



PORT CITY REWARDS PROGRAM

TERMS AND CONDITIONS

Effective date: 24.08.2026

These Terms and Conditions govern participation in the Port City Rewards Program ("Rewards Program") operated by **Port City Bowling Club Limited** ("Port City", "Club", "we", "us" or "our").

The Rewards Program is subject at all times to applicable laws, regulations, licence conditions and regulatory requirements, including requirements administered by Liquor & Gaming NSW. Where these Terms and Conditions are inconsistent with a legal or regulatory requirement, that requirement prevails.

1. Membership and Eligibility

1.1 Eligibility

Participation in the Rewards Program is available only to financial members of Port City Bowling Club who are aged 18 years or over.

1.2 General Rewards Membership

Eligible members may be enrolled in the Bronze tier of the Rewards Program upon joining or renewing membership of the Club.

1.3 Gaming-Related Participation

Where applicable law requires a member to be given a choice whether to participate in a player reward scheme associated with gaming machines, the Club will provide that choice and participation will be voluntary.

Nothing in these Terms and Conditions requires a member to participate in gaming or use gaming machines in order to participate in the general Rewards Program or receive benefits that are not gaming-related.

1.4 Acceptance

Participation in the Rewards Program, including earning or redeeming Reward Points or using a Rewards Program benefit, constitutes acceptance of these Terms and Conditions.

1.5 Club Membership

Participation in the Rewards Program is conditional upon the member maintaining current financial membership of the Club.

2. Membership Cards

2.1

A member is permitted only one active membership card at any one time unless otherwise approved by the Club.

2.2

Membership cards remain the property of Port City Bowling Club.

2.3

A membership card may only be used by the member to whom it was issued.

Members must not give or lend their membership card to another person for the purpose of earning Reward Points, Status Credits, redeeming rewards, accessing benefits, recording gaming activity or for any other unauthorised purpose.

2.4

Members are responsible for taking reasonable precautions to protect their membership card against loss, theft, damage and unauthorised use.

2.5

Members should notify the Club as soon as reasonably practicable if their membership card is lost, stolen or believed to have been misused.

2.6

The Club may require acceptable photo identification before issuing a replacement membership card and may charge a reasonable replacement fee.

2.7

Reward Points or Status Credits will not validly accrue where a membership card is being used by a person other than the member to whom it was issued.

2.8

To the maximum extent permitted by law, the Club is not responsible for Reward Points or Status Credits not recorded because a membership card was not correctly presented, inserted or accepted, or because of a technical malfunction, except where the Club is required by law to make an adjustment.

3. Reward Points

3.1

Members may earn Reward Points ("Points") through eligible transactions and activities determined by the Club.

Eligible transactions may include purchases of approved goods and services and, where permitted by law and the member has elected to participate, eligible gaming machine activity.

3.2

Members must present or correctly use their membership card at the time of an eligible transaction or activity to earn Points.

3.3

The standard rate and manner in which Points are earned will be determined and published by the Club and may vary according to:

- the type of transaction or activity;
- membership tier;
- venue or outlet;
- promotional offer; or
- other eligibility requirements determined by the Club.

3.4

The Club may correct or reverse Points incorrectly credited because of system error, operator error, misuse, fraud, membership card malfunction, an ineligible transaction or other circumstances where Points were not validly earned.

3.5

Points cannot be retrospectively claimed or applied after a transaction unless the Club agrees otherwise or is required to do so by law.

3.6

A member's Points balance may be checked at an available rewards kiosk, participating point of sale, or through another method made available by the Club.

4. Value and Redemption of Reward Points

4.1

Unless otherwise stated by the Club, Reward Points have the following redemption value:

100 Points = \$1.00

1,000 Points = \$10.00

This is a redemption value only. Points do not constitute cash, money, stored value or a deposit with the Club.

4.2

Points may be redeemed only for eligible rewards, goods or services approved by the Club and permitted by law.

4.3

Points:

- cannot be redeemed or exchanged for cash;
- cannot be withdrawn as cash;
- cannot be deposited as money onto a membership card;
- have no cash surrender value;
- cannot be used to obtain cash equivalents where prohibited by law; and
- are subject to any applicable liquor, gaming and other regulatory restrictions.

