

Sunbury Bowling Club Member Loyalty Program
Terms & Conditions – July 1st 2009

These terms & conditions supersede any copies of such terms & conditions dated prior to July 1st 2009 including any headed as Sunbury Bowling Club Membership Terms & Conditions.

Loyalty Program Membership:

1. Membership of the loyalty system is restricted to approved full, life and social members of the Sunbury Bowling Club (Club).
2. Once approval is given by the Club to an individual to become an approved full, life or social member, they automatically become members of the loyalty program whether they choose to use it or not.
3. Membership of the loyalty system can be terminated or suspended at the Club's discretion if a member:
 - a. Fails to comply with these terms and conditions or any future variation to them and any terms and conditions of any associated promotion
 - b. Acts in a manner that is unbecoming of a member, which includes but is not limited to dishonesty, unruly behaviour, being disruptive, being intimidating to other members or guests and being destructive of Club property.
 - c. Has their full, life or social membership revoked, cancelled or suspended by the Club Board of Directors.
 - d. Declares themselves a self excluded person from any gaming venue in the State of Victoria.
 - e. Dies or becomes bankrupt.
 - f. For any other reason that the Club may see fit from time to time.
4. A Club Member may remain a club member if they have been terminated or suspended from membership of the loyalty program. Also, the Club Board may choose to use the actions that have led to such a termination or suspension for disciplinary purposes if they choose.

Transition Period:

1. All loyalty points accrued up to and including 30 June 2009 will be stored and maintained allowing the holders to use them for any of the relevant prize levels as stipulated under the terms & conditions dated July 1st 2008.
2. They will be stored outside this system and available to be used in this manner by applying for use in the regular manner under the July 1st 2008 terms.
3. The storing of these points will be maintained up to and including 30 September 2009. At that point any points not used will be transferred as points into the new system at the new system redemption value.

4. In the event that the new system cannot be implemented on the designated date due to technical or support reasons then the existing system will apply until such a date that the system is ready.

Loyalty Member Benefits:

1. Member Discount at Point Of Sale
 - a. All designated purchases of food, beverage, show tickets & bowls apparel or equipment will have a discount given at the point in which the sale takes place. The value of this discount will be determined by the Club from time to time.
 - b. Exemptions to this are the sale of take away beverages, any specials that list no member discount applies & the purchase of stipulated bowls uniform that is mandatory for bowlers to use for pennant.
2. Loyalty Points
 - a. The Club will run a loyalty program for the benefit of its full, life and social members where the gains of this process for the members can only be used within the Club
 - b. Points will expire each year at the close of trade on 31st August each year. This will commence from 31st August 2010.
 - c. The terms and conditions in regards to the operation of the loyalty program may be varied and adjusted from time to time by the Club.

3. Redemption of Points

- a. **Points redemption rate: 60 points = \$1 of retail value.**
- b. Points gained under this system can be used to purchase any food or beverage available for sale through the cash register system at any time the member has accumulated enough points to purchase the said item.
- c. Part purchases by points is not possible.
- d. Purchases of any items not directly linked to the cash register system where points wish to be gained must be pre-arranged with Club Management.
- e. Points can only be used for products available for sale through the Sunbury Bowling Club.
- f. Points can only be redeemed by the member who accumulates them.
- g. Points cannot be transferred, sold, assigned or otherwise dealt with except under the conditions of these terms & conditions.

- h. Points have no cash or monetary value and cannot be claimed as a liability against the Club unless redeemed under these terms.

4. Accumulation of Points

- a. **Points accrual rate: 1 Point = \$1 spent.**
- b. Points cannot be accrued for the sale of take away beverages, any specials that list no member discount applies & the purchase of a stipulated bowls uniform that is mandatory for bowlers to use for pennant.
- c. A Member must present their membership card prior to making the sale for loyalty points to be accrued.
- d. Points cannot be allocated retrospectively.
- e. A Member must allow up to 10 working days for any loyalty points deemed to be accrued from a sale done at a cash register not directly linked to the system to be added to their balance.
- f. The Club will not be liable in any way for awarding points which fail to accumulate as a result of a technical malfunction, operator fault, Member fault, misrepresentation or omission by the Club or a 3rd party involved with a particular promotion or event.
- g. The Club can also adjust Member's Points balance if it has accrued such points as a result of a technical malfunction, operator fault, Member fault, misrepresentation or omission by the Club or a 3rd party involved with a particular promotion or event.

5. Loyalty Program in General

- a. Balances: A current balance can be obtained at any linked cash register. The staff on duty can print off a balance for the member at the time of enquiry.
- b. General Enquiries: Any queries about point balances or their usage should be directed to the Assistant Manager of the Club. If the Assistant Manager is not present then the query should go to the General Manager.
- c. The information collected and held by the Club within its loyalty program remains the property of the Club.
- d. All personal details of a loyalty member are and will always remain private. No details will be released without the member's explicit permission or unless lawfully directed by any relevant State or Federal agencies.

- e. The Club has the right to terminate or suspend the loyalty program at any time without notice.
- f. In the event of suspension, all existing points will be held over until such time that the program is reactivated
- g. In the event of a termination, members have 60 days to use any outstanding points balances after which any outstanding balances will be cancelled.