



BE REWARDED

AT KEDRON-WAVELL

WELCOME

TO KEDRON-WAVELL SERVICES CLUB

Our REWARDS loyalty program is a free program designed to reward you for your loyalty and to give you more of what you love at Kedron-Wavell Services Club!

Using your current financial membership card, you can start earning REWARDS points instantly, giving you access to members-only promotions, exclusive offers, specials and extra rewards!

HOW DO I EARN POINTS?

Our REWARDS program gives you instant rewards throughout the Club. Earn points every time you play the Club's gaming machines with your membership card inserted, or swipe your card when making a purchase at one of the Club's food, beverage or service areas.

- Each Associate and Community member is automatically registered to start earning REWARDS points. New members start on the REWARDS "Ruby" level and can then escalate to the advanced levels.
- Service members at Kedron-Wavell Services Club have their own level of membership. As a token of our appreciation for our past and current Service men and women, we believe you should be rewarded more. (Note – Service members can escalate up to Diamond tiers, above the Service tier).
- Keep earning REWARDS points and start enjoying more exclusive privileges and discounts.
- When you're ready, redeem your points for cash*, food, beverage, show tickets or Bingo purchases in the Club.

*If eligible.

GAMING LOUNGE

When visiting our Gaming Lounge, we also offer these services:

EZYBREAK allows members to leave their credits on the machine whilst having a break.

Simply have your membership card successfully inserted with credits on the machine and press the 'Ezybreak' button, then remove your card to disable the machine*. When you return, re-insert your membership card and your machine is ready to play! *Time limits apply.

MY CASH is a card based system that replaces the cash component of hand pays when members are collecting credits off a gaming machine.

Withdrawals from your My Cash account can be made at the Cashier and your balance can be checked on your machine, or at one of the Member Kiosks. When you have money on your card, your balance is protected by a PIN that only you know.

Your My Cash funds can also be used to pay for food and beverage purchases throughout the Club (where there is an electronic POS terminal).

MY TICKET is an efficient and private way of receiving your payout under \$500 from a gaming machine. When you press 'Collect' on a My Ticket machine, a paper ticket will print out. This ticket can be redeemed for cash at one of our Cash Redemption Terminals (CRTs), or inserted in to another gaming machine that accepts My Tickets. (Tickets under \$199).

MY LIMIT is an 'opt in' pre-commitment system. You can choose either a daily spend limit or a time limit. From the Member Kiosks, you can set your own personal limits that are applied daily, then play the machine with your card inserted and if you reach your limit, the system will disable your card and stop your play.

For further information on Ezy Break, My Cash, My Limit or My Ticket products, please see one of the friendly team members in the Gaming Lounge.

HOW DO I REDEEM POINTS?

You can redeem your points for products and services at the many great outlets at Kedron-Wavell Services Club...

- Dine at either HQ Café or Restaurant Thr3e and use your points to pay for, or subsidise, your meal!
- Reward yourself with a cold beverage from one of our bars. Simply swipe your card and use your points to pay.
- Have a great night out at one of our fabulous shows by swiping your card at Concierge and using your points to purchase tickets.
- Redeem your points for cash* by swiping your card at a Member Kiosk

*If eligible.

FREQUENTLY ASKED QUESTIONS

WHAT LEVEL WILL I BE IN?

Your level is determined by the amount of REWARDS credits you earn over the last six months. Credits are what we use to determine what level you qualify for. Each level provides discounts and special offers to reward you. All new members begin on REWARDS Ruby level.

HOW DO I EARN RATING CREDITS?

Earn 1 credit for every \$1 spent on food, beverages, concert tickets, keno, bingo, etc. where there is an electronic Point of Sale (POS). Earn 1 credit for every \$1 turnover on a gaming machine. If you would like to know how many credits you have, please see the Cashier in the Gaming Lounge.

HOW DO I EARN POINTS?

Earn 1 point for every \$1 spent on food, beverages, concert tickets, bingo, etc where there is an electronic Point of Sale (POS).

Ruby level starts at 1 point for every \$6 turnover on gaming machines, Emerald members receive 1 point for every \$5 turnover, with Sapphire and Service members receiving 1 point for every \$4 turnover.

Visitation Bonus – swipe your card at a Member Kiosk for a chance to win bonus points.

*Points cannot be earned on purchases of cigarettes, TAB, Keno, raffle tickets or purchases paid for by points.

POINTS VS CREDITS

Points are what you can redeem for purchases in the Club. Credits can't be redeemed, they simply allocate you to the correct tier.

FREQUENTLY ASKED QUESTIONS

HOW DO I REDEEM POINTS?

Redeeming your REWARDS points is simple. Just present your membership card at the point of purchase and advise the staff that you want to use points. If you choose to redeem for cash* you can do this through a Member Kiosk or by asking one of our Gaming staff for help.

The value of the transaction will be deducted from your points, where each point is worth 1c (100 points = \$1).

Example

500 points = \$5 Beverage

1000 points = \$10 Meal

5000 points = \$50 Show Ticket

Please note that you will require a minimum of 500 points to redeem for cash*. *If eligible

CAN I MOVE IN TO THE OTHER REWARDS LEVELS?

Absolutely! We review all levels regularly and once you qualify for the next level, you will automatically advance to the next level and will start immediately enjoying additional benefits and rewards.

HOW WILL I KNOW IF I HAVE CHANGED LEVELS?

Simply swipe your membership card at a Member Kiosk to view your current tier level. Feel free to ask a staff member for assistance at any time – we're here to help!

HOW LONG WILL I MAINTAIN MY LEVEL?

