

# BELMONT 16S ASCENT REWARDS LOYALTY PROGRAM

## Terms & Conditions

### 1 MEMBERSHIP

- 1.1 Membership to the Ascent Rewards loyalty program is free and open to any person over the age of 18 who is deemed a Full Member under the Club's constitution. Junior members and junior perpetual members are not eligible for membership to the Ascent Rewards loyalty program.
- 1.2 Non-members cannot participate in the Ascent Rewards loyalty program.
- 1.3 Upon joining the Club all new members will need to earn 2 x Status Credits to enter the Ascent Rewards loyalty program. As members earn Ascent Points, and reach the prescribed thresholds, they can become eligible to progress to the next tier of the loyalty program.
- 1.4 Any member can opt out of the Ascent Rewards loyalty program at any time by contacting a staff member. By opting out, the member acknowledges that they will not receive any points, entitlements, benefits, or rewards but will still be entitled to use the Club's facilities and will retain any rights in accordance with the Club's constitution.
- 1.5 If a member has had their Club membership either suspended or cancelled in accordance with the Club's constitution the Club will have all points, entitlements, benefits or rewards in the member's Ascent Rewards loyalty program account frozen and possibly removed at the Club's discretion.
- 1.6 Staff members and Directors of Belmont 16s cannot participate in the Ascent Rewards loyalty program and contractors to the Club and their employees cannot participate whilst they are working at the Club.

### 2 MEMBERSHIP CARDS

- 2.1 The Ascent Rewards loyalty program can be accessed using a standard Club membership card. No additional Ascent Rewards membership card will be issued.
- 2.2 Only one membership card is permitted per member at any one time.
- 2.3 A membership card is not transferrable and can only be used by the person whose name appears on the card. For clarity, a member must not insert their membership card into a gaming machine that is being used by another patron. Failure to comply with this condition may lead to disciplinary action undertaken by the Club against the member in accordance with the Club's constitution.
- 2.4 It is the Member's obligation to protect their membership card and to take precautions against its theft, loss, damage, or misuse. The Club accepts no responsibility or liability for the theft, loss, misuse of or fault with a membership card. This includes the failure of a card to accrue points.
- 2.5 All Club membership cards remain the property of the Club.

### 3 MEMBERSHIP TIERS & STATUS CREDITS

- 3.1 The Ascent Rewards loyalty program has 5 tiers of membership being Preferred, Premium, Prestige, Platinum and Platinum Plus.
- 3.2 The entry level tier is Preferred, followed by Premium, then Prestige, Platinum with the highest tier being Platinum Plus.
- 3.3 Movement between the tiers will be based on minimum and maximum eligible Status Credit thresholds as detailed in these terms and conditions.
- 3.4 Eligible Ascent Points are defined as Ascent Points awarded as a result of having a card inserted in the gaming machine console when playing gaming machines, or Ascent Points awarded as a result of eligible purchases when a member's card is swiped during a transaction at a point-of-sale terminal (excluding transactions made on the first floor at Belmont 16s or at the Front Desk, both of which will not be awarded Ascent Points). Ascent Points credited to a member's account for other reasons including those won as a result of a promotion or undertaking volunteer duties are not deemed eligible and will not be taken into account when calculating Status Credits.
- 3.5 Ascent Points are awarded based on the following criteria:
  - 3.5.1 For bar purchases - two points for every \$1 spent in any one cash transaction.

