

### **MINGARA REWARDS PROGRAM TERMS + CONDITIONS – March 2025**

1. The Promoter is Mingara Recreation Club Ltd (Mingara) ABN 81 001 662.
2. 'Mingara Rewards', is Mingara's Membership Rewards Program. It is only open to financial ordinary, special, life and provisional members of Mingara Recreation Club. However, the Rewards Program/promotion is not open to any member whilst their membership is suspended.
3. Junior members are not eligible to participate in the Mingara Rewards Program.
4. Persons must be over 18 years of age to participate in the Mingara Rewards Program and associated promotions.
5. The following persons are not eligible to participate in Mingara Rewards:
  - (a) Club Directors
  - (b) Club Secretary and Executives
  - (c) Club Managers
  - (d) Club Team Members

This includes earning Reward Points, entry into Reward Program Promotions and activities. Other promotions are subject to their own terms and conditions.
6. Contractors – Officers and employees of suppliers or contractors to the Club, who are directly involved in any aspect of the promotion and/or are working at the club at the time of a particular draw are not eligible to participate.
7. People who work on site at the Club in a leased-premises and who are employed by a Business Partner or onsite contractor are eligible to earn and spend Reward Points. However, if these persons are working at the club at the time of a promotion or activity in the capacity as an employee, they are not eligible to participate.
8. The use of the Mingara membership card by the Club's members indicates acceptance of the terms and conditions of the Mingara Rewards Program as amended from time to time without prior notice.
9. Reward Points will only be issued to the member who is the rightful holder of the Mingara membership card.

10. There are 5 tiers in Mingara's Rewards Program being Royal, Gold, Platinum, Diamond, and Diamond Plus + (invitation only). Upon joining all eligible members will start as a Royal tier member.
11. The Mingara Rewards Program has the following monthly qualifying criteria attributed to member levels:  
  
Royal – 0 to 1,999 Reward Points  
  
Gold – 2,000 to 4,999 Reward Points  
  
Platinum – 5,000 to 9,999 Reward Points  
  
Diamond – 10,000 to 21,999 Reward Points  
  
Diamond Plus – 22,000+ Reward Points (invitation only)
12. All members within a loyalty tier are treated equally.
13. All Club members are responsible for notifying the club of any change of address details, lost or stolen cards or any misuse of their Mingara membership card as defined in these terms and conditions. The Club is not responsible for and will accept no liability for, the misuse of lost or stolen cards.
14. All members will be assigned a membership number. This number will be used for member identification and authentication purposes.
15. At the time of joining or as requested, all members are required to have a photo taken for inclusion on their Mingara membership card, this will be renewed at intervals determined by the club to maintain identification accuracy.
16. Access to the Mingara Rewards Program is subject to members meeting the requirements of Club membership as outlined in the Club's constitution. Membership may be cancelled/refused at any time at the Club's discretion. This includes withholding or clearing Reward Points held on the membership card.

#### **RESPONSIBLE CONDUCT OF GAMBLING**

17. Mingara Recreation Club operates this Rewards Program in conjunction with its Responsible Conduct of Gambling (RCG) policy.
18. Monthly player activity statements are available on request, if the account has been active, such statements are free of charge.
19. Members may at his/her discretion set a daily/weekly account spend limit including length of time spent on an electronic gaming machine (EGM). This is called "Voluntary Pre- Commitment" and can be setup at the Ebet Rewards Kiosk or as a request at reception through Ebet Members Assist. The setting of a voluntary pre-commitment

may also include arrangements for the deactivation of the account card at reception through Ebet Member Assist.

20. If a Voluntary Pre-Commitment is set, the player may alter the limit via the Ebet Rewards Kiosk or at reception. If the player wishes to decrease time or spend at the EGM's, the decrease will take effect immediately, in accordance with responsible gambling practices. If the notice is to increase time or spend at the EGM's, the increase will not take effect for 24 hours after the notice is implemented on the gaming system either through the Ebet Reward Kiosk or Ebet Members assist at reception.
21. A customer who feels they have a gambling problem, or a customer who knows of someone who may have a gambling problem, may request self-exclusion from the venue at any time by speaking to any member of the team. The Shift Manager or Responsible Gambling Manager will meet with the customer/member to assist them in this confidential process.
22. The Club has a duty to take reasonable care for the safety and welfare of our customers and will enforce self-exclusion.
23. Members who self-exclude, partially exclude or are third party excluded are removed from the Mingara Rewards Program. All Reward Program benefits attributed to the member are cleared.
24. 24 Hour Help line information:  
Is gambling a problem for you? CALL GambleAware (NSW) Counselling Service on 1800 858 858.

