

NORTHCLIFFE ELITE REWARDS TERMS & CONDITIONS

Participation in the Northcliffe Elite Rewards program is open to all financial members of the BMD Northcliffe Surf Club who are over 18. The program is governed by the following terms and conditions and it is every Member's responsibility to read and understand them.

GENERAL TERMS

The Northcliffe Elite Rewards program is dependent on the member using their membership card in transactions within the Club. If a member chooses not to use their membership card, then no transactions can be recorded or rewarded.

Club policy prohibits membership cards being lent or borrowed by other persons in order to receive points or gain other benefits included in the Northcliffe Elite Rewards program. If a member is found to be fraudulently using another member's card, then both members leave themselves open to be suspended or terminated.

It is a Club member's responsibility to secure their membership card and let reception know if it is lost at any point in time. Any fraudulent redemption of rewards points from a stolen or lost membership card will not be the responsibility of the Club.

Northcliffe Cash Points and Tier Credits are not transferable to another member. In the event of a member passing away the accrued Northcliffe Points of the member will be purged.

BMD Northcliffe Surf Club may change, suspend or cease operation of the Northcliffe Elite Rewards program at any time. BMD Northcliffe Surf Club reserves the right to amend these terms and conditions at any time, but will endeavour to give all interested parties notice.

BMD Northcliffe Surf Club has no obligation to make available to members Northcliffe Cash Points or Tier Credits that fail to accrue as a result of a card malfunction, operator fault, or any other reason beyond the knowledge or control of the Club.

NORTHCLIFFE POINTS

Northcliffe Cash points are earned by playing gaming machines in the BMD Northcliffe gaming room, being 1 point for every \$6.00 turnover.

These points will automatically expire 12 months after they have been accrued. When redeeming points, the oldest points will be deducted first.

The rate of accrual of Northcliffe Cash points above base level are based on the current Tier level of the member.

Club members can convert their Northcliffe Cash points into cash, once the balance of points reaches a minimum of 500 points (\$5.00) or more. Members can only convert their Northcliffe points to cash increments of 500 (\$5.00) amounts.

When redeeming Northcliffe Cash points for cash the member must produce their Membership card and photo ID for identification purposes, so to ensure the safeguarding of points if a card is lost or stolen.

TIERING

Northcliffe Tier Credits determine the Tier that a member is eligible for. One (1) Tier Credit is earned for every \$10.00 turnover on the gaming machines.

A member's status of Tier will be reviewed quarterly and adjusted accordingly. If a member has met the requirements before the 3 month period, they will advance to the relevant Tier.

BMD Northcliffe Surf Club reserves the right to change criteria for Tier levels and determine the maximum number of members per level.

Tier changes are made automatically on the specified dates. If a member has not met the entry criteria required to join a Tier, they will be lowered into the Tier they did qualify for.

DISCOUNT BENEFITS

Discounts on Beverages are based on the current Tier level of the member. Discounts on Food are based on the current Tier level of the member.



FAQ'S

WHY CAN'T I EARN POINTS ON MY FOOD OR BEVERAGE PURCHASES?

All Northcliffe members receive a very generous 10% discount on their food and beverage purchases.

HOW DO I KNOW WHAT TIER LEVEL I AM ON?

When you swipe at the kiosk or play a gaming machine you will see a letter after your name. This relates to which tier you currently belong to. You can check how many Tier Credits you have during a Tier period by swiping your membership card at the kiosk and selecting member options.

WHAT HAPPENS IF I AM GOING AWAY ON HOLIDAYS?

Speak to a gaming team member and let them know you will be away. We can calculate your average visits from that quarter and base your new tier on that, so you won't be penalised if you are out of town.

YOUR BENEFITS

MEMBERSHIP TIERS

	BRONZE	SILVER	GOLD	PLATINUM	NOIR
Tier Credits required for entry into a tier	0	1,000	2,500	5,000	10,000
Daily complimentary cold beverage				●	●
Christmas gift			●	●	●
Free espresso coffee and tea in the gaming room		●	●	●	●
Entry into exclusive VIP promotions		●	●	●	●
Invitations to cocktail functions	●	●	●	●	●
Birthday Gift			●	●	●
Discount at the bar	10%	10%	15%	20%	30%
Discount at the coffee shop and restaurant	10%	10%	15%	20%	30%
Northcliffe Points accrual rate	Base	x1.25	x1.5	x2	x3
Redeem Northcliffe Points for cash	●	●	●	●	●
Northcliffe Points expiry (months)	12	12	12	12	None
Earn Northcliffe Points through the Kiosks	●	●	●	●	●
Random Kiosk Prizes	●	●	●	●	●