4.4

Where Points have been accumulated through gaming machine play, those Points will not be redeemable for cash and will be subject to all restrictions applying to player reward schemes and promotional prizes under NSW gaming legislation.

4.5

Points earned from gaming machine activity must not be redeemed for free or discounted liquor where doing so would constitute, or could reasonably be regarded as, an inducement to play or play frequently gaming machines.

The Club may therefore exclude liquor from redemption using gaming-related Points or apply other controls necessary to comply with applicable law.

4.6

Certain goods, services, transactions or categories may be excluded from redemption, including where required by law or determined by the Club for responsible service, responsible gambling or operational reasons.

4.7

Where the Club offers a specific "Pay by Points" price or discount, that price or discount applies only where the transaction is paid entirely using eligible Points unless otherwise stated.

Mixed Points and other payment transactions may attract the applicable standard member price.

4.8

Points cannot be retrospectively applied after payment for a transaction has been completed.

4.9

Points redeemed by a member will be deducted from the member's Rewards Program balance at the time of redemption.

4.10

The Club may require acceptable identification before allowing Points or a reward to be redeemed.

4.11

Rewards are subject to availability.

4.12

Rewards and Points are personal to the member and, except where expressly approved by the Club and permitted by law, cannot be sold, assigned, transferred, traded, refunded or exchanged for cash.

5. Gaming-Related Promotional Prizes and Rewards

5.1

Where a reward or benefit constitutes a "promotional prize" or forms part of a "player reward scheme" for the purposes of NSW gaming legislation, all applicable statutory restrictions apply.

5.2

Without limiting clause 5.1, the Club will not, where prohibited by law:

- offer or provide a gaming-related promotional prize in cash;

- permit a gaming-related promotional prize to be exchanged for cash;
- permit gaming reward Points to be redeemed for cash;
- offer or provide a gaming-related promotional prize exceeding the maximum value permitted by law;
- offer or provide an indecent or offensive promotional prize; or
- provide any other prohibited gambling inducement.

5.3

Where the Gaming Machines Act 2001 (NSW) imposes a maximum value of **\$1,000** for a promotional prize, the value of any relevant reward offered under the Rewards Program will not exceed that amount unless a lawful exception applies.

5.4

Nothing in these Terms and Conditions authorises a reward, promotion or benefit that would otherwise be prohibited under NSW gaming legislation.

6. Status Credits

6.1

Members may earn Status Credits through eligible spending or activities determined by the Club.

6.2

Status Credits are used solely to determine Rewards Program tier status.

6.3

Status Credits:

- cannot be redeemed for goods or services;
- cannot be redeemed or exchanged for cash;
- have no monetary value; and
- are not deducted when Reward Points are redeemed.

6.4

The Club may exclude particular transactions or activities from earning Status Credits where required by law, responsible gambling requirements or Club policy.

7. Rewards Tiers

Subject to these Terms and Conditions, members are allocated a Rewards Program tier based on accumulated eligible Status Credits:

Tier	Status Credits
Bronze	0–3,999
Silver	4,000–14,999
Gold	15,000–49,999
Diamond	50,000–99,999
Invitational	100,000+

7.1

Status Credits and tier benefits do not have a cash value.

7.2

The Club may adjust tier thresholds or qualification requirements in accordance with clause 18.

8. Tier Upgrades

8.1

Members will ordinarily move to the next tier when they reach the required Status Credit threshold.

8.2

Subject to system processing and eligibility verification, upgraded benefits become available once the required Status Credits have been achieved.

8.3

An upgraded tier will ordinarily remain active until the end of the applicable membership year, subject to these Terms and Conditions.

9. Tier Reviews and Downgrades

9.1

Tier status may be reviewed by the Club up to twice during a membership year.

9.2

A member who does not maintain the applicable qualification requirements may be moved to a lower tier.

9.3

Unless otherwise required by law or reasonably necessary because of misuse, error or other exceptional circumstances, a routine tier downgrade will be limited to one tier at each review.

9.4

The Club will endeavour to notify affected members of material changes to their tier status.

10. Reward Point Expiry

10.1

Unless otherwise stated as part of a tier benefit:

- Points held by Bronze, Silver and Gold members expire at close of business on 30 June each year; and
- Diamond and Invitational members may retain Points in accordance with the applicable published tier benefits.

10.2

Expired Points cannot be reinstated except at the Club's discretion or where required by law.

10.3

The Club may establish a different expiry period by providing members with reasonable notice, subject to applicable law.

11. Tier Benefits

Depending on a member's tier, benefits may include:

- additional or bonus Point earning rates;
- complimentary non-alcoholic beverages;
- birthday benefits;
- member promotions;
- eligible Pay-by-Points discounts;
- Surprise and Delight offers;
- Point rollover benefits;
- taxi voucher benefits;
- eligible function rewards; and
- other benefits published by the Club from time to time.

11.1

Benefits are subject to availability, eligibility requirements, applicable laws and any separate terms and conditions applying to the relevant offer.

11.2

No tier benefit entitles a member to receive free or discounted liquor as an inducement to play, or play frequently, gaming machines.

11.3

The Club may apply additional controls or exclusions to ensure Rewards Program benefits comply with responsible service of alcohol and responsible gambling requirements.

12. Specific Benefit Conditions

12.1 Complimentary Beverages

Any complimentary beverage benefit is subject to responsible service requirements and the conditions published for that benefit.

Complimentary beverages offered as a standard tier benefit must not be conditional upon gaming machine play.

Where the benefit is specified as a complimentary **non-alcoholic beverage**, it is for the member's personal consumption while on Club premises and cannot be exchanged for cash.

12.2 Birthday Benefits

Birthday benefits must be redeemed during the member's birthday month using a Club rewards kiosk or another redemption method advised by the Club.

Birthday benefits are subject to applicable regulatory requirements and any specific conditions notified with the offer.

12.3 Promotions

Individual promotions may be subject to separate terms and conditions.

If separate promotional terms are inconsistent with these Terms and Conditions, these Terms and Conditions and applicable law prevail to the extent of the inconsistency unless the separate terms lawfully state otherwise.

12.4 Surprise and Delight Offers

The Club may provide eligible members with promotional offers, bonus Points or other benefits from time to time.

Eligibility may be determined by membership status, tier or other lawful criteria established by the Club.

Gaming activity will not be used as the basis for providing free or discounted liquor or another benefit where doing so would constitute a prohibited gambling inducement.

12.5 Taxi Vouchers

Where included as a member benefit, taxi vouchers:

- must be obtained from Club reception or another nominated collection point;
- are valid for the period specified on the voucher;
- may only be redeemed with the nominated taxi provider;
- cannot be redeemed or exchanged for cash;
- are subject to availability; and
- will not result in change or a cash balance being provided.

13. Responsible Gambling

13.1

Port City Bowling Club is committed to responsible gambling and gambling harm minimisation.

13.2

The Rewards Program must not be used or administered in a way that unlawfully induces a member to gamble, increase gambling expenditure or play gaming machines more frequently.

13.3

The Club may restrict, suspend or remove gaming-related Rewards Program functionality where reasonably necessary to comply with:

- responsible gambling obligations;
- a self-exclusion or venue exclusion arrangement;
- a regulatory direction;
- a Club harm-minimisation procedure; or
- applicable law.

13.4

Rewards Program benefits do not alter the Club's responsible gambling obligations.

13.5

The Club will not offer or supply free or discounted liquor as an inducement to play, or to play frequently, approved gaming machines.

14. Player Activity Statements

14.1

Where a member participates in a player reward scheme in which gaming machine activity is recorded electronically, the member may request a Player Activity Statement in accordance with NSW gaming legislation.

14.2

Player Activity Statements are available **free of charge on request** in accordance with applicable law.

14.3

Where required by law, the Club will inform participants of the availability of Player Activity Statements:

- when the member joins the relevant player reward scheme; and
- in promotional material relating to that player reward scheme.

14.4

Player Activity Statements will contain the information required by applicable law, which may include gaming turnover, recorded wins, net expenditure, gaming-related Points earned and redeemed and recorded time during which the member's card was inserted in gaming machines.

14.5

Player Activity Statements relate only to gaming activity recorded through the relevant membership card or player reward system and may not represent all gaming activity undertaken by the member.

