

## WELCOME TO THE MURWILLUMBAH SERVICES CLUB REWARDS PROGRAM

Our Rewards Program is our way of saying 'Thank You' for your loyalty. This free program is part of your club membership & allows you to accumulate Rewards Points on your purchases.

You can then save money by using these points to make purchases. These are just some of the rewards to be experienced. Read on to find out about many more benefits & how the program works.

### HOW MANY LEVELS ARE THERE?

The Rewards Program is a SIX-level tier system with each tier offering special benefits

### POINTS REQUIRED

					
BLACK DIAMOND	DIAMOND	TOPAZ	AMETHYST	PLATINUM	GOLD
40,000	15,000	7,500	2,500	500	ENTRY

The more points you earn when you use your card to purchase goods & services, the higher the level you can achieve. Rewards are offered to Members based on the level they are in. Points are based on the base rate of points earned in a 12 months rolling period.

# MURWILLUMBAH SERVICES CLUB

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*Terms & Conditions are subject to change.  
Program is reviewed October 2022*

Help is close at hand

GAMBLE AWARE  
[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)  
1800 858 858



MURWILLUMBAH SERVICES CLUB

# Sparkle

MEMBERS REWARDS

## HOW DO I EARN POINTS?

When you use your membership card you can earn points when playing gaming machines, dine in the cafe, when you purchase beverages in the bars or the bottleshop, playing KENO, buying bingo or raffle tickets. Points cannot be earned when using the TAB

REWARDS	BLACK DIAMOND	DIAMOND	TOPAZ	AMETHYST	PLATINUM	GOLD
Earn points in EGM 1 point = \$10 turnover	●	●	●	●	●	●
Earn points in Food/Beverage 1 point = \$1 spent	●	●	●	●	●	●
Earn points in Bingo/Raffles 1 point = \$1 spent	●	●	●	●	●	●
Earn points in KENO 1 point = \$10 turnover	●	●	●	●	●	●

## CAN I RECEIVE BONUS POINTS?

### DAILY VISITATION POINTS

Depending on your tier level you will also receive visitation points when you swipe your card at the Member Kiosk in the Gaming Room. Points are allocated on the first swipe per person per day.

REWARDS	BLACK DIAMOND	DIAMOND	TOPAZ	AMETHYST	PLATINUM	GOLD
Daily Visitation Points	1000 POINTS	500 POINTS	200 POINTS	100 POINTS	50 POINTS	

### BIRTHDAY BONUS

Depending on your tier level you will also receive birthday bonus points when you swipe your card at the Member Kiosk in the Gaming Room. Points are allocated on the first swipe per person once during the member's birthday month.

REWARDS	BLACK DIAMOND	DIAMOND	TOPAZ	AMETHYST	PLATINUM	GOLD
Birthday Bonus Points	10,000 POINTS	5,000 POINTS	2,500 POINTS	1,500 POINTS	1,000 POINTS	

## DO I GET DISCOUNTS?

Members will continue to receive member discount prices & special member offers & additionally, when members use their points to purchase food & beverages they will receive a discount on the amount of points required to make that purchase. The discount will be taken from the Members Price

REWARDS	BLACK DIAMOND	DIAMOND	TOPAZ	AMETHYST	PLATINUM	GOLD
Pay by Points Discount	50%	40%	30%	20%	10%	

## WHAT ARE THE BENEFITS?



BLACK DIAMOND



DIAMOND



TOPAZ



AMETHYST



PLATINUM



GOLD

REWARDS	BLACK DIAMOND	DIAMOND	TOPAZ	AMETHYST	PLATINUM	GOLD
Point Earning level - EGM	\$10	\$10	\$10	\$10	\$10	\$10
Food & Beverage Points	\$1	\$1	\$1	\$1	\$1	\$1
KENO Points (min \$10 spend)	\$1	\$1	\$1	\$1	\$1	\$1
Discount of Food & Beverage when paying by points	50%	40%	30%	20%	10%	
Use your points to purchase Food & Beverages	●	●	●	●	●	●
Use your points to purchase Gift Cards	●	●	●	●	●	●
Access to Member Promotions	●	●	●	●	●	●
Birthday Loyalty Bonus Points value	\$100	\$50	\$25	\$15	\$10	
Daily Loyalty Bonus Points	1000	500	200	100	50	
Non Expiration of Rewards Points	●	●	●			

## HOW CAN I USE MY POINTS?

When you earn your points you can then use them to pay for food, beverages & other goods in the club outlets. Points can also be used to obtain Gift Vouchers for use of the club. 1 point = 1 cent

## HOW DO I KNOW WHAT LEVEL I AM ON?

Simply swipe your card through one of the Member Kiosks & your tier level will be shown on the screen. Alternatively if you have downloaded the Murwillumbah Services Club App on your device you can view your tier level on your digital Members card. Black Diamond, Diamond, Topaz & Amethyst members will also have their tier labelled on their physical member cards.

## HOW CAN I CHECK MY POINTS BALANCE?

Simply swipe your card through one of the Member Kiosks & your tier level will be shown on the screen.

## HOW DO I MOVE UP LEVELS?

You will be automatically promoted up a tier as you earn the required amount of points over the preceding 12 month period.

## CAN I GO DOWN A LEVEL?

Points will be reviewed every 6 months on the 8th March & 8th September & levels will be adjusted accordingly.

## DO MY POINTS EXPIRE EACH YEAR?

Points earned by Gold, Platinum & Amethyst members that remain unused will be purged on the 30th June each year.

Points for Black Diamond, Diamond & Topaz do not expire unless a breach of Terms & Conditions occur.

## OTHER INFORMATION

To get the most out of your Sparkle Member Rewards membership, please ensure your contact details are up to date (email, mobile, address) so that you will receive all the latest promotions & rewards information. Membership & any accrued points or rewards are not transferable. Suspended, excluded or expelled members forfeit accrued points. A full list of Terms & Conditions are available at Reception upon request.

## CAN I OPT OUT OF THE PROGRAM?

You are able to opt out of the Rewards Program at any time by notifying the CEO in writing.