#### **EARNING + SPENDING REWARD POINTS**

25. To earn Rewards Points you must present and scan your Mingara membership card at the time of a transaction at any specified point of sale within the Club or ensure your card is correctly inserted into a gaming machine console during play.
26. Mingara Membership and purchases from the following areas are excluded from collecting Reward Points on purchases:
  - One by Mingara – Fitness, Aquatics (\*with the exception of swimming merchandise), Learn to Swim, Track and Creche
  - Encore by Mingara – Hotel
  - Business Partners on site – Sapphire Hair Design, Black Belt Martial Arts (BBMA), 6S Health, Tumby Umbi Post Office).
27. Reward Points will not accrue on purchases made using cheque or cash withdrawals from ATM machines and sub-club raffles.
28. Rewards Points can be used to purchase products and services at:
  - Hadley's (Restaurant, Outdoor Kitchen and Bar)

- The Roasted Berry
  - Legends Taphouse
  - Wellness Café
  - Players' Bar
  - Ming Dragon
  - One by Mingara - swimming merchandise only
  - Bottle Shop
  - Retail gift cards from the gift card vending machine
  - Raffle tickets and bingo tickets
29. Reward Points collected on a gaming device during play can be spent on the Points to Play promotion.
  30. Reward Points will be cleared annually at close of business on 31 December.
  31. Purchase of products and services using part-Reward Points and part-cash is permitted. Where products or services are purchased using part-Reward Points and part cash, Reward Points will not be issued for that transaction.
  32. From time-to-time promotional offers for Bonus Reward Points will be activated (for a defined period).
  33. The Club may at its discretion nominate and amend from time-to-time various uses, benefits and offers for redemption of points.
  34. The Club reserves the right to withdraw any redemption offer at any time without notice and will not be held liable in any way in relation to the withdrawal or unavailability of a particular benefit or redemption item which may have been displayed, promoted or advertised.
  35. Photo identification, signature, date of birth verification and PIN entry must be produced upon request when claiming or redeeming any benefits or offers associated with Reward Points.
  36. The rate of accrual of points is determined solely by the Club and may change at any time without notice.
  37. To accrue points through point of sale and redemption purchases, 1 point will be issued for every \$1.00 cash spent. Points will be given on rounded dollar amounts only, with the balance accruing until additional points make up to a rounded dollar.
  38. Points will be issued for gaming play based on 1 Reward Point for every \$5.50 of gaming turnover for Royal level, \$5.00 for Gold level, \$4.50 for Platinum, \$3.90 for Diamond level, \$3.70 for Diamond Plus level. 1 Reward Point is given for every \$50 gaming turnover for multi-terminal gaming machines (MTGM) regardless of the member's current loyalty tier.

39. Members need to accumulate the following amount of points to enter each tier:  
Royal – 0 Reward Points  
Gold – 2,000 Reward Points  
Platinum – 5,000 Reward Points  
Diamond – 10,000 Reward Points  
Diamond Plus – 22,000 Reward Points
40. Member Reward Point accumulation is monitored, managed and recorded daily. The assessment of loyalty tier applicable to individual members is considered alongside the accumulation of rewards points which is based on their visitation to the club, point of sale activity and gaming machine play. A member may be escalated to a new tier based on these factors and this can happen at any time.
41. All members are required to maintain, on average, the minimum number of reward points applicable to their tier for a period of 6 months. Downward movement to a lower tier occurs after this time and is assessed on member visitation to the club, point of sale activity and gaming machine play. A member may be moved down a tier if they do not qualify in consistently maintaining the number of Reward Points required for their current tier.
42. To be eligible for Reward Points and associated rewards the member must insert their card into the gaming machine console and ensure it has been accepted for play and that points are accruing during their play and/or provide their card for scanning at every point of sale transaction for food, beverage, gift card, bingo, aquatics merchandise and bottle shop purchases
43. Mingara will not be liable in any way in relation to the unavailability of Reward Point of any description which fail to accrue as a result of malfunction, operator fault, misrepresentation or any other reason beyond the knowledge or control of Mingara.
44. Mingara reserves the right to adjust points where points have accrued as a result of malfunction, operator fault, misrepresentation or any other reason beyond the knowledge or control of Mingara.
45. Reward Points can be used for purchases and other benefits as offered from time to time and have a value of 1 point = 1 cent (100 points = \$1.00).
46. Rewards Points cannot be traded, transferred, sold or assigned, except in accordance with these Terms and Conditions.
47. Rewards Points, Mingara Rewards, the Mingara Membership Card, Rewards Kiosk and “Life’s Great” are brand names, which are owned, operated and administered by the Club.
48. Information on how to enter forms part of the promotion conditions. Full terms and conditions are available from [www.mingara.com.au](http://www.mingara.com.au) or from the Welcome Desk.