Levels are recalculated every quarter, on the first day of January, April, July and October.

HOW LONG DO I HAVE MY POINTS FOR?

You have 12 months to redeem your points within the Club from the time points are earned. Any unused points will be forfeited.

DO I HAVE TO PARTICIPATE IN REWARDS PROGRAM?

All Kedron-Wavell Services Club members are eligible to participate in the program, however you may opt out at any time. You will no longer receive point or credit accruals or participate in any associated promotional activity. You will still have full access to the Club and be eligible for member exclusive major promotions.

WILL THE PROGRAM AND ITS BENEFITS CHANGE?

Yes. The program is reviewed annually and minor changes can be made at any time.

HOW DO I ACCELERATE MY POINTS/CREDITS BALANCE?

Choose Kedron-Wavell Services Club as your venue of choice and keep an eye out for member specials and ways to earn bonus points/credits.

WHERE CAN I GET MORE INFORMATION?

You can speak with any one of our knowledgeable staff members at Concierge, in the Gaming Lounge or a Duty Manager.

WHAT REWARDS WILL YOU RECEIVE?

You can redeem your points for products and services at many great outlets at Kedron-Wavell Services Club...

Beverage Discount*

Restaurant Thr3e Discount

HQ Café Discount*

Complimentary Tea & Coffee from Vending Machine

Birthday Bonus*

Member Promotions Entries*

Visitation Bonus*

Show Ticket Discounts*

Cash Redemption of Points*

Exclusive Promotions and Giveaways

Increased Instant Win Kiosk Prizes*

Extra REWARDS *Points on Gaming**

*Information is subject to change at any time.
Terms and Conditions apply.



Ruby

Emerald

Sapphire

Service

Credits earned
0 - 2,000

Credits earned
2,001 - 40,000

Credits earned
40,001 - 130,000

All Service
Members

Up to 10%

Up to 12.5%

Up to 15%

Up to 15%

Up to 10%

Up to 12.5%

Up to 15%

Up to 15%

Up to 10%

Up to 10%

Up to 15%

Up to 15%

2 per day

UNLIMITED

UNLIMITED

UNLIMITED



10 Points

15 Points

20 Points

25 Points

10%

10%



UNLOCK THE DIAMOND LEVEL...
CHAT TO OUR FRIENDLY STAFF
ABOUT HOW TO UPGRADE FROM
SAPPHIRE TO DIAMOND LEVEL.

RESPONSIBLE GAMBLING

Kedron-Wavell Services Club is committed to ethical and responsible behaviour that recognises the importance of our members, guests and patrons wellbeing, with a focus on minimising the potential harm of gambling.

In consultation with the Board of Directors, Kedron-Wavell Services Club has developed a Responsible Gaming Policy to minimise harm associated with problem gambling.

For further information, please ask one of our Customer Liaison Officers in the Gaming Lounge or email responsiblegaming@kedron-wavell.com.au

The Gambling Help Line is available 24 hours a day, seven days a week on 1800 858 858.

Gamblinghelp

PHONE | FACE-TO-FACE | ONLINE
www.gamblinghelponline.org.au

1800 858 858

PRIVACY NOTICE

Kedron-Wavell Services Club is committed to the privacy of members. While the information collected from our REWARDS program is important in allowing us to provide superior products and services, our most important asset is our member's trust. Information collected by our REWARDS program will not only be safeguarded according to strict standards and security, it will only be used to improve our services to you, the member. Kedron-Wavell Services Club will take all reasonable steps to protect the members' personal information which we hold from misuse, loss and unauthorised access, modification and disclosure.

TERMS & CONDITIONS

1. This REWARDS program is only available to financial members of Kedron-Wavell Services Club.
2. Management reserves the right to impose restrictions on the REWARDS program's offers at their discretion.
3. The prize rewards or discount benefit cannot be transferred or assigned to any other person other than the member.
4. Management will resolve any dispute which arises from a member's connection with the REWARDS program at its own discretion.
5. REWARDS points earned must be redeemed with twelve (12) months of the date there were accrued.
6. To accumulate a REWARDS loyalty rating, the member must
 - a. Have their membership card inserted and accepted in the Gaming Machine whilst playing.
 - b. Present their membership card when making purchases at the Point of Sale terminals throughout the Club.
7. It is the responsibility of the member to ensure their membership card is properly inserted in the gaming machine and is earning REWARDS points.
8. Different accrual rates and redemptions apply for REWARDS tiered loyalty levels.
9. Management will not be liable for any unauthorised use of a member's membership card and the subsequent accumulation or redemption of REWARDS points.
10. Redemption of REWARDS points, My Limit and My Cash must be done in person by the member and their assigned membership card must be presented. Photo ID may be requested.
11. Kedron-Wavell Services Club is not responsible for any lost or stolen membership cards.
12. In the event a membership card is lost or stolen, the member must report it immediately to management.
13. Kedron-Wavell Services Club reserves the right to correct any balance of REWARDS points resulting from malfunction, operator error, fraud and / or other causes.
14. In the event of a member's death, REWARDS points accrued on their card remain the property of Kedron-Wavell Services Club.
15. Participation in this REWARDS program indicates acceptance of the Terms and Conditions.
16. Management reserves the right to amend the conditions of the loyalty program.
17. This REWARDS program membership, promotions and benefits may be revised or altered at any time without prior notice by Kedron-Wavell Services Club management.
18. In the event this REWARDS program ceases to operate all benefits will be cancelled within 30 days of issuing notice to members.

Information current as of January 2017.



Kedron-Wavell
SERVICES CLUB

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