

Taylors Lakes Hotel Supplementary Membership Terms & Conditions Tiering

1. GENERAL

1.1 This document is to be read in conjunction with the Loyalty Program General Terms and Conditions.

1.2 In this document:

- a. Venue:** Taylors Lakes Hotel of 7 Melton Hwy, Taylors Lakes VIC 3038. Phone: 03 9217 9500.
- b. Venue Operator:** Taylors Lakes Hotel, ABN 43 729 318 203 of 7 Melton Hwy, Taylors Lakes VIC 3038.
- c. Loyalty Program** means the Taylors Lakes Hotel Tiered Loyalty Program.

2. TIERS OF MEMBERSHIP

2.1 There are four (4) tiers of membership being Platinum, Gold, Silver and Bronze. Highest tier of membership is Platinum and the lowest tier of membership is Bronze.

2.2 The number of Points in your accrued each month determines your level of membership.

2.3 The number of Points required for each tier of membership of the Loyalty Program are as follows:

Platinum: More than 5001 points

Gold: Between 3001 and 5000 points

Silver: Between 1001 and 3000 points

Bronze: Less than 1000 points

3. HOW DO YOU EARN POINTS?

3.1 Points are accrued every time you swipe your loyalty card when you make a food and beverage purchase or inserted in to the Gaming Machine while playing.

3.2 The standard rate of accrual of Points is:

Food and Beverage Spend - \$1 = 1 Point;

Gaming Machine turnover - \$5 = 1 Point

4. HOW MUCH ARE POINTS WORTH?

4.1 The standard points worth is, one (1) point is equal to one (1) cent. Therefore 2,000 points is equivalent to \$20.

5. HOW DO YOU CALCULATE WHICH TIER I AM IN?

5.1 Tiers are based on the amount of points you accrue per month, regardless of redemptions. Every dollar you spend earns you reward points. The total of these points earned per month determines which tier you are in. For example, if you earn 4,000 points in a month we will move you into the Gold Tier Level, if you then decide to redeem points and use 1000 points, you will have an earned point balance of 4,000 and a point balance of 3,000. You will remain on Gold status. We use your Earned Points to determine your Level. Your Points Balance is for you to use as you choose and will not affect your Tier Level.

6. HOW DO YOU MOVE BETWEEN TIERS?

6.1 All members start off as Bronze Members when they join, once they accrue enough points to move up to the next tier this will be done at the end of each month. Members can move down tiers twice a year (January & July) if they do not earn enough points to maintain their level.

7. WHAT REWARDS ARE CURRENTLY AVAILABLE FOR REDEEMED POINTS?

7.1 Rewards and benefits offered under the Loyalty Program terms and conditions are subject to change from time to time and availability.

7.2 The table below sets out the benefits or Rewards which are currently offered:

TLH Tiering	Bronze <1000	Silver 1000 > 3000	Gold 3000 > 5000	Platinum > 5000
Birthday Voucher	\$10 Voucher	\$20 Voucher	\$30 Voucher	\$50 Voucher
Daily Bonus Points			50	100
Function Discount	5%	10%	15%	20%
Accommodation Discount	10%	15%	20%	25%
Tier Specific Promotions		Yes	Yes	Yes
Additional Entries into Promotions		Yes	Yes	Yes
Quarterly Mailouts with Bonus Offers		Yes	Yes	Yes
Show Ticket Discounts			Bonus Offers	Bonus Offers
Food & Beverage Discount	Members Prices	Members Prices	Members Prices	Members Prices

7.3 Conditions of each of the current benefits are:

- a. **Birthday Voucher:** Voucher will be printed when member successfully swipes at the kiosk during the month of their birthday. Voucher will be valid for 14 days from the date of printing. Members Card and valid ID must be presented when redeeming the voucher.
- b. **Daily Bonus Points:** points will be added to members point total each day member successfully swipes at kiosk
- c. **Function Discount:** Subject to availability. Not valid on public holidays. Discount applies to food and beverage only (excludes, room hire, equipment hire and security). Members Card and valid ID must be presented when the booking made.
- d. **Accommodation Discount:** Subject to availability. Not valid public holidays. Discount applies to room rate only. Must be booked directly with reception staff. Members Card and Valid ID will be required on both time of booking and check in.
- e. **Tier Specific Promotions:** Subject to availability.
- f. **Additional Entries into Promotions:** Subject to availability.
- g. **Show Ticket Discounts:** Subject to availability.
- h. **Food and Beverage Discounts:** Members prices as stated in the menu. Prices subject to change without notice. Member Cards and valid ID will be required.