

Wests Rewards – Terms and Conditions

Membership

1. Wests Rewards is offered by Western Suburbs (N'cle) Leagues Club ("we, us"); ABN 24 000 973 919.
2. All Western Suburb (N'cle) Leagues Club members are automatically Wests Rewards members at Bronze level at no cost.
3. Limit of one membership per person. Only eligible persons may join.
4. Membership and levels of membership ("tiers") are granted at the discretion of Western Suburbs (N'cle) Leagues Club. Members may qualify for tiers based on number of Reward Points earned. Members' tiers are reviewed based on the qualifying period of 1, 3 and 6 month basis by us and may be adjusted at Western Suburbs (N'cle) Leagues Club discretion.

Wests Rewards Terms

5. Wests Rewards terms ("Terms") – these terms, Wests Rewards brochures and promotional material including on the premises terms of entry and codes of conduct as issued by Western Suburbs (N'cle) Leagues Club from time to time. The latest version of the Terms are available at Western Suburbs (N'cle) Leagues Club website www.westsnewcastle.com.au ("our website"). In the event of any inconsistency, the latest version of the Wests Rewards membership terms and conditions prevail to the extent of the inconsistency.
6. The Terms (including benefits) may be changed at any time by Western Suburbs (N'cle) Leagues Club. If we do this, we will place notice in each club. Prior notice may not be given if we are required to make changes to act legally or in accordance with the requirements of a Government authority and the way in which we provide notice may be limited by law or the requirements of a Government authority or otherwise as need be.

Cards, Tiers and Benefits

7. Western Suburbs (N'cle) Leagues Club may partner with others to provide benefits.
8. Membership cards always remain our property. Membership cards must be returned upon our request.
9. A membership card is issued for your personal use only. You must not lend or share your card at any time, for any reason.
10. You will be required to present valid ID and use a personal identification number (PIN) with your membership card to complete some transactions.
11. You are responsible for keeping your membership card and PIN/s secure as use of reward points and benefits is, at all times, your responsibility including where there is misuse of your card or if your card is lost or stolen.
12. You must promptly notify us of changes in your details, of any lost, stolen or malfunctioning membership card or any unauthorised use of the card.
13. We may adjust your reward points, benefits or tier or we may cancel your membership if you misuse your card, reward points, benefits or Club facilities or allow or enable someone else to do so. We may adjust your reward points if they incorrectly accrue in your favour.

- 14.** You are responsible for your reward points and benefits, including observing any expiry periods and any taxation consequences.
- 15.** If you do not keep your loyalty membership active through valid, eligible Wests Rewards spend:
1. Western Suburbs (N'cle) Leagues Club can downgrade your membership. This is based on the average amount of reward points earned over the qualifying period: 1, 3 and 6 month basis.
 2. Western Suburbs (N'cle) Leagues Club may delete reward points which you accrue but do not use or otherwise redeem at 12pm on 31st January each year.
- 16.** Despite our best efforts, we may sometimes experience technical malfunctions and errors outside of our control. If we do, we will not be liable for the consequences to your membership and may adjust incorrectly accrued loyalty points, benefits and tier.
- 17.** Wests Rewards membership, reward points and any other benefits and privileges are not transferable and will lapse on a member's death or notification of bankruptcy or barring from the whole or part of one or more of Western Suburbs (N'cle) Leagues Club.
- 18.** Diamond Bonus Reward Points are rewarded to Diamond tier members automatically on their Wests membership card on the 2nd working day of the month.
- 19.** Members in Gold, Platinum and Diamond tiers are eligible to receive a birthday voucher when they swipe their Wests membership card at the Rewards Centre on the date of their birthday. This birthday voucher is strictly only available for redemption on the day of the members birthday. Birthday vouchers are then to be exchanged for a Gift Card at the HelpDesk.
- 20.** Reward Points cannot be earned on a transaction in which a Member is using points to play.
- 21.** All Functions are excluded from the earning and redemption of Wests Reward points and benefits.
- 22.** Every 6 months that you maintain your Platinum or Diamond tier status you are awarded accommodation vouchers. Accommodation vouchers are issued by post, subject to availability, must be taken as offered within 6 months of the date of issue and cannot be exchanged or redeemed for cash. Vouchers must be mentioned at the time of booking and presented upon check-in.

Ending Wests Rewards Membership

- 23.** You do not need to be a Wests Reward member to use facilities at Western Suburbs (N'cle) Leagues Club. You may end your membership at any time at no charge, including if you do not agree to any changes made to the Wests Rewards program, including its terms and benefits. Upon ending your membership, all reward points and benefits are forfeited. You can end your Wests Rewards membership by completing an opt out form available at any Wests club reception.
- 24.** Western Suburbs Leagues Club may end your membership, or limit your participation in any or all benefits (including cancelling loyalty points):
1. immediately if:
 1. You commit a material breach of the Wests Rewards Terms or any other terms for the services of Western Suburbs (N'cle) Leagues Club.
 2. You are no longer permitted to enter any part of any of the Western Suburbs (N'cle) Leagues Club complexes, including if you have been asked to leave or refused entry to any part of the facilities.
 3. You have been excluded from any of the Western Suburbs (N'cle) leagues Club complexes (in whole or part).
 4. You are dishonest or offensive or you bring (or through your conduct are likely to bring) Western Suburbs (N'cle) Leagues Club or Wests Rewards into ridicule

THE WESTS GROUP



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or disrepute as considered by an Western Suburbs (N'cle) Leagues Club acting reasonably.

5. We are required to do so in order to act legally or in accordance with the requirements of a Government authority.

25. If this is done, your reward points and accrued benefits will be forfeited.

26. If Western Suburbs (N'cle) Leagues Club ends or limits your participation in any or all benefits there is no requirement for them to provide reasons, written or otherwise, for that decision or any opportunity to be heard in relation to that decision.

27. One or more Western Suburbs (N'cle) Leagues Club complexes may also suspend or terminate the Wests Rewards program. If Wests Rewards ceases to operate and is not replaced by another reward program, members can continue to redeem their accumulated benefits prior to the program ending where possible. After that time, all memberships are cancelled and all reward points and benefits forfeited.

Privacy

28. Information about you, including information provided on this form and about your membership will be held by the Western Suburbs (N'cle) Leagues Club. We may use and deal with your personal information in accordance with our Privacy Policy available on our website.

29. For information on how to gain access to your personal information, how we use your personal information or other privacy matters, please see our Privacy Policy.

30. Western Suburbs (N'cle) Leagues Club have legal obligations to provide information to some third parties such as government gaming regulatory authorities and law enforcement agencies, as well as obligations to collect personal information under laws such as anti-money laundering and counter terrorism financing legislation.

Gameshows

31. Entry is open to full Wests members only. Grocery Grab at Wests New Lambton is open to non-members and full Wests members.

32. The winner must be over the age of 18 and must be present at the draw.

33. The winner will be drawn and announced on a PA system in the Club (unless arrangements have been made with the Game show Host before the start of the promotion).

34. If a ticket is drawn for a member that has requested to be excluded, ticket will be removed and no prize will be given.

35. You will have 4 minutes to claim your prize and present acceptable valid ID to a Wests representative.

36. If no winner is found, a redraw takes place. If a prize is declined or unclaimed, a redraw will take place.

37. The winner will be responsible for the collection of their prize.

38. Prizes cannot be redeemed or exchanged for cash in whole or part on the Club premises.

39. Members can win a maximum of up to 5 prizes per promotion.