



Engage Rewards – Terms and Conditions

1. General

- The patron rewards program (hereafter referred to as **Engage Rewards**) is administered by Canterbury League Club Limited ABN 84 000 191 248 (**Canterbury**).
- These terms and conditions apply to the Engage Rewards program and are to be read in conjunction with any other terms and conditions which Canterbury publishes from time to time, including but not limited to promotional brochures which may include additional terms and conditions applicable to particular promotions.
- In these terms and conditions, the following additional definitions apply unless the context otherwise requires:
 - **Member** means an eligible member of Canterbury who participates in the Engage Rewards program on these terms and conditions;
 - **Points** or **Engage Points** means reward points earned on transactions referred to in section 2 of these terms and conditions;
 - **Rewards** means those benefits available to Members in line with their tier eligibility under these terms and conditions; and
 - **Status Points** means the points required for each tier of membership of Engage Rewards, as determined in accordance with section 3 of these terms and conditions.
- Engage Rewards is open to full financial Members of Canterbury.
- Members must be 18 years or over to participate and must be a Member of Canterbury.
- On joining Canterbury, you will receive your membership card and be eligible to enter the Engage Rewards program.
- Members of Canterbury who insert their membership card in the console of gaming machines during play are entitled to a player activity statement. Player activity statements are available from Canterbury on request.
- The following people are not eligible to participate in the Engage Rewards program or accrue points:
 - Club employees;
 - Officers, executives or any staff of suppliers or contractors to the club, who are directly involved in any aspect of the promotion; and
 - Persons whose usual place of work is within premises owned or leased by the Club who are employed by any of the contractors, licensees or lessees of the Club.
- The basis upon which Members may accrue points and associated entitlements, benefits or rewards as part of Engage Rewards is determined solely by Canterbury.
- Whilst all reasonable care is taken to ensure that information, publications and advertisements supplied or provided in connection with Canterbury are accurate, Canterbury does not to the extent permitted by law accept liability for any errors or omissions (including negligence) in such information, publications and advertisements, whether written or oral.
- Failure to comply with these terms and conditions may result in membership cancellation of Canterbury.
- Any dispute and subsequent decisions made by Canterbury are final and binding. Benefits and rewards which Canterbury has made available to Members are not transferable and cannot be used by any person other than the Member who has accumulated those benefits and rewards.
- Canterbury League Club reserves the right to make changes to these terms and conditions, at any time, including to:
 - Create, amend or remove tiers of rewards 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 points accrual and rewards offered to Members as part of Engage Rewards;
 - Set and change the number of Status Points required to be earned and maintained under Engage Rewards within any period for eligibility to any tier of membership within the program.
- Canterbury will endeavour to give Members 30 days' notice of amendments to these terms and conditions where the changes limit the benefits to Members under Engage Rewards, unless the changes are required by law, in which case they take immediate effect. If the changes do not limit benefits to Members, then Canterbury may or may not give notice and amendments will take immediate effect.
- It is a Member's responsibility to regularly check Canterbury's website and Member notice board for amendments to these terms and conditions, rewards availability, and current Engage Rewards promotions.
- If a Member does not wish to participate in the Engage Rewards program or to be bound by any terms and conditions, including amended terms and conditions, the Member can elect to relinquish the benefits of the membership card by notifying Canterbury in writing.
- Management will resolve any disputes that arise in connection to a Member's participation in Engage Rewards at its sole discretion.
- To accrue points as part of Engage Rewards, Members must ensure that their membership card is inserted and accepted in a gaming machine console which they are playing or presented to a staff member when purchasing beverages, food, merchandise, or services at Canterbury.
- Only one (1) membership card is permitted per Member at any time.
- Membership or a membership card of Canterbury is not transferable. A membership card issued to a Member may only be used by that Member.
- If a Member gives their membership card to another person for any purpose, including to another person to insert into a gaming machine that the Member is not playing, this may result in disciplinary action for the original Member, as well as the person in possession of the card.

