

Sanctuary Lakes Hotel Loyalty

Terms & Conditions



- Loyalty cards are issued to the person whose name appears on the application form and are not transferable to any other person(s).
- To start earning loyalty points with your purchase, you must present your loyalty card to any staff member at the Sanctuary Lakes Hotel for them to swipe into our point of sale system.
- Loyalty Card Members must present their loyalty card at the time of the commencement of every sale. Management or staff members will not be able to search for your details and points can't be awarded after the sale is cashed through the register.
- Members can check how many points/dollars have accrued every time the loyalty card is swiped by a staff member through our point of sale system and at the Front Kiosk. The till will display how many dollars is accrued for that card.
- Members can redeem their accrued dollars to purchase a product or deduct the accrued monetary value off their bill/sale at anytime they wish to purchase food, beverage or showcase item.
- **Loyalty cards remain the property of Sanctuary Lakes Hotel. Any member(s)/customer(s) who deliberately mis-use their card or another member's card will have it voided by management.**
- **Members found deliberately using their loyalty card through a third party/on behalf of sales made through another customer will have their card voided by management and will be excluded from the Loyalty Scheme.**
- Lost or stolen loyalty cards must be reported to management immediately and a new card will be issued.
- By signing as a member the recipient of the loyalty card agrees and acknowledges they may occasionally receive promotional material such as special offers or important messages from one or both of our venues.
- Staff found to be deliberately gaining points for Members or misusing Loyalty Cards will be given warnings or instant dismissal.

TERMINATION AND SUSPENSION OF MEMBERSHIP BY THE VENUE OPERATORS

The Venue Operators may suspend your membership in the Program to investigate your membership and the use of your Card if the Venue Operators become aware or reasonably believes that your membership has errors, has been misused, has been subject to unauthorised use, that you may not be gambling responsibly and/or is directed by a government authority to do so. A Venue Operator will notify you in writing of such suspension.

The Venue Operators may at their sole discretion immediately terminate your membership of the Program if the Venue Operators determine, acting reasonably that:

- (a) You are in breach of the Rules or any procedures, policies or rules imposed by the Venue Operators;
- (b) You are or become an Excluded Person;
- (c) Based on statements made by you, that you may not be gambling responsibly;
- (d) You do not comply with the terms and conditions relating to any Third Party Offer;
- (e) You misuse your Card or have used the Card of another person; and/or
- (f) You behave in a manner which the Venue Operators (in their sole discretion) consider to be dishonest, offensive, disruptive, intimidating, illegal and/or improper.

If your membership is cancelled pursuant to clause

- (a) the Venue Operators will notify you of the cancellation in writing;
- (b) any Points you have accumulated will automatically be forfeited (unless the Venue Operators determine otherwise);
- (c) you will not be eligible to receive any benefits offered under the Program; and
- (d) you must immediately return your Card to a Venue Operator.

14.4 If you die, your membership will be automatically cancelled and your Points will be deemed to be immediately forfeited.

TERMINATION OF THE PROGRAM BY THE VENUE OPERATORS

The Venue Operators reserve the right to, at any time and from time to time, cancel the Program in whole or in part or suspend it for any period for any reason after giving 30 days' notice on the Website or on the Kiosk.

You acknowledge and agree that the Venue Operators make no representation or warranty that the Program will continue to be available for any period of time.

If the Venue Operators cancel the Program pursuant to this clause 15, you will have 30 days from the date of the Venue Operators' notice to redeem all Points. Points not redeemed after this time will be forfeited.

CONSEQUENCES OF SUSPENSION OR TERMINATION

If your membership in the Program is terminated for any reason;

- (a) all benefits associated with the Program whether they have accrued or not will lapse; and
- (b) notwithstanding any other provisions in these Rules, you will not receive any marketing or promotional materials in relation to Gaming Machines and gaming products and services from the date your membership in the Program is cancelled.

If your membership in the Program is terminated for any reason and you subsequently become eligible to re-join the Program, you must complete a new membership application form.

Notwithstanding any other provisions in these Rules, if your membership in the Program is suspended for any reason you will not receive any marketing or promotional materials in relation to Gaming Machines and gaming products and services during the period of suspension.

You agree that the Venue Operators and Tabcorp will not be liable for any loss or damage whatsoever which you or anyone else may suffer as a result of any termination or suspension of your membership in the Program.

Terms and Conditions are subject to change without notice

Welcome

As a member of Sanctuary Lakes Hotel's membership program you can enjoy a range of exclusive benefits and offers, as well as earn points throughout the venue.

The more points you collect the bigger the rewards, so don't forget to use your loyalty card every time you visit Sanctuary Lakes Hotel.

For more information speak to one of our friendly staff members or visit www.slhotel.com.au

MORE WAYS TO EARN

There are many ways to earn reward points at Sanctuary Lakes Hotel. Swipe your card at the kiosk each time you visit, present your card to staff when purchasing food and beverages and at other locations throughout the venue.

MORE WAYS TO REDEEM

You can redeem your reward points when purchasing food and beverage or on products from the kiosk.

Please note that points cannot be redeemed for cash.

MORE WAYS TO PLAY

Being a Sanctuary Lakes Hotel rewards member also gives you access to exclusive offers, discounts and promotions. Take a look below to see the benefits available.

HOW DO I MOVE UP A TIER

Every dollar you spend earns you reward points. Tier levels are based on points earned and are reviewed monthly. The number of points you have earned in a 12 month period determines your tier.

| | SILVER 0 - 499 Points | GOLD 500 - 3999 Points | PLATINUM 4,000 - 19,999 Points | BLACK 20,000 - 49,999 Points | DIAMOND 50,000+ Points |
|--|--------------------------|------------------------------|-----------------------------------|---------------------------------|---------------------------|
| BENEFITS | | | | | |
| Showcase gift redemption with points | ★ | ★ | ★ | ★ | ★ |
| Entry in to exclusive member only promotions | ★ | ★ | ★ | ★ | ★ |
| Birthday offer | | \$10 Food & beverage voucher | \$20 venue voucher | \$50 venue voucher | \$100 venue voucher |
| Daily visitation points | | 5 | 25 | 100 | 300 |
| Discount on beverage purchases | | 5% | 5% | 15% | 20% |
| Discount on live entertainment | | ★ | ★ | ★ | ★ |
| Exclusive tier upgrade bonus | | | \$25 venue voucher | \$50 venue voucher | \$100 venue voucher |
| Invitation to exclusive events | | | | ★ | ★ |
| No points expire | | | | ★ | ★ |
| Surprise gift and rewards | | | | ★ | ★ |
| Function discounts | | | | ★ | ★ |

Conditions apply. Benefits subject to change.