



# PREMIER REWARDS

## GENERAL | TERMS & CONDITIONS

1. The *Premier Rewards* program is open to current financial members of The Bears Group who have received their membership card.
2. All members are automatically signed up for the Premier Rewards program when purchasing a membership at any of the two (2) venues under The Bears Group. Members may choose to opt out of the program by writing to Management.
3. It is the member's responsibility to ensure their membership card is handed to staff when purchasing meals, drinks, raffles, or bingo. Points can only be processed before the transaction has been completed.
4. It is the member's responsibility to ensure their membership card is correctly inserted into the card reader on the gaming machine during play.
5. Members will earn Premier Rewards Points at the following rates:
  - a. One (1) Premier Rewards Point per \$1 spent on food, beverage, or raffles when their membership card is swiped during purchase.
  - b. One (1) Premier Rewards Point per \$5 play (turnover) on gaming machines, with their membership card inserted during play.
6. Eligible tiers can redeem their Premier Points for cash vouchers via the kiosk, or use them to pay for on food, beverage, bottle shop and raffle tickets. Eligible tiers are:
  - Gold
  - Emerald
  - Ruby
  - Diamond
  - Diamond Plus
7. Premier Rewards Points are valid for twelve (12) months from the date earned. Any unredeemed points will expire after this period.
8. Premier Rewards Points will be redeemed in order of the oldest points first.
9. The program consists of seven (7) rewards tiers. Members commence in the Bronze tier and will progress through the following tiers once their Tier Credits balance reaches the required amount for the next rewards tier:
  - Bronze: Entry tier
  - Silver: 600
  - Gold: 2,000
  - Emerald: 5,000
  - Ruby: 10,000
  - Diamond: 25,000
  - Diamond Plus: 50,000

10. A member's Tier Credits balance includes the sum of all Tier Credits earned during the current earning period.
11. Tier Credit earning periods are as follows:
  - 1 January – 31 March
  - 1 April – 30 June
  - 1 July – 30 September
  - 1 October – 31 December
12. Members will move up a tier as soon as their Tier Credits balance reaches the required amount for the next rewards tier.
13. A member's tier will be recalculated based on their Tier Credits balance on the nominated review dates of 1 January, 1 April, 1 July, and 1 October each year.
14. Tier Credits cannot be redeemed. They are used solely to calculate a member's position in the Premier Rewards program.
15. Members must only use their card for their own purchases or gaming play. Use of a member's card by another patron, either for gaming or purchasing products for others, will result in the forfeiture of Premier Rewards Points and Tier Credits, and rewards tiers may be adjusted at the discretion of Management.

## **TIER REWARDS | TERMS & CONDITIONS**

16. Members in the Gold tier and above will receive the following Premier Rewards Points multiplier rate when playing gaming machines with their card inserted:
  - Gold: 10%
  - Emerald: 20%
  - Ruby: 50%
  - Diamond: 100%
  - Diamond Plus: 150%
17. Eligible tiers will receive double Premier Rewards Points on gaming play and food & beverage purchases during the month of their birthday when using their membership card. This is in addition to the multipliers outlined in Term 16.
  - Emerald
  - Ruby
  - Diamond
  - Diamond Plus
18. Eligible tiers will receive the following discounts when purchasing food and beverages using Premier Points and swiping their membership card:
  - Silver: 5%
  - Gold: 10%
  - Emerald: 20%
  - Ruby: 30%
  - Diamond: 40%
  - Diamond Plus: 50%

19. Eligible tiers will receive the following monthly rewards points credited to their Food & Beverage account. These points are valid only for the month issued and reset each month. Points are automatically loaded onto the member's account. **Redeemable for on-premises food and beverage purchases only.**

- Gold: \$20
- Emerald: \$50
- Ruby: \$100
- Diamond: \$150
- Diamond Plus: \$200

20. Eligible tiers will receive the following birthday rewards points on their Food & Beverage account. Points expire at the end of the member's birthday month. These points are automatically loaded onto the member's account. **Redeemable for on-premises food and beverage purchases only.**

- Bronze: \$20
- Silver: \$30
- Gold: \$40
- Emerald: \$50
- Ruby: \$100
- Diamond: \$150
- Diamond Plus: \$200

21. Eligible tiers will receive one free food item from the café cabinet at The Bears Group to the value of \$15. This voucher can only be redeemed once per day at either venue. Members must swipe their card and touch the kiosk to receive the voucher between 10am and close. Members are responsible for their voucher and replacements will not be issued. **Redeemable for on-premises food and beverage purchases only.**

22.