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- 3.5.2 For catering purchases - two points for every \$1 spent in any one cash transaction
- 3.5.3 For raffle, bingo and cash housie purchases - two points for every \$1 spent in any one cash transaction.
- 3.5.4 On Electronic Gaming Machines - one point for every \$10 of gaming turnover played.
- 3.5.5 On Multi Terminal Gaming Machines - one point for every \$40 of gaming turnover.
- 3.6 The turnover rates at which Ascent Points accrue can be changed by the Club at any time in its absolute discretion without notice.
- 3.7 Ascent Points are not awarded for functions or on settlement of food and beverage accounts.
- 3.8 Any and all Ascent Points that have been incorrectly allocated to a member's account remain the property of the Club and can be adjusted by the Club at any time without notice.
- 3.9 Ascent Points cannot be transferred between member accounts.
- 3.10 It is each member's responsibility to ensure that:
  - 3.10.1 Their membership card is presented to the cashier during any eligible purchase.
  - 3.10.2 Their membership card is correctly inserted in the console of a gaming machine and that Ascent Points are accruing during gaming machine play.
- 3.11 Members will earn 1 Status Credit for every 50 eligible Ascent Points that they earn.
- 3.12 Members who accrue sufficient Status Credits to be eligible to join a higher tier of the Ascent Rewards loyalty program will be elevated automatically, based on the points earned during the preceding 30 days as detailed below:
  - 3.12.1 Between 1 and 40 Status Credits earned in the preceding 30 days will elevate a member to Preferred Ascent status.
  - 3.12.2 Between 41 and 81 Status Credits earned in the preceding 30 days will elevate a member to premium Ascent status.
  - 3.12.3 Between 82 and 164 Status Credits earned in the preceding 30 days will elevate a member to Prestige Ascent status.
  - 3.12.4 Between 165 and 309 Status Credits earned in the preceding 30 days will elevate a member to Platinum Ascent status.
  - 3.12.5 Above 310 Status Credits earned in the preceding 30 days will elevate a member to Platinum Plus Ascent status.
- 3.13 The Club will review the Ascent rewards loyalty program membership status for the purpose of moving members down to a lower tier quarterly, per year (on the first business day of march, June, September, and December). The thresholds required for each membership tier are based on a monthly average over the previous 90 days as detailed below:
  - 3.13.1 To maintain Preferred Ascent status a member must have earned a minimum of 2 Status Credits over the prior 90 days.
  - 3.13.2 To maintain Premium Ascent status a member must have earned a minimum monthly average of 33 Status Credits over the prior 90 days.
  - 3.13.3 To maintain Prestige Ascent status a member must have earned a minimum monthly average of 66 Status Credits over the prior 90 days.
  - 3.13.4 To maintain Platinum Ascent status a member must have earned a minimum monthly average of 132 Status Credits over the prior 90 days.
  - 3.13.5 To maintain Platinum Plus Ascent status a member must have earned a minimum monthly average of 248 Status Credits over the prior 90 days.
- 3.14 Members will be able to determine which tier of membership they are in by swiping their membership card at the Ascent Kiosk or by logging into the Belmont 16s App.
- 3.15 Status Credits are only used to assess movement between tiers and have no value and cannot be withdrawn.

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### **4 RESETTING ASCENT POINTS BALANCES**

- 4.1 All unused Ascent Points will be deleted from members' accounts at the cessation of trade on 31 August each year and the balance will become zero. The exception to this is Prestige, Platinum and Platinum Plus Ascent members whose Ascent Points balances will not reset.
- 4.2 It is the member's responsibility to ensure that they use their accrued Ascent Points prior to the deletion of their Ascent Points balance.
- 4.3 Should the Club decide to reset Ascent Points balances other than at 31 August, members will be given 30 days' notice through in-house communication.
- 4.4 The resetting of Ascent points balances will not affect the calculation of eligibility to a particular tier of membership.

### **5 PERSONAL IDENTIFICATION NUMBER (PIN)**

- 5.1 The Club may request that a member use a personal identification number (PIN) for the purpose of protecting the information contained on their membership card from misuse, unauthorised access, modification, or disclosure.
- 5.2 A PIN selected by a member may only be used by the member whose name appears on the membership card.
- 5.3 The member is solely responsible for ensuring that their PIN is kept confidential, and that no other person has access to their membership card. The Club is not liable for any losses that may arise from a member's failure to comply with such responsibilities.
- 5.4 Should a member either forget their PIN or request that their PIN be reset they will be required to produce at least one item of acceptable photo identification.

### **6 POINTS, ENTITLEMENTS, BENEFITS AND REWARDS**

- 6.1 No benefits obtained under the Ascent Rewards loyalty program can be redeemed for cash.
- 6.2 All members of Belmont 16ft Sailing Club are entitled to a 10% discount on bar purchases from any ground floor bar at Belmont 16s when a valid membership card is swiped during a transaction at a point-of-sale terminal.
- 6.3 All members of the Ascent Rewards loyalty program are entitled to a variable discount on purchases from all ground floor dining outlets based on their current Ascent Rewards loyalty program tier of membership when a valid membership card is swiped during a transaction at a point of sale terminal paying with cash or eftpos.. No additional discounts are applicable on member specials, eg \$15.90 roast lunches. The dining discounts applicable to each tier are as follows:

Preferred Ascent Member	10% discount
Premium Ascent Member	15% discount
Prestige Ascent Member	20% discount
Platinum Ascent Member	25% discount
Platinum Plus Ascent Member	30% discount
- 6.4 The particular benefits available to each tier of membership are detailed in the current Ascent Rewards promotional material and may change at the Club's absolute discretion without notice.
- 6.5 Ascent beverage vouchers will be credited to a member's account via the gaming machines. Ascent beverage vouchers will be credited based on the amount of vouchers available to each tier of membership as detailed in the current Ascent Rewards promotional material. Ascent beverage vouchers can be redeemed 2 ways 1 x voucher can be redeemed only on the gaming floor for a express coffee or a post mix drink, 2 x vouchers can be redeemed for a blend coffee either via the gaming floor or from the blend café.(hot beverage only)
- 6.6 Perk Points will be credited to a member's account upon swiping their membership card at the Ascent Kiosk. Points to be allocated at start of business each Wednesday. Previous weeks points will expire each Tuesday at the close of business, and any remaining balance is deemed to have been forfeited. Perk Points will be credited based on the amount of vouchers available to each tier of membership as detailed in the current Ascent Rewards promotional material. Perks Points can be spent at any ground floor on food and beverage (alcohol excluded).