- It is the sole responsibility of the Member to protect their card and take precautions against theft or loss.
- Canterbury will not be held responsible for lost or stolen membership cards and/or any promotional points, including points that may be lost or stolen in association with a lost or stolen membership card.
- Canterbury shall not be liable in any way in relation to the unavailability of points, benefits, or rewards, which fail to accumulate as a result of a technical malfunction, or by reason of operator fault, misrepresentation or any other reason including any act or omission by Canterbury.
- To the extent permitted by law:
 - Canterbury is not liable for any loss, damage, injury, cost or liability suffered or incurred (either directly or indirectly) by a Member or any other person in connection with their participation in the Engage Rewards program;
 - Canterbury is not responsible for any loss, damage, injury, cost, expense or liability suffered or incurred (either directly or indirectly) by you or any other person in connection with the acts or omissions of any other business participating in Engage Rewards from time to time;
 - Members release Canterbury from any liability for any such loss, damage, injury, cost, expense or liability; and
 - If Canterbury is liable to a Member in any way, then Canterbury's liability is limited to allocating to the Member the number of Engage Points and/or Status Points which Canterbury considers appropriate in connection with the Member's claim.
- The information contained in these terms and conditions shall not be interpreted as excluding or restricting any liability of the Club that is non-excludable by law and shall be read subject to the provisions of the *Competition and Consumer Act 2010 (Cth)* and any other similar State or Territory legislation which cannot be lawfully excluded. These conditions shall otherwise have the maximum effect permitted by law.
- Unless otherwise stated in these terms and conditions, Members are responsible for any taxes, duties, levies, fees or other charges arising in connection with their participation in Engage Rewards.
- A "Day" is a 24-hour period from 9am to the following 9am.
- Engage Points refer to any points the Member has accrued from internal spend and points won or awarded. These are the points that Members are able to spend.
- Minimum Engage Point redemption for internal use will be five (5) points, being equivalent to \$0.05, unless otherwise specified.
- The maximum redemption in any one redemption transaction is \$1000.
- Engage Points must be redeemed by January 31st each year. All Engage Points will be cleared annually by close of trade on January 31st and any Engage Points that have not been redeemed by this date will be forfeited.
- In payments where Engage Points are used by Members to redeem goods, services or rewards, Engage Points will not be accrued on the transaction.
- When Engage Points are redeemed for goods, services, or rewards they will be automatically deducted from a Member's account balance at the time of the transaction.
- Engage Points cannot be earned or redeemed on the purchase of tobacco products under any circumstances.

3. Status Points

- Members will earn Status Points when transacting in Canterbury's Sydney venues as follows:
 - One (1) point for every \$10 spent on eligible non-gaming purchases
 - One (1) point for every \$100 turnover from regular gaming machines
 - One (1) point for every \$400 turnover from multi-terminal gaming machines
- In addition to points earned as per above, Canterbury may award Status Points to Members through promotions or competitions from time to time or by recognising status points held by Members in loyalty programs of other venues not operated by Canterbury and awarding them Status Points upon joining as a Member of Canterbury.
- Status Points have no monetary value and will be used to determine which tier of rewards a Member is entitled to.

4. Personal Identification Number (PIN)

- All membership cards have a Personal Identification Number (PIN) that is four (4) standard digits which can be set by entering their own four (4) digits or alternatively the Member may choose the option of selecting NO PIN. Choosing the NO PIN option allows the opportunity for possible points theft.
- It is the Member's responsibility to change the PIN number to protect their points.
- A PIN selected by a Member must not be disclosed to another person or Member.
- If a Member has forgotten their PIN number, the PIN can be reset by staff if the Member presents their membership card at Reception or the Engage Rewards desk.

2. Engage Points

- One (1) Engage Point equals one cent (1c).
- Members will earn Engage Points when transacting in Canterbury's Sydney venues as follows:
 - One (1) point for every \$1 spent on eligible non-gaming purchases
 - One (1) point for every \$10 turnover from regular gaming machines
 - One (1) point for every \$40 turnover from multi-terminal gaming machines
- In addition to points earned as per above, Canterbury may award Engage Points to Members through promotions or competitions from time to time or by recognising rewards points held by Members in loyalty programs of other venues not operated by Canterbury and awarding them Engage Points upon joining as a Member of Canterbury.

