

WHAT ARE THE REWARDS?

	5★	4★	3★	2★	1★
Use Your Points to Redeem Cash	✓	✓	✓	✓	✓
Use Your Points to Purchase Food & Beverage	✓	✓	✓	✓	✓
Use Your Points to Purchase Gift Cards	✓	✓	✓	✓	✓
Access to Member Promotions	✓	✓	✓	✓	✓
Additional Offers As Determined	✓	✓	✓	✓	✓
Discounted Food & Beverage* (when paying with points)	50%	30%	20%	10%	
Birthday Bonus	15,000	10,000	5,000	2,000	
Daily Loyalty Bonus (points per swipe per day)	100	50	25	20	10
Monthly Loyalty Bonus	60%	33%	20%	10%	
Annual Recognition Gift Package	✓	✓	✓		
Non-Expiration of	✓	✓			
✓ Reward Points	✓	✓			

*Not available at Narangba Valley Tavern at this time - Coming Soon
Celebration Dinners

BJD HOTELS PRACTICE RESPONSIBLE SERVICE OF GAMBLING GAMBLING TOO MUCH?

Free and confidential advice is available 24 hours 7 days a week.

GAMBLING HOTLINE 1800858 858

(includes a referral to the nearest Gambling Help Service for face-to-face counselling)

GAMBLING HELP ONLINE

www.gamblinghelponline.org.au

PRIVACY STATEMENT

BJD Hotels Pty Ltd requires personal information to process your application for membership. The information you provide will be used to maintain your membership records and enable you to access and be provided with information about the services and benefits available to you as a member of the Tavern. It will also be used to conduct research in order to identify and analyse the ongoing needs of members. Information provided by you to the Tavern may be required to be disclosed to Federal and State regulatory bodies by Law.

You have the right to request access to any information held by the Tavern which relates to you and to correct any information that is inaccurate. Any requests for corrections should be addressed to the Privacy Officer in writing and signed.

The information you provide will only be used for the purpose it was intended unless you have consented to information being used for a secondary purpose, or part of the normal operations of the Tavern.

The Tavern will take all reasonable security measures to protect personal information from, loss unauthorised access, destruction, misuse, modification or disclosure. As far as permissible under Law, the Tavern accepts no responsibility for the unauthorised use of personal information held by it.

By signing the membership application form you grant the Tavern the absolute permission to: record your participation and appearance in a photograph or any other medium; use your name, likeness and biographical material in connection with these recordings. You further grant the Tavern the right to copyright such pictures and waive any rights that you might have in the pictures, including any rights to inspect and/or approve the finish photographs of the use of which they may be applied so long as their use is lawful.

To redeem cash for points earned your application profile must be completed including your photograph being taken.



FIVE STAR

REWARDS

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ARUNDEL TAVERN

NARANGBA VALLEY TAVERN

5STAR REWARDS

HOW MANY LEVELS ARE THERE?

The REWARDS program is a FIVE-LEVEL tier system offering special benefits. The more points you earn when you use your card to purchase goods & services, the higher the level you achieve. Rewards are offered to Members based on the level they are in.

Tier levels are determined on the number of points EARNED in a rolling 12 month period.

Reward Level	Points Required
5★	20,000
4★	10,000
3★	2,500
2★	500
1★	Entry Level

CAN I OPT OUT OF THE PROGRAM?

You are able to opt out of the Rewards program at any time, by notifying the Venue Manager in writing.

OTHER INFORMATION

Membership and any accrued Points or Rewards are not transferable.

Suspended, excluded or expelled members forfeit accrued points.

A full list of terms and conditions are available at the gaming cashier upon request.

HOW DO I EARN POINTS?

When you use your membership card you earn points AT ANY CUSTOMER SWIPE POINT (all Points of Sale). Points cannot be earned when using TAB.

	5★	4★	3★	2★	1★
Food Points 1point for each \$1	✓	✓	✓	✓	✓
Retail Points 1point for each \$1	✓	✓	✓	✓	✓
Beverage Points 2 points for each \$1	✓	✓	✓	✓	✓
Gaming Points 1point for each \$8 turnover	✓	✓	✓	✓	✓
Keno Points* (minimum \$10 spend) 1point for each \$1	✓	✓	✓	✓	✓

*Not available at Narangba Valley Tavern at this time -Coming Soon

HOW CAN I USE MY POINTS?

When you earn your points you can then use them to pay for food, beverages, and other goods in the Tavern outlets.

HOW DO I KNOW WHAT LEVEL I AM ON?

Simply ask at the gaming cashier or enter your card into the Entrance Kiosk, Gaming Machine or at any Food or Beverage Terminal.

HOW CAN I CHECK MY POINTS BALANCE?

You can check your points balance at any gaming machine, kiosk or with the gaming cashier.

HOW DO I MOVE UP LEVELS?

By the 15th of each month your points will be reviewed and if you have earned the required amount in the preceding 12 month period you will be moved up a tier.

CAN I GO DOWN A LEVEL?

Points will be reviewed every 6 months on the 15th January and 15th July and levels will be adjusted accordingly.

DO MY POINTS EXPIRE EACH YEAR?

Points earned by 1-Star & 2-Star levels that remain unused will be purged on the 30th June each year. Points for 3-Star, 4-Star & 5-Star levels do not expire unless a breach of terms and conditions occur.

DO I GET A DISCOUNT?

Members will continue to receive member prices, however when members use their points to purchase food & beverage they will receive a discount. The Discount will be taken from the Retail Price.

	5★	4★	3★	2★	1★
Discounted Food & Beverage	50%	30%	20%	10%	

*NB These discounts are not available at all venues at this time.

CAN I RECEIVE BONUS POINTS?

Depending on your tier level you will also receive a Monthly and Daily Loyalty Bonus. The Monthly Loyalty Bonus will be automatically added to your account on the 1st day of each month. The Monthly Loyalty Bonus is calculated on all the points that have been EARNED in the previous month (i.e points earned on gaming machine, purchases for food & beverage or KENO), the Monthly Loyalty Bonus does not include any points that have been gifted or given to the member (i.e promotions, Daily Loyalty Bonus points etc).

	5★	4★	3★	2★	1★
Monthly Loyalty Bonus	60%	33%	20%	10%	

The Daily Loyalty Bonus will be automatically added to your account when you swipe your members card at the foyer (or entrance) kiosk. The Daily Loyalty Bonus applies to 1swipe per person per day.

	5★	4★	3★	2★	1★
Daily Loyalty Bonus (points per swipe per day)	100	50	25	20	10

The Birthday Bonus will be automatically added to your account when you swipe your members card at the foyer (or entrance) kiosk during the month of your Birthday. The Birthday Bonus applies to the firstswipe per person during the month of their Birthday.

	5★	4★	3★	2★	1★
Birthday Bonus	15,000	10,000	5,000	2,000	