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- 6.7 Raffle vouchers will be automatically printed upon a member swiping their membership card at the Ascent Kiosk. Vouchers will be issued based on the amount of vouchers available to each tier of membership as detailed in the current Ascent Rewards promotional material. Raffle vouchers cannot be redeemed for raffles conducted by third parties such as subsidiary club or charities. Any vouchers that are not redeemed before the close of business on each day will be forfeited and will no longer be valid.
- 6.8 All vouchers are not transferrable, valid only for the specific expiry date is printed on the voucher, can only be used by the Member whose name is printed on the voucher and no change will be given.
- 6.9 Ascent Points are earned when you correctly swipe or insert your membership card for all eligible Club transactions. 100 Ascent Points equals \$1.00 that you can spend in two ways:
- Redeem your Ascent Points at the Club by using our Pay by Points facility to purchase food, beverages, raffle tickets or to play bingo on the ground floor of the Club.
  - Convert your Ascent Points to a dollar balance that you can spend anywhere that accepts EFTPOS, subject to merchant discretion, by registering for the Ascent Plus prepaid EFTPOS card. See the terms and conditions for the Ascent Plus Card for more information.

## **7 GENERAL**

- 7.1 These terms and conditions apply to the tiered loyalty program known as the Ascent Rewards loyalty program or "Ascent Rewards". This program is operated by Belmont 16 Foot Sailing Club Limited, ABN 50 001 020 471 (the Club). These terms and conditions are to be read in conjunction with other material published by the Club which are subject to change from time to time.
- 7.2 All references to the Club throughout this document refer to Belmont 16s and any other premises operated by Belmont 16 Foot Sailing Club Limited in the future.
- 7.3 The Club reserves the right to amend these terms and conditions at any time without giving notice.
- 7.4 The Club reserves the right to adjust points, entitlements, benefits, or rewards which have accrued as a result of a malfunction, operator error, misrepresentation or any other reason beyond the control of the Club.
- 7.5 The Club is not liable for any malfunction of equipment or system which fails to record Ascent Points accurately, but it will use its best endeavors to rectify same where possible.
- 7.6 The Club reserves the right to decide any matter or settle any dispute arising directly or indirectly associated with the Ascent Rewards loyalty program and our decision on any such matter or dispute will be final and binding and no correspondence will be entered into.
- 7.7 The Club reserves the right to change the basis on which members may accrue points, entitlements, benefits, or rewards through the Ascent Rewards loyalty program at its absolute discretion and without notice.
- 7.8 The Club reserves the right to set and change the Ascent Points thresholds required to be earned and maintained under the Ascent Rewards loyalty program within any period for eligibility for any tier of membership.
- 7.9 The Club reserves the right to reallocate a member into another tier of membership regardless of the amount of Ascent Points accrued at any time without notice.
- 7.10 Player activity statements are available on request indicating activity whilst a membership card is inserted into a console of a gaming machine.
- 7.11 Members may receive communication from the Club from time to time. The member can elect to receive communication by mail, email, telephone, SMS, through the Belmont 16s App or alternatively may elect not to receive any communication regarding the Ascent Rewards loyalty program. The default method of communication, until advised otherwise, will be SMS to the mobile phone number listed in the Club's database.
- 7.12 By participating in the Ascent Rewards loyalty program through the use of a membership card, or by claiming any benefit, a member agrees to be bound by these terms and conditions.

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- 7.13 A "business day" referred to in these terms and conditions excludes Saturday, Sunday, or a public holiday. Therefore, should the first of the month fall on a Saturday, Sunday or public holiday the movement of members between tiers will take place on the next weekday that is not a public holiday.
- 7.14 A copy of the current terms and conditions will be displayed on the Club notice board and a copy can be requested from the Club's front desk.
- 7.15 The Club reserves the right to cancel or suspend the operation of the Ascent Rewards loyalty program at its absolute discretion and is required to display a notice in a conspicuous place in the Club premises advising members of this decision.
- 7.16 In the event that the Ascent Rewards loyalty program is terminated for whatever reason all points, entitlements, benefits and rewards will be cancelled 30 days after a notice to members is placed in a conspicuous place in the Club premises.

## **8 PRIVACY**

- 8.1 The information collected by the Club arising either directly or indirectly as a result of the operation of the Ascent Rewards loyalty program will remain the Club's property.
- 8.2 The Club collects this information for the purposes of the operation of the Ascent Rewards loyalty program and also to promote products, services, promotions and upcoming events.
- 8.3 The Club will provide a member access to their personal information, on request, if in the Club's opinion it is reasonable to do so.
- 8.4 It is the member's responsibility to ensure that all personal information held by the Club is accurate, complete, and current.
- 8.5 Information will be retained in accordance with the Club's Privacy Policy which is available for members to review at either the Club's Front Desk or website.