpreted as excluding or restricting any liability of Wenty Leagues that is non-excludable by law and shall be read subject to the provisions of the Competition and Consumer Act 2010 and any other similar State or Territory legislation which cannot be lawfully excluded. These conditions shall otherwise have the maximum effect permitted by law.
82. Player Activity Statements are available from the Club on request.
83. A member may at any time withdraw his or her consent to participating in Wenty Rewards.
84. **Help is close at hand. Gamble Aware. [Gambleaware.nsw.gov.au](http://Gambleaware.nsw.gov.au) 1800 858 858.**  
**Betsafe: 1800 Betsafe 1800 238 723**