15. Personal Identification Numbers and Account Security

15.1

The Club may require a member to select or use a Personal Identification Number ("PIN") or another security method to access particular Rewards Program functionality or redeem benefits.

15.2

Members are responsible for taking reasonable steps to keep their PIN confidential.

15.3

Members should not write their PIN on their membership card or keep the PIN with the membership card in a manner that could reasonably enable unauthorised access.

15.4

The Club may require acceptable photo identification before:

- issuing or resetting a PIN;
- replacing a membership card;
- permitting particular reward redemptions; or
- providing access to protected account information.

15.5

The Club may require a member to select a replacement PIN where reasonably necessary for security purposes.

15.6

Members should immediately notify the Club if they believe their card, PIN or Rewards Program account has been compromised.

16. Privacy

16.1

The Club collects, holds, uses and discloses personal information in connection with the Rewards Program in accordance with applicable privacy laws and the Club's Privacy Policy.

16.2

Information may be used for purposes including:

- administering Club membership and the Rewards Program;
- calculating and administering Points, Status Credits and tiers;
- providing eligible benefits;
- complying with liquor, gaming, responsible gambling and other legal obligations;
- preventing fraud, misuse and unauthorised activity;
- communicating with members; and
- marketing where permitted by law and in accordance with applicable consent and opt-out requirements.

16.3

Personal information may be provided to service providers engaged by the Club where reasonably necessary to administer the Rewards Program or provide Club services, subject to applicable privacy requirements.

16.4

Information contained in a Player Activity Statement will only be disclosed in accordance with applicable law.

16.5

Members are responsible for keeping their contact and membership information accurate and up to date.

16.6

The Port City Rewards Program is subject to the Anti-Money Laundering and Counter Terrorism Financing Act 2006 and the rules under the Act ("AML/CTF Laws"). Port City Bowling Club if legally obliged to by regulatory and/or law enforcement agencies or to other third parties, may provide the regulatory and/or law enforcement agencies or to other third parties with requested information about a Members participation in Port City Rewards Loyalty Program.

17. Suspension and Termination of Membership

17.1

A member may cease participating in the Rewards Program by notifying the Club in accordance with the procedures made available by the Club.

17.2

The Club may suspend or terminate a member's participation in the Rewards Program where:

- the member breaches these Terms and Conditions;
- Club membership expires, is cancelled or suspended;
- the membership card, Points, Status Credits or benefits are misused;
- the member engages in fraud, dishonesty or manipulation of the Rewards Program;
- the member interferes with Club equipment or systems;
- suspension or termination is reasonably necessary for responsible gambling or harm-minimisation purposes;
- participation becomes unlawful or inconsistent with a regulatory requirement or direction; or
- another reasonable ground exists under the Club's Constitution, By-Laws or policies.

17.3

Upon termination of Club membership or Rewards Program participation, Points, Status Credits and unredeemed benefits may be cancelled to the extent permitted by law.

17.4

Where the Club suspends a member rather than terminating participation, the Club may temporarily restrict the earning or redemption of Points and access to Rewards Program benefits.

18. Changes, Suspension or Termination of the Rewards Program

18.1

Subject to applicable law, the Club may amend these Terms and Conditions or change the Rewards Program, including:

- Point earning rates;
- eligible transactions;
- redemption values;
- tier thresholds;
- tier qualification requirements;
- benefits;
- participating outlets;
- expiry arrangements; and
- available rewards.

18.2

Where required by law, or where the Club determines that a change materially affects members, the Club will provide reasonable notice of the change.

18.3

The Club may make a change without prior notice where reasonably necessary to:

- comply with legislation or a regulatory direction;
- address fraud, misuse or security issues;
- protect members or the Club;
- comply with responsible gambling or responsible service of alcohol obligations; or
- correct an error.

18.4

The Club may suspend or terminate all or part of the Rewards Program subject to applicable law.

18.5

Where termination affects a player reward scheme associated with gaming machines, notices and redemption arrangements will be administered in accordance with applicable gaming legislation.

19. Responsible Service of Alcohol

19.1

Port City Bowling Club is committed to the responsible service of alcohol.

19.2

Nothing in the Rewards Program guarantees the service or supply of liquor.

19.3

The Club may refuse the sale, supply or service of liquor where required or permitted under liquor legislation, the Club's licence conditions or responsible service practices.