5. Vouchers issued in regard to Engage Rewards

- Vouchers can be purchased from Canterbury only.
- No change will be issued; vouchers are non-refundable and not transferable for cash.
- Canterbury and participating outlets accept no liability for lost, stolen, invalid or damaged vouchers. Once a voucher is issued to a Member, Canterbury is void of responsibility.
- Canterbury will not replace vouchers that are out of date and thus invalid. It is the responsibility of the Member to check all vouchers at the time of purchase.

6. Rewards

- There are 5 tiers of rewards and these are, in ascending order, Black, Silver, Gold, Platinum and Blue Diamond.
- All eligible Members are automatically placed into the Black tier, being the lowest tier. The highest tier is Blue Diamond.
- To be eligible for Silver tier Rewards Members are required to earn at least sixty (60) Status Points within the specified six (6) month period. The number of Status points required to be earned and maintained for each level will be published by Canterbury, which may be subject to change from time to time.
- To be eligible for Gold tier Rewards Members are required to earn at least seven hundred and fifty (750) Status Points within the specified six (6) month period. The number of Status points required to be earned and maintained for each level will be published by Canterbury, which may be subject to change from time to time.
- To be eligible for Platinum tier Rewards Members are required to earn at least two thousand (2,000) Status Points within the specified six (6) month period. The number of Status points required to be earned and maintained for each level will be published by Canterbury, which may be subject to change from time to time.
- To be eligible for Blue Diamond tier Rewards Members are required to earn at least six thousand (6,000) Status Points within the specified six (6) month period. The number of Status points required to be earned and maintained for each level will be published by Canterbury, which may be subject to change from time to time.
- The six-monthly periods for which Status Points are assessed each year are:
 - 1 February to 31 July
 - 31 July to 31 January
- Rewards are redeemable on a first come first served basis and are subject to availability.
- Canterbury reserves the right to cancel, withdraw or substitute any rewards at any time at Canterbury's absolute discretion.

7. Tier Movement

- Tier levels will be reviewed every six (6) months. If a Member does not meet the minimum required Status Points of their current tier at the end of the six (6) monthly tier review period, they will be reallocated to the appropriate tier based upon the number of Status Points they have earned.

- Members whose tier levels have changed will be moved between tier levels on the first business day after the review dates.
- If, at any time, a Member earned the required number of Status Points for a tier higher than their existing tier, they will be automatically promoted to the higher tier.
- If a Member is promoted to a higher tier, the benefits available under the higher tier will be available to them from the next following day.
- Tier entry levels may be reviewed and changed at any time by Canterbury and any decision will be immediate and final.
- If a Member fails to renew their Canterbury membership all rights and points in relation to Engage Rewards will be forfeited.
- Any decision in relation to a tier that a Member is placed into is at the sole discretion of Canterbury, whose decision will be final.

8. Tier Benefits Rules

- Benefits offered by Canterbury as part of Engage Rewards can be reviewed and changed by Canterbury League Club at any time. Any decision made will be immediate and final.
- As entry into all tier levels is open to all Members through point earning, special offers may at times be directed to a specific tier only.
- Membership benefits and points are non-transferable and may not be brokered, bartered, or sold.
- Purchases made where Members pay the total tender using their Engage Points at bars, catering areas and reception will be awarded the designated discounts as advertised. The items exempt to these discounts are as follows:
 - Gift cards, both internal and external
 - Membership
 - Merchandise
 - Functions
- Some tiers may be eligible, subject to promotions run from time to time, for a hospitality account which provides each Member in that tier with a specified amount each day which may be used to make eligible food and beverage purchases. A Member's hospitality account will be reset daily based on Canterbury's daily trading hours and cannot be accrued.
- Items able to be purchased using the Tier benefits (including hospitality beverage and beverages supplied under the hospitality account) do not include any alcoholic beverages, cigarettes, and other exempt items as outlined.
- Exempt items can be updated at any time by Canterbury and will have an immediate effect. For information on these items please contact Canterbury.

