

Terms and Conditions for Kings Ransom Reward Program

General

- The Kingsgrove RSL Club Ltd Kings Ransom Reward Program has been established and is administered by Kingsgrove RSL Club Ltd ABN 32 000 463 196.
- Kingsgrove RSL Club Ltd and all other references to “we”, “our” and “us” will be referred to as “The Club” from hereafter throughout these terms and conditions.
- Kings Ransom Rewards Program is open to all financial members of The Club.
- Points can start accruing or be entered to a players account after application for membership has been accepted by the Board of Directors of the Club (who may reject any application for membership without reason or explanation of the rejection).
- Your membership card and any accrued points or rewards are not transferable.
- The accrual of points or the redemption of rewards is not available in conjunction with any other discounts, promotion or program offered by us unless stated otherwise.
- Your membership provides you with the opportunity to accrue points for the redemption of rewards from us. The number of points earned by you within a Twelve (12) month period (or other period as we may specify from time to time) will determine the eligibility to redeem Rewards.
- The basis on which you accrue Kings Ransom Points is determined solely by us (in our absolute discretion) and is subject to change from time to time without prior notice to you.
- Benefits, privileges and rewards the Club makes available are in no way transferable and are unable to be used by any other person other than the member responsible for accruing the points, benefits and rewards.
- EGM Points means points earned from correct insertion of membership card on an Electronic Gaming Machine.
- Multi Terminal gaming points means points earned from gaming machines designed to be played by more than one other player at one time and is equipped with more than one terminal i.e. Roulette machines.
- Gaming Points means points earned from correct insertion of membership card on an Electronic Gaming Machine (EGM) or Multi Terminal Gaming Machine (MTGM).
- Kings Ransom Points means any/all points that have been accrued in the members Kings Ransom Account during a relevant twelve (12) month period.
- Unless otherwise stated, any material published by us pertaining to these terms and conditions, including material relating to the rate accrual of points and redemption for any tier of Kings Ransom will form part of the terms and conditions of the Kings Ransom Program which may be varied by us from time to time at our discretion.
- The Club may at any time with or without notice to members, alter the rewards, qualifiers, accrual rates and benefits to the Kings Ransom Program.
- Members are entitled to receive a monthly Player Activity Statement, if during the monthly period covered by the Player Activity Statement, you have correctly inserted your membership card into membership card terminal of a gaming machine while playing a gaming machine.
- Due to legislative restrictions, advertisements of the Kings Ransom Program will only be displayed within the Club, mailed or emailed directly to you. Although all reasonable care will be taken to ensure information, advertisements and publications presented or supplied in connection with the Club is accurate, the club will not accept liability for any negligence omissions or errors regardless whether oral or written in such advertisements or publications.
- Member’s use of the Clubs membership card signifies consent of the terms and conditions relating to Kings Ransom Program.
- Failure to comply with the terms and conditions may result in cancellation of Club membership and/or Kings Ransom Rewards Program and/or forfeit of accrued points.
- If a member wishes to “Opt Out” and not be bound by any terms or conditions, including any possible amended terms and conditions, the member should notify the Club in writing electing to resign from the Kings Ransom Rewards Program (This is not resignation from The Club Membership)

- Subject to any applicable law which cannot be excluded, we accept no liability for any loss, damage or injuries suffered or sustained (including but not limited to direct or consequential loss or losses arising from our negligence) by you arising directly or indirectly out of a connection to the Kings Ransom rewards program and you release and discharge us from any liability for any such loss, damage or injury. If we are liable to you in anyway, then our liability will be limited to allocating to your player account the number of points which we consider is appropriate in connection with your relevant claim.
- The membership card issued to you remains the property of The Club.
- The membership card may be requested and must be presented as proof of validation and/or identity.
- A membership (this includes the membership card) is non-transferable.
- Only one (1) membership card is permitted per member at any one time.
- It is your responsibility to protect your membership card at all times and to take precautions against theft, loss, misuse or damage. We do not accept responsibility or liability for your membership card or point's that may be lost due to theft, loss or misuse.
- The Club will not be liable in any way if Kings Ransom Rewards Program points, privileges, benefits or rewards are unavailable or fail to accumulate as a result of technical error or malfunction or reason of operator misrepresentation, fault or any other act or admission by the Club.
- It is the responsibility of a member to ensure that their membership card is working in gaming consoles and point of sale terminals. No points will be reinstated if a member's card is in error.
- If your membership card is lost or stolen, you will need to provide The Club with photo identification as required in order to obtain a replacement membership card.
- A member may not accrue points by distributing the member's card to other players or inserting their membership card into another player's machine/ play or spend. All rewards and/or points gained via this activity will be removed from offending members account. Disciplinary action may be taken against the said member and/or the person in possession of the card at management's discretion. Kings Ransom Rewards Program Points will be considered invalidly accrued on your membership card while it is being used by another person. All points, privileges and benefits gained via this activity will be removed from members account. Disciplinary action may be taken against the member and/or the person in possession of the card at management's discretion.