#### **INVITATION TO EXCLUSIVE MEMBER EVENTS**

- 49. All qualifying members may be invited to exclusive events throughout the year. These events are invitation only to the qualifying member. Numbers to these events are limited and may be booked out prior to the RSVP date. Members are encouraged to respond to invitations early to avoid disappointment.
- 50. In the circumstance that an event is booked out, the member's invitation becomes invalid. Mingara accepts no liability where an event is booked out and invited members are unable to attend. Invitations are not transferable or redeemable for cash or alternative products. Members may not receive an invitation if the club does not hold valid contact details for the member or if a member has opted out of marketing material.

#### **INVITATIONS TO EXCLUSIVE MEMBER PROMOTIONS**

- 51. From time-to-time Mingara will conduct exclusive member promotions. These promotions may be promoted in-house or by direct mail, email or other communication to members.
- 52. Members will be required to be in attendance for such promotions and chances are not transferable or redeemable for cash or substituted for another promotion or prize.
- 53. The member is responsible for confirming their entry into such promotions prior to the promotional draw commencing.

#### **COMPLIMENTARY ESPRESSO, GOURMET TEA, HOT CHOCOLATE AND SOFT DRINK**

- 54. Qualifying Gold tier members are entitled to complimentary soft drink (post mix) from the gaming area only. This service is for members only and does not extend to members guests or family.
- 55. Qualifying Platinum, Diamond, and Diamond Plus+ tier members are entitled to complimentary espresso coffee, tea and soft drink (post mix) from the gaming area only. This service is for members only and does not extend to members guests or family.
- 56. Offer excludes liqueur coffee and is not transferrable for other beverages or cash.

#### **COMPLIMENTARY SNACKS**

- 57. Diamond Plus members are entitled to complimentary snacks from the gaming area only. This service is for Diamond Plus members only and does not extend to members guests or family.
- 58. Offer excludes food from Hadley's, The Roasted Berry, Ming Dragon, Taphouse, or any other food outlet and is not transferrable for other food or cash.

#### **COMPLIMENTARY HOTEL STAYS**

- 59. Beginning April, 1 2025 Diamond Plus members maintaining their Diamond Plus Status for 6 consecutive months will receive a complimentary one-night stay at Encore by Mingara. The Diamond Plus Encore By Mingara Voucher is valid for one year from the issue date. Stay is based upon hotel availability and cannot be refunded once a reservation is made. The Diamond Plus Voucher may not be redeemed for cash or points.
- 60. Reservations made with the Diamond Plus Encore By Mingara Voucher must agree to Encore by Mingara Terms and Conditions and require the guest to provide a credit card at check-in for incidentals during their stay.

#### **AUTOMATIC ENTRY INTO MINGARA'S MEMBERS' DRAW**

- 61. Eligible financial members (Ordinary, Special, Life and Provisional) are automatically entered into Mingara's Members' Draw promotion. Members must be inside the Club premises at the time of the draw and have 4 minutes to claim their prize by presenting themselves and appropriate identification to the Reception Desk. Please see full terms and conditions of this promotion at the Reception Desk or on the club's website [www.mingara.com.au](http://www.mingara.com.au).
- 62. Members are bound by the terms and conditions for the Mingara Members' Draw promotion as approved by Liquor and Gaming NSW/NSW Office Fair Trading.

#### **10% DISCOUNT ON SELECTED FOOD + BEVERAGE**

- 63. Eligible members may receive discounted food and beverage by presenting their membership card at the start of their transaction at participating outlets within Mingara.
- 64. Financial members from Mingara Recreation Club, The Westport Club, Lantern Club, Springwood Sports Club and The Greens, The Entrance, are eligible to receive discounted food and beverage by presenting their membership card at the start of their transaction when visiting any of the clubs listed, operated by Mingara Leisure Group.

#### **EXCLUSIVE DIAMOND UPGRADE REWARD**

- 65. Members moving into the Diamond Plus level of the Rewards Program for the first time, are entitled to a unique, non-specified upgrade reward in the form of a gift. This is a one-off reward.
- 66. Mingara cannot guarantee that each member moving into the Diamond Plus tier will receive the same upgrade reward, however the monetary value of the upgrade reward will be equivalent within the range of \$80-\$100.

#### **BIRTHDAY REWARD**

- 67. Eligible members are entitled to a special birthday reward in the form of Reward Points. Members are notified by email the month prior to their birthday month this reward is available from the Rewards Kiosk at the club.

68. Diamond Plus members receive 5,000 Reward Points (to the value of \$50), Diamond members receive 4,000 Reward Points (to the value of \$40), Platinum 3,000 Reward Points (to the value of \$30), Gold 2,000 Reward Points (to the value of \$20), Royal 1000 Reward points (to the value of \$10). This will be loaded to the membership card.
69. Birthday Rewards are active during your birthday month. You will be notified in the month before your birthday month by email that your Birthday Reward is available as Reward Points from the Rewards Kiosk. They will expire at midnight on the last day of your birthday month.