9. Termination or Suspension of the Engage Rewards Program or of Membership

- Canterbury may suspend or terminate the operation of Engage Rewards at any time.
- In the event that Engage Rewards does terminate operation, all points may be cancelled upon the expiry of thirty (30) days after Canterbury issues a notice of termination to Members.

- Canterbury will notify Members in writing of a termination of Engage Rewards by giving at least thirty (30) days' notice of termination.
- If Members allow their membership to expire or they are expelled from Canterbury after a disciplinary hearing, all accrued points will be forfeited.
- Any Member of Canterbury, who is suspended or voluntarily enters a full venue self-exclusion scheme with Canterbury, will have their points and benefits frozen until their suspension/exclusion is lifted.
- Canterbury may immediately suspend or terminate a Member's participation in Engage Rewards at its absolute discretion by giving the Member notice if:
 - Canterbury reasonably believes that the Member has breached these terms and conditions; or
 - Canterbury reasonably believes that the Member has engaged or may engage in any fraudulent activity, or any activity Canterbury reasonably suspects to be fraudulent, in connection with the Member's participation in Engage Rewards or any claim for accrual or redemption of points or rewards.
- As participation in the Engage Rewards program is a privilege of membership, a Member's participation in the Engage Rewards program will terminate immediately without notice if the Member:
 - dies;
 - becomes bankrupt (or a similar event occurs);
 - the Member ceases to be a Member of Canterbury or Engage Rewards; or
 - the Member ceases to belong to a class of membership eligible to participate in the Engage Rewards program.
- A Member can request to voluntarily suspend their participation in the Engage Rewards program once per calendar year for a minimum period of one month and a maximum period of two months. The suspension can only be valid across one six monthly tier review period.
- A Member will be required to earn the pro rata of the points required in the full six-monthly tier review period for the six-monthly period minus the time that their participation in the Engage Rewards program was suspended.
- Voluntary suspension will only be considered in the following circumstances:
 - Where the Member has a medical condition requiring a lengthy hospital stay or recuperation. Requests for medical suspension must be accompanied by a valid and current medical certificate.
 - Where the Member will be away from home for an extended period such as travelling interstate or overseas. Requests for an absence suspension must be accompanied by evidence supporting their absence such as copies of airline tickets.
 - Requests for voluntary suspension must be made in advance and will not be considered after the event. Any visit to any Canterbury venue during the period of voluntary suspension will immediately void the suspension.
- to do anything necessary to meet our obligations to the Member under these terms and conditions;
- to disclose the Member's personal information to third parties who are engaged by Canterbury to assist in meeting its obligations to the Member under these terms and conditions;
- to market Canterbury's goods and services to the Member;
- to disclose the Member's personal information to selected third parties to allow them to market their goods and services to the Member unless the Member informs Canterbury otherwise; and
- to meet legal requirements or fulfil any purpose authorised, permitted or required by law.
- A Member's personal information will be handled in accordance with Canterbury's privacy policy. Canterbury's privacy policy is available from its premises on request or on our website at www.canterbury.com.au

11. Marketing Authorisation

- Canterbury may send to Members marketing material that may contain information about entertainment, food, beverage and promotions, including information about the Engage Rewards program.
- If a Member has advised Canterbury that they do not want to receive marketing material, or they have not consented to receive any material relating to gaming, then the Member may not be sent all information relevant to the Engage Rewards program. A Member can change their direction to Canterbury about receiving marketing material at any time by contacting Canterbury.

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www.gamblinghelp.nsw.gov.au

10. Privacy

- The information Canterbury collects directly or indirectly, in connection with a Member's participation and/or membership in Engage Rewards, is Canterbury's property. By participating in Engage Rewards, the Member consents to Canterbury collecting and retaining the Member's personal information and Canterbury may use that information as follows: