

ALEX SURF CLUB

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Alex
MEMBER
REWARDS



Alex MEMBER REWARDS

Our Alex Rewards Program is our way to say thank you for your loyalty and to give you more of what you love at the Alex Surf Club!

Using your members card, you can start earning Rewards Points instantly, giving you access to discounts when using points plus other special promotions and offers.

HOW IT WORKS

The Alex Rewards Program instantly rewards you when you spend throughout the club. All new members start at Bronze level.

You can move up levels by swiping your member card when making purchases at one of our bars or dining areas and by playing in the Gaming Room with your member card inserted.

HOW TO MOVE UP LEVELS

As you earn reward points, you will also earn rating points. These determine your level and are accumulated in the same way.

Rating points aren't redeemable, but you can see them by swiping your member card in the kiosk to check what level you're on or moving to each month.

Points expire after six months, so just like you can go up each month, you may also go down, but this only happens every three months.

REDEEMING POINTS

You can redeem your points for food and beverage items throughout the club.

The value of your transaction will be deducted from your points balance minus any discounts allocated to your membership level.

Every point is worth 1 cent (for example, 1,000 points = \$10). Redeem your points for cash* by swiping your card at a member kiosk and following the on-screen prompts.

REWARDS BENEFIT	BRONZE	SILVER	GOLD	PLATINUM	BLACK	DIAMOND
RATING POINTS TO QUALIFY	-	1500	4000	10,000	16,000	30,000
FOODS & BEVERAGE DISCOUNT*	5%	5%	5%	5%	5%	5%
ADDITIONAL DISCOUNT ON POINTS PAYMENT**	-	10%	15%	25%	50%	75%
VISITATION POINTS	NA	10	50	100	500	1000
BIRTHDAY POINTS***	1000	1000	2000	5000	10,000	15,000
COMPLIMENTARY BARISTA COFFEE	-	-	-	Y	Y	Y
UTILITY BILL POINTS PAYMENT	Y	Y	Y	Y	Y	Y

* Membership discounts do not apply to Membership fees, Merchandise, Function Packages, room hire or Takeaway Alcohol. ** Points are not redeemable for club merchandise. *** Birthday points are only redeemable by swiping your membership card in the member kiosk during the month of your birthday.

FAQs

WHAT LEVEL WILL I BE IN?

Your level is determined by the number of Alex Rewards rating points you earn over 6 months. These points are what we use to determine what level you qualify for and can be viewed via the membership kiosk.

You can go up levels monthly but will only go down again after 3 months (subject to review) if you don't maintain the required amount of rating points.

HOW DO I EARN POINTS?

Earn 1 point for every dollar spent on food, beverages, or any point of sale (POS) by having your membership card inserted when playing gaming machines or just by visiting the venue regularly. Points cannot be earned or spent on Keno or TAB sales.

HOW WILL I KNOW IF I HAVE CHANGED LEVELS?

You can swipe your members card at a member's kiosk and view your current level, or feel free to ask a staff member and they will be happy to help.

HOW LONG WILL I MAINTAIN MY LEVEL?

You can go up levels monthly, and once you reach a level, you will only go down after 3 months if you don't maintain the required level of rating points.

WILL MY BONUS POINTS EXPIRE?

Yes. You have 12 months to redeem your points within the club from the time you earn them. Any unused points more than 12 months old will automatically expire, but don't worry, the system uses your oldest points first, so using them regularly will avoid losing them.

WILL THE PROGRAM AND BENEFITS CHANGE?

Yes. The program will be reviewed regularly, and changes can be made at any time.

Full Terms and Conditions

Please visit www.alexsurfclub.com.au/gaming for more information.

Alex Surf Life Saving Club is committed to the responsible service of gambling.

For help please speak to a member of staff or call the Gaming Helpline on 1800 858 858.