Termination of Kingsgrove RSL Club Membership and/or Kings Ransom Program

- A member may terminate membership and/or Kings Ransom Rewards Program at any time by giving written notice to the Club or by returning the membership card to the Club, at which time, all point accruals, tier allocation and associated rewards will be permanently cancelled.
- The Club may terminate or suspend the operation of Kings Ransom Rewards Program at any time and without notice.
- Due to legislative restrictions on gaming advertisement a notice informing members of suspension or termination of the operation of the Kings Ransom Rewards Program may only be displayed in certain areas within the Club's premises (Member's Notice Board).
- In the event that the operation of The Kings Ransom Rewards Program is terminated for whatever reason, all points may be cancelled thirty (30) days from the Club issuing the Members Notice.
- The Club may terminate or suspend a membership (in our absolute discretion) if we believe (in our absolute discretion) that the following occurs:
 - Failure to strictly comply with the terms and conditions
 - Club membership expired, is cancelled or suspended
 - Lack of usage of membership card to accumulate points for any continuous 12-month period
 - Conduct is deemed to be offensive, dishonest, disruptive, intimidating, unbecoming or prejudicial to our Club interests.
 - Any other breach of the Club's Code of Conduct guidelines
 - Interfere with or misuse any equipment or property

- Death or Bankruptcy
- Become an employee, agent or contractor

Kings Ransom Rewards Program Points & Rewards:

- One Kings Ransom Rewards Program Point equals one cent (1c).
- Members will accrue Kings Ransom Rewards Points as a result of certain eligible transactions at the standard rate unless otherwise stated. The standard rate of accrual of points is as follows:
 - One (1) point for every \$1.00 spent on the bar and catering purchases
 - One (1) point for every \$6.60 turnover on Electronic Gaming Machines (EGM) for Tiers Crystal, Ruby, Sapphire and Diamond.
 - Three (3) points for every \$6.60 turnover on Electronic Gaming Machines (EGM) for Tier Double Diamond
 - One (1) point for every \$12.20 turnover on Multi Terminal Gaming Machines (MTGM) for Tiers Crystal, Ruby, Sapphire and Diamond.
 - Three (3) point for every \$12.20 turnover on Multi Terminal Gaming Machines (MTGM) for Tier Double Diamond
- Kings Ransom Rewards Program Points earned can only be redeemed for rewards by 30th June of each year (or such other period as we may specify from time to time). Any points not redeemed by that date (unless specific tier benefit states otherwise) will be forfeited.
- The annual purge or removal of Kings Ransom Rewards Program Points from member's accounts will be advertised internally at The Club for a minimum of one (1) month prior to purge/removal.

Tiers:

- Kings Ransom Rewards Program currently offers five (5) tiers of membership being Double Diamond, Diamond, Sapphire, Ruby and Crystal (Standard).
- To be eligible for Crystal membership you are required to be a financial member of Kingsgrove RSL Club Ltd.
- To be eligible for any other levels you must earn and maintain the number of points required under the Kings Ransom Rewards Program within the last twelve (12) month rolling period (or such other period as we may specify from time to time). The number of points required to be earned and maintained for all tiers is listed below and may be subject to change from time to time.

