

**CLUB JERVIS BAY, BAY REWARDS TERMS AND CONDITIONS  
December 2023**

**1 1. RESPONSIBLE REWARDS & MEMBERSHIP PROGRAM**

- 1.1 Club Jervis Bay operates a Responsible Rewards Program: - Bay Rewards. Club Jervis Bay supports responsible gambling.
- 1.2 It is free to join Bay Rewards, however any person wishing to join Bay Rewards must first be a financial member of Club Jervis Bay.
- 1.3 To join, a proposed Member is required to complete a Club Membership application in the form approved and provided by Club Jervis Bay.
- 1.4 Once the Club Membership Application has been processed the member is automatically included in the Bay Rewards, participation in the program by a Member constitutes acceptance by that Member of the Terms & Conditions.
- 1.5 Membership of the program is activated from the time the membership is processed and the member receives their membership card.
- 1.6 Membership levels are known as tier levels ("Tier") are applied at the discretion of the Bay Rewards program by Club Jervis Bay. Members can qualify for promotion to the next tier level based on the number of status points earned or at the discretion of Club Management only. Member Tier levels are reviewed every month for tier promotion up and for demotion of a tier twice a year in February and July. Enquires about the Bay Rewards can be made via emailing or calling the club.
- 1.7 You must be 18 or over – to be a Member of Bay Rewards and the member must not be a prior Self Excluded Member or barred member of Club Jervis Bay.
- 1.8 Bay Rewards program terms – as detailed in the brochures and promotional material included on Club Jervis Bay website, Reception and kiosks, guidelines and codes of conduct as issued by Club Jervis Bay property from time to time ("Terms") govern your membership of Bay Rewards. The latest version of the Terms are available at the Club Jervis Bay website at [www.clubjervisbay.com.au](http://www.clubjervisbay.com.au) ("club website") and other locations such as the Club Reception.
- 1.9 The Terms (including benefits) may be changed at any time without notice by Club Jervis Bay. The Bay Rewards 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.
- 1.10 Club Jervis Bay 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 up to date with these Terms.

**2 MEMBER CARDS, PROGRAM BENEFIT LEVELS AND POINTS EARNING RATES**

2.1 The following table of contents details the current offers and benefits offered to members who participate in the Bay Rewards.

<b>M E M B E R R E W A R D S</b>	<b>S A N D</b>	<b>S A L T</b>	<b>C O R A L</b>	<b>P E A R L</b>
Qualification points	Entry	1,500	7,000	15,000
Earn Reward Points	✓	✓	✓	✓
Food & Beverage Discount	10%	15%	30%	40%
Access to Member Promotions & Offers	✓	✓	✓	✓
Annual Birthday Gift	✓	2,000 Points	5,000 Points	10,000 Points
Monthly Birthday Draw Tickets	x1	x2	X3	x4
Daily Visitation Reward Points		20	100	200
Surprise & Delight		✓	✓	✓
Annual Christmas Gift			✓	✓
No Points expiry				✓

2.2 Members can earn, receive and redeem Rewards points at Club Jervis Bay. For details see Bay Rewards guide. Rewards points currently include Club Bonus Points these may change as required by changes to the loyalty program.

2.3 Status Points

2.3.1 Status points are earned per \$10.00 turnover on EGMs.

2.3.2 Status points are earned per \$1.00 spend in the club on food, beverage, and reception.

2.4 Status points & Tier Levels based on a bi-annual review for demotion. For promotion of tier it is automatic once a member has reached the required points amount.

2.5 Rewards points Expiration.

2.5.1 Rewards points are earned when you correctly swipe or insert your membership card for all eligible club transactions, Gaming, POS, and additional earning point stations.

2.6 Status credits are not redeemable for cash or good and services they are simply a measurement of the Members loyalty level of the Bay Rewards.

2.7 Club Jervis Bay 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.

2.8 Additional Membership rules will apply to Bay Rewards as already applied to the Clubs membership policy.

- 2.9 The member is responsible for keeping their membership card and Personal Identification Number (PIN) secure as use of rewards points, other Member benefit is the sole responsibility of the member.
- 2.10 A member must immediately notify Club Jervis Bay of changes to their details, advise of any lost, stolen, or malfunctioning membership card or any unauthorised use of your membership card.
- 2.11 You are responsible for your rewards points, other Member benefits or offers.
- 2.12 Club Jervis Bay may at its discretion adjust a Members reward points, benefits or status levels and may cancel your membership if you misuse your card, rewards points, benefits or Club facilities or allow someone else to impact negatively impact the program.
- 2.13 We may adjust your rewards points and other Member benefits if they incorrectly accrue or on the suspension of your Club Membership, or cancellation of your membership.
- 2.14 Bay Rewards Status Points will expire annually, except Pearl and Coral Tiers.
- 2.15 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.
- 2.16 Upon the Member's death or exclusion from the Club all Bay Rewards membership, cards, rewards points, Status points and any other Member benefits and privileges cease to be valid.

### **3 REWARDS POINTS/BONUS POINTS AND REDEEMING POINTS & BENEFITS**

- 3.1 Club Jervis Bay, Bay Rewards provides Members with the opportunity to earn Rewards Points (Bonus Points) to be claimed as a gift/benefit, certain products such as Food and Beverage or converted to non-cash redeemable eftpos cards (Pit Stop) for external use of the Club.
- 3.2 Rewards Points (Bonus Points) are redeemable for multiple items such as food and beverage products, eftpos cards and other goods and services provided by Club Jervis Bay.
- 3.3 Rewards Points (Bonus Points) are not redeemable for cash.
- 3.4 Rewards Points (Bonus Points) expire, and Club Jervis Bay reserves the right to change this condition at any time.
- 3.5 Termination of access to Club Jervis Bay, Bay Rewards.
- 3.6 Club Jervis Bay may terminate your access to Club Jervis Bay, Bay Rewards 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 Jervis Bay, Bay Rewards or you have been excluded from the Club.

### **4 ADDITIONAL CLAUSE FOR APPLICATION AS RELEVANT**

- 4.1 Club Jervis Bay, Bay Rewards is subject to the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and the rules under the Act ("AML/CTF Laws"). Club Jervis Bay if 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 Club Jervis Bay's Bay Rewards.

4.2 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 Jervis Bay accepts no responsibility for communication interruptions related to a Club member failing to provide current contact details.

4.3 Please refer to our Privacy Policy for full information or please contact a Manager of Club Jervis Bay.

4.4 Club Jervis Bay decisions in relation to Club Jervis Bay, Bay Rewards are final and binding.

4.5 NSW Law – The Terms & Conditions are governed by the laws of the NSW as they relating to Gaming Machine Regulations.