19.4

Liquor will not be supplied to a person under 18 years of age.

19.5

Liquor will not be sold or supplied contrary to the Club's obligations relating to intoxication.

19.6

Any promotion, discount or benefit involving liquor is subject to the Club's responsible service obligations and applicable NSW liquor promotion requirements.

19.7

A liquor benefit must not be provided because a member has played gaming machines, accumulated gaming-related Points, reached a gaming-related threshold or otherwise engaged in gaming activity where that benefit would amount to an inducement to play or play frequently gaming machines.

20. Excluded Goods, Services and Transactions

20.1

Points, discounts and Rewards Program benefits apply only to goods, services and transactions approved by the Club and permitted by law.

20.2

The Club may exclude particular goods, services or transactions from:

- earning Points;
- earning Status Credits;
- Point redemption;
- member discounts; or
- tier benefits,

where required by legislation, regulation, licence conditions, responsible gambling requirements, responsible service of alcohol requirements or Club policy.

20.3 Functions

Port City Rewards discounts do not apply to function room hire, platters or function drink tabs.

20.4

The Club may maintain and update a list of exclusions without amending these Terms and Conditions where those exclusions are necessary for legal or regulatory compliance.

21. Errors, Misuse and Adjustments

21.1

The Club may investigate Rewards Program transactions and account activity where it reasonably suspects error, misuse, unauthorised use or fraud.

21.2

The Club may correct a member's Points, Status Credits, tier or benefits where an error has occurred or an entitlement was incorrectly credited.

21.3

Points and Status Credits obtained through misuse, fraud, another person's membership card, technical manipulation or an ineligible transaction may be cancelled.

21.4

The Club may temporarily suspend an account while reasonably investigating suspected misuse.

22. Limitation of Liability

22.1

Nothing in these Terms and Conditions excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable legislation.

22.2

Subject to clause 22.1 and to the maximum extent permitted by law, the Club is not responsible for loss arising solely from:

- loss, theft or unauthorised use of a membership card where the member has failed to take reasonable care;
- failure by a member to present or correctly use their membership card;
- temporary system or equipment outages outside the Club's reasonable control; or
- the unavailability of a particular discretionary reward or benefit.

22.3

Nothing in these Terms and Conditions limits liability to the extent that doing so would be unlawful.

23. Management Decisions

23.1

The Club is responsible for administering and interpreting the Rewards Program and these Terms and Conditions.

23.2

Subject to applicable law, the Club's reasonable decision concerning eligibility, Points, Status Credits, tiers, rewards and benefits will apply.

23.3

Nothing in this clause removes or limits a member's rights under applicable law.

24. Regulatory Compliance

24.1

The Rewards Program operates subject to the:

- **Gaming Machines Act 2001 (NSW);**
- **Gaming Machines Regulation 2019 (NSW);**
- **Liquor Act 2007 (NSW);**
- **Registered Clubs Act 1976 (NSW);**
- applicable regulations, licence conditions and regulatory directions;
- Australian Consumer Law; and
- other applicable Commonwealth and NSW laws.

24.2

If a Rewards Program benefit, promotion, redemption method or entitlement becomes prohibited or restricted by law, the Club may immediately withdraw, modify or restrict that benefit to the extent reasonably necessary to comply with the law.

24.3

No provision of these Terms and Conditions should be interpreted as authorising the Club, a member or any other person to do anything prohibited by applicable liquor or gaming legislation.

25. Contact and Further Information

Questions about the Port City Rewards Program, membership accounts, Points or tier status may be directed to Port City Bowling Club through Club Reception.

Members participating in gaming-related components of the Rewards Program may request a Player Activity Statement from the Club in accordance with applicable NSW gaming legislation.

Player Activity Statements are available free of charge on request.

Responsible gambling information and assistance are available through the responsible gambling information displayed at the Club and through the services prescribed or recommended by Liquor & Gaming NSW.

Port City Bowling Club Limited

Port City Rewards Program Terms and Conditions

These Terms and Conditions should be read together with the Club's Constitution, By-Laws, Privacy Policy, Responsible Gambling procedures, Responsible Service of Alcohol procedures and the specific terms applying to individual promotions or benefits.