CRYSTAL	0-350
RUBY	351-2000
SAPPHIRE	2001-7500
DIAMOND	7501- 15000
DOUBLE DIAMOND	15000 AND ABOVE

(As points are tripled for Double Diamond tier a level of 45,000 points are required to remain at the Double Diamond level)
- The Club reserves the right to make changes to these terms and conditions including create, amend or remove tiers of membership to which different terms and conditions apply including but not limited to the benefits applicable to each tier of membership and the method and rates of point accrual and rewards offered to you as part of the Kings Ransom Rewards Program.
- The Club reserves the right to move your membership into another tier of membership regardless of the amount of points accrued by you at any time without notice to you.
- Kings Ransom Rewards Program participants eligibility will be reviewed on or after the 20th of every month for those moving to a higher level and four times a year on or after the 20th March, 20th June, 20th September and 20th December for those moving to a lower level (moves may be performed on the next business day/s).
- Any decision in relation to a tier that a member is placed into is at the sole discretion of the Club whose decision will be final.
- An application for tier extension e.g. due to extended travel or hospitalisation may be considered (on a case by case basis). A letter in writing to Management and the Board of Directors may be required including any evidence/proof and relevant information relating to your case. This will be reviewed at the Club's discretion and any decision made by Management and Board will be final, binding and without bias.

- Complimentary tea, coffee and soft drink are only applicable (to the entitled applicant) while playing the poker machines and are unlimited to tiers Double Diamond, Diamond and Sapphire. A limit of 3 per day for Ruby members and 1 per day for Crystal members.
- Food benefits provided by Kings Ransom are available for you (the entitled applicant) and one (1) guest unless otherwise stipulated.
- Beverage benefits provided by Kings Ransom are available for you (the entitled applicant) and to a limit of four drinks per transaction.
- Access to members promotions will be given to any/all tiers, as stipulated by the terms and conditions of the promotion when activated.
- Members Reward Multiplier access will be given to any/all tiers, as stipulated by the terms and conditions of the promotion when activated.
- Tiered Birthday rewards will be as follows unless otherwise stipulated by the club
 1. Double Diamond \$200 voucher/points
 2. Diamond \$100 voucher/points
 3. Sapphire \$50 voucher/points
 4. Ruby & Crystal Club voucher
- The Club reserves the right to change/alter the Birthday prize structure at any time, without prior notice. No Birthday rewards/prizes are redeemable for cash.
- Members in Tiers Double Diamond, Diamond and Sapphire will receive written notification for their Birthday reward and are requested to advise their preference on point/voucher allocation. If no preference is received by a member no reward will be allocated to the member.
- Members in Tiers Ruby and Crystal will not receive notification of the Birthday reward and are requested to approach reception staff, in their birthday month, to collect an allocated Birthday voucher from the Club.
- Discounted Show Tickets provided by Kings Ransom are available for you (the entitled applicant) and one (1) guest unless otherwise stipulated.
- Utility Bill Payment Service is available to Tiers Double Diamond, Diamond and Sapphire with all bills being excepted excluding mortgage payments, credit card payments and any payments which a member can receive a cash payment/advance and is at the discretion on management.
- All account/bills for payment through the Bill Payment Service must be requested by the member to the Club no later than 5 business days prior to the cut off/payment required date on the account to be paid.
- Kingsgrove RSL will not be liable for any late payment fees due to payments not being made on time.
- Kingsgrove RSL Club Taxi service is available to Tiers Double Diamond and Diamond only (unless otherwise stipulated by the Club).
- Members in the nominated Tiers are eligible to receive a Taxi voucher to travel to and from the members home and Kingsgrove RSL Club. A maximum of 2 vouchers per day, with a 5km radius of the Club unless otherwise stipulated by management.
- Taxi vouchers are not redeemable for cash and have a total value of \$25 per voucher.
- Taxi vouchers are valid day of issue only and members are not permitted to store/collect vouchers for travel other than to and from Kingsgrove RSL Club.
- Taxi vouchers issued by Kingsgrove RSL Club are for the use of the intended member only and are not transferrable to any other member or person.
- Double or triple accumulation of Bonus points will be at the discretion of the Club for nominated Tiers at time to time when activated.