ELITE REWARDS

BMD Northcliffe supports the Responsible Gambling Code of Practice. If you have a problem with gambling or know someone who does, 24 hour help is available from these organisations:

Gamblinghelp

PHONE | FACE-TO-FACE | ONLINE
www.gamblinghelponline.org.au
1800 858 858

Lifeline on 131 114
Relationships Australia
on 1300 364 277 or visit
gamblinghelponline.org.au



WWW.BMDNORTHCLIFFE.COM.AU

Phone (07)5539 8091
Cnr Garfield Terrace & Thornton St, Surfers Paradise Qld 4217
Postal PO Box 980, Surfers Paradise Qld 4217



As part of your BMD Northcliffe Surf Club membership, you can immediately take advantage of all the benefits on offer with our Northcliffe Elite Rewards Program. Simply using your membership card whenever you drink, dine or play entitles you to a variety of benefits. As you advance through the Northcliffe Elite Rewards Program you will enjoy additional rewards and greater benefits.

JOIN TODAY AND TAKE ADVANTAGE OF THE REWARDS



KIOSK SWIPE & WIN PRIZES
Swipe your membership card at the kiosk each time you enter the Club. There are food and beverage offers to be won.



EARN NORTHCLIFFE CASH POINTS
While you are playing the gaming machines, you are earning 'Northcliffe Cash Points' that you can redeem for cash.



DISCOUNTED DRINKS & MEALS
Use your card when you purchase drinks at the bar, or when ordering meals in the restaurant to receive a 10% discount.



BIRTHDAY VOUCHERS
Each member receives a set of vouchers to use in the Club during your birthday month. Be sure to keep your contact details up to date with us so we can send them to you!

MEMBERSHIP TIERS

While playing with your membership card, you are earning Tier Credits which determine the Tier you belong in. The tier credits required for a Tier is based over a 3-month period.

There are 4 Tier levels above Bronze (base membership):



SILVER
Requires 1,000 Tier Credits over 3 months



GOLD
Requires 2,500 Tier Credits over 3 months



PLATINUM
Requires 5,000 Tier Credits over 3 months



NOIR
Requires 10,000 Tier Credits over 3 months

As you advance through the tiers, you are entitled to greater discounts and benefits. See over for full list.

HOW TO EARN NORTHCLIFFE CASH POINTS

Northcliffe members are eligible to earn Northcliffe Cash Points when using their membership card. Earn Northcliffe Cash points when you:

Swipe your membership card at a kiosk upon entry (once per day)

1 ENTRY SWIPE = 100 NORTHCLIFFE CASH POINTS

Insert your membership card into a gaming machine card reader when playing

\$6 GAMING TURNOVER = 1 NORTHCLIFFE CASH POINT

SPENDING NORTHCLIFFE CASH POINTS

Northcliffe Cash Points are redeemable for cash in denominations of \$5. When you're ready to spend your Northcliffe Points, you can go directly to the cashier's desk to redeem.

Alternatively, you can convert your Northcliffe Cash Points to cash vouchers at any of the kiosks. To redeem, simply go to: **Member Options > enter your PIN > Redemption > Ticket Promotions**

The available vouchers will be highlighted in green and will print out of the kiosk once selected. Take any vouchers with your membership card and photo ID to the cashier's desk where they will be exchanged for cash.

Your Northcliffe Cash Points will expire 12 months after accrual, so be sure to use them frequently to avoid missing out on spending them.

CHECKING YOUR NORTHCLIFFE CASH POINTS BALANCE

You can check how many points you have:

1 ON THE KIOSK
by going to Member Options > enter your PIN > Account Balance.

2 AT ANY GAMING MACHINE
by inserting your membership card and pressing the menu/enter button. Your points balance will display on the LED screen.

3 ASKING A STAFF MEMBER
to swipe your membership card at a till, the balance is located at the bottom of the screen.

EARNING TIER CREDITS

Tier Credits are earned in a similar manner to Northcliffe Cash Points; as you play at the Club while using your membership card. Each Tier Credit you earn brings you closer to the next tier of membership.

Tier Credits are earned at the following rate:

\$10 GAMING TURNOVER = 1 TIER CREDIT

Tier Credits are reviewed every 3 months and members will have their membership tier adjusted up or down according to their balance. Once this tier adjustment has been actioned, the Tier Credits balance will refresh to zero.

Review dates are as follows:

January 1st, April 1st, July 1st, October 1st