- Diamond
- Diamond Plus

22. Eligible tiers will receive a *Buy One, Get One Free Raffle Ticket* voucher, valid on the day of printing only. The voucher is valid for a minimum of \$5 and up to a maximum of \$100 in bonus raffle tickets. Members can redeem one (1) voucher at either venue by swiping and touching the kiosk every Thursday and Sunday at the Leagues Club and Thursday at the Sports Club from 10am. Members are responsible for their voucher and replacements will not be issued.

- Gold
- Emerald
- Ruby
- Diamond
- Diamond Plus

23. Eligible tiers will only drop one (1) level at a time during tier reviews. Members will be notified ahead of review dates as outlined in Term 13, at the discretion of Management.

- Emerald
- Ruby
- Diamond
- Diamond Plus

24. Eligible tiers may be invited to exclusive promotions or events held by The Bears Group. Members will be notified via SMS, email, or mail at the discretion of Management.

- Gold
- Emerald
- Ruby
- Diamond
- Diamond Plus

25. Eligible tiers can apply for a discounted hire rate on function rooms at The Bears Group. Discounts will be determined on a case-by-case basis at the discretion of Management. Applications must be made in writing or via email.

- Gold
- Emerald
- Ruby
- Diamond
- Diamond Plus

26. Eligible tiers may receive VIP tickets to events and sporting games at UAA Park. Members will be notified via email and presented with tickets at the discretion of Management.

- Diamond
- Diamond Plus

27. Eligible tiers will receive non-expiring Premier Rewards Points (excluding Food & Beverage account points and Tier Credits).

- Ruby
- Diamond
- Diamond Plus

28. Members may receive a Christmas gift at the end of each year, at the discretion of Management. Members are responsible for collecting their gift.

29. Members may apply in writing for a leave of absence, subject to Management approval. If approved, the member's average weekly Tier Credits earned over the preceding six months will be applied to their account during the approved leave period, maintaining their current tier status.

30. Additional rewards and benefits may be offered at the discretion of Management.

## THE BEARS GROUP | TERMS & CONDITIONS

1. The promotion is conducted under the guidelines for Category 4 Promotional Games of the *Charitable and Non-Profit Gaming Act 1999*.
2. The Bears Group trades as:
  - Burleigh Leagues Club: 80 Pacific Ave, Miami QLD 4220
  - Burleigh Sports Club: 111 Christine Ave, Burleigh Waters QLD 4220
  - Nobby's Beach Surf Club: 25 Albatross Ave, Mermaid Beach QLD 4218
3. While all care is taken, The Bears Group will not be responsible for any malfunctions or problems relating to the Odyssey Gaming or Nexus systems or associated software.
4. The Bears Group shall not be liable for any loss or damage (including indirect or consequential loss) or for personal injury suffered or sustained as a result of participation, except where liability cannot be excluded by law.
5. The Bears Group accepts no responsibility for any error, omission, interruption, delay, system failure, theft, or destruction, and reserves the right to take appropriate action in such instances.
6. In the case of external interference that prevents The Bears Group from conducting the promotion as intended, Management reserves the right to cancel, terminate, modify, or suspend the promotion. Examples include (but are not limited to):
  - Vandalism
  - Power failures
  - Natural disasters
7. Staff of The Bears Group are ineligible to enter any promotions or the Premier Rewards Program.
8. Management will not be liable for any unauthorised use of a member's membership card.
9. Management reserves the right to change, alter, or end the promotion at any time.
10. Management's decision is final, and no correspondence will be entered into.
11. Participation in promotions indicates acceptance of these Terms and Conditions.
12. The promoter is The Bears Group, located at 80 Pacific Ave, Miami QLD 4220.