

PREMIER REWARDS

GENERAL | TERMS & CONDITIONS

The *Premier Rewards* program is open to current financial members of The Bears Group who have received their membership card.

All members are automatically signed up for the Premier Rewards program when purchasing a membership at any of the three (3) venues under The Bears Group. Members may choose to opt out of the program by writing to Management.

It is the member's responsibility to ensure their membership card is handed to staff when purchasing meals and drinks at all venues and raffles at The Burleigh Leagues Club. Points can only be processed before the transaction has been completed.

It is the member's responsibility to ensure their membership card is correctly inserted into the card reader on the gaming machine during play.

Members will earn Premier Rewards Points at the following rates:

- a. One (1) Premier Point per \$1 spent on food, beverage, or raffles when their membership card is swiped during purchase.
- b. One (1) Premier Rewards Point per \$10 turnover on gaming machines, with their membership card inserted during play.

All tiers are eligible to redeem their Premier Points to pay for food, beverage, and bottle shop items. At the Burleigh Leagues Club, members can also redeem Premier Points for raffle tickets.

The below tiers are eligible to redeem their Premier Points for cash vouchers via the kiosk:

- Gold
- Emerald
- Ruby
- Diamond
- Diamond Plus

Premier Rewards Points are valid for twelve (12) months from the date earned. Any unredeemed points will expire after this period.

Premier Rewards Points will be redeemed in order of the oldest points first.

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: 300
- Gold: 1,000
- Emerald: 2,500
- Ruby: 5,000
- Diamond: 10,000

- Diamond Plus: 25,000

Members will earn Tier Credits at the following rates:

- a. One (1) Premier Point per \$1 spent on food, beverage, or raffles when their membership card is swiped during purchase.
- b. One (1) Premier Rewards Point per \$10 turnover on gaming machines, with their membership card inserted during play.

A member's Tier Credits balance includes the sum of all Tier Credits earned during the current season.

Tier Credit seasons are as follows:

- 1 March – 31 May
- 1 June – 31 Aug
- 1 September – 31 November
- 1 December – 28 February

Members will move up a tier as soon as their Tier Credits balance reaches the required amount for the next rewards tier.

A member's tier will be recalculated based on their Tier Credits balance on the nominated review dates of 1 March, 1 June, 1 September, 1 December each year.

Tier Credits cannot be redeemed. They are used solely to calculate a member's position in the Premier Rewards program.

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

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: 1.25x
- Emerald: 1.5x
- Ruby: 2x
- Diamond: 3x
- Diamond Plus: 4x

Eligible tiers will receive the following discounts when purchasing food and beverages using Premier Points and swiping their membership card. Note that this is not applicable for purchases in the bottle shop.

- Silver: 5%
- Gold: 10%
- Emerald: 20%
- Ruby: 30%
- Diamond: 40%
- Diamond Plus: 50%

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. Points cannot be used on Bottle Shop purchases.

- Bronze: \$10
- Silver: \$20
- Gold: \$40
- Emerald: \$50
- Ruby: \$100
- Diamond: \$150
- Diamond Plus: \$200

Eligible tiers will receive one free gaming room snack from eligible items determined by the Bears Group to the value of \$15. This voucher includes items in the café cabinet and does not include items from the main menu. 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. Members are responsible for their voucher and replacements will not be issued. Redeemable for on-premises food and beverages purchases only.

- Diamond
- Diamond Plus

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 are responsible for their voucher and replacements will not be issued.

- Gold
- Emerald
- Ruby
- Diamond
- Diamond Plus

The below tiers will only drop one (1) tier level at a time during tier reviews.

- Ruby
- Diamond
- Diamond Plus

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.

- Emerald
- Ruby
- Diamond
- Diamond Plus

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

Eligible tiers may request VIP tickets to events and sporting games at UAA Park. Tickets will be provided at the discretion of Management and is subject to availability.

- Diamond
- Diamond Plus

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

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.

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. The Bears Group reserves the right to amend, suspend or cancel the Premier Rewards program, including points values, tier thresholds and member benefits, at any time without prior notice. Continued use of a membership card constitutes acceptance of any changes.
10. The Premier Rewards program is available at participating Bears Group venues only. Benefits, offers and redemption options may vary by venue.

11. Management's decision is final, and no correspondence will be entered into.
12. Participation in promotions indicates acceptance of these Terms and Conditions.
13. The promoter is The Bears Group, located at 80 Pacific Ave, Miami QLD 4220.