



SOCIAL MEMBERSHIP (CLUB CARD LOYALTY PROGRAM) TERMS & CONDITIONS

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1. SOCIAL MEMBERSHIP

- 1.1. Membership is restricted to any person over the age of 18 years of age. From time to time members may be asked to provide identification of age.
- 1.2. Any persons over the age of 18 who seeks membership of the Club for the social and gaming facilities of the club may be eligible subject to these rules and rules for admission as a social member as set out in the Pakenham Racing Club Inc. Rules & Statement of Purpose.
- 1.3. The Club Card application form must be completed, signed and checked by one of the venue staff members.
- 1.4. Social members may be admitted upon application made to the committee in accordance with these rules. However, the committee may delegate the approval of social members for admission to a subcommittee constituted for that purpose. The committee, subcommittee and venue operator have the right to refuse any application without providing any reason why.
- 1.5. Social members are exempt from payment of a joining fee but are liable to pay an annual subscription fee at the time of lodgment of the application for membership. This amount must be repaid to the applicant if the application is rejected.
- 1.6. A social member may enjoy access to the social and gaming facilities of the Club but is not entitled to receive notices or to speak or vote at general meetings.
- 1.7. Social members do not have free admission to race meetings or admission to areas exclusively reserved for Full or Pakenham Racing Club Life Members.
- 1.8. Only one membership per person is allowed, the Club Card can only be used within the stipulated venues.
- 1.9. Persons who are excluded from gambling activities at participating Club Card venues will automatically deemed ineligible to for all gaming promotions and offers and will be immediately removed from communication lists.
- 1.10. You must notify the venue in writing, of any changes of address or other details.
- 1.11. Social membership is not capable of being transferred or transmitted to another person and terminates upon the cessation of membership whether by death, resignation, expulsion or otherwise.

2. APPLICATION FOR SOCIAL MEMBERSHIP

Application for Social Membership at the Club must:-

- 2.1 Be made in writing in a form approved by the committee
- 2.2 Lodged with the employee of the Club delegated by the Chief Executive Officer to receive social membership applications; and
- 2.3 be accompanied by the annual subscription

As soon as practicable after the receipt of an application for social membership the delegate to the Chief Executive Officer must:-

- 2.4 Approve of the application and issue a membership card to the applicant
- 2.5 Enter the details of the social member on the members register
- 2.6 At his or her discretion refer the social membership application to the Committee for determination
- 2.7 The Committee must determine any application referred to it at the next Committee meeting following receipt of the application
- 2.8 If the Committee rejects an application for social membership the Chief Executive must as soon as practicable notify the applicant in writing that the application has been rejected

3. ANNUAL SUBSCRIPTION

- 3.1 The annual subscription is determined by the Committee from year to year (including any pro rata amount as may be specified by the committee in respect of a period of less than a full year) notified to the members in writing at the time of forwarding the annual renewal of membership notice to the members; and
- 3.2 Is payable in advance on or before the 1st of August of each year or such later date (if any) as specified by the Committee at the Annual General Meeting.
- 3.3 The amount of the annual subscription may be fixed and altered by the Committee from time to time.
- 3.4 A renewal grace period of 43 days will be granted to members following the anniversary of 1st August. All cards failing to become financial by the end of the 43 day grace period will automatically be suspended.
- 3.5 Social memberships that are suspended and remain unfinancial for a period of 365 days will automatically be cancelled and all associated points become void as a result.

4. SOCIAL MEMBERSHIP CARD

- 4.1 Only one card per person will be issued, this card can only be used by you and it cannot be shared with other members.
- 4.2 In the event of a lost card, you will be charged for a replacement card accordingly. This card is the sole responsibility of the member.
- 4.3 The venue reserves the right to ask a member who uses the card for identification to ensure that it used by the right member.
- 4.4 Provided that the amount of the relevant Joining Fee and Annual Subscription is paid at the time of lodging the application for the membership, an applicant may enjoy the benefits of Social Membership pending the approval or rejection of the application.

5. POINTS

- 5.1 To earn points a member MUST visit the participating venue, use the card at a kiosk or present their card to a venue staff member at the time of making a purchase within the venue
- 5.2 Points can only be validly accrued to the rightful member of the card.
- 5.3 Responsibility of points is on the member, a member is required to check their balance and inform a venue staff member of any irregularities.
- 5.4 The rate of points is determined by the venue and the venue may, without notice, vary the number of points given to a member from a transaction.
- 5.5 Points accumulated and not redeemed will expire 12 months from the date earned, unless specified by venue management.
- 5.6 Any notice or statement issued by the venue regarding the number of points accrued will be final.

6. PROGRAMME TIER

- 6.1 Social Membership offers members the opportunity to increase their status level based on the amount spent within a rolling 3 months
 - 6.1.1 **Bronze Tier** - from \$0 - \$500 spent
 - 6.1.2 **Silver Tier** - from \$501 - \$4,000 spent
 - 6.1.3 **Gold Tier** - from \$4,001 - \$8,000 spent
 - 6.1.4 **Black Tier** - from \$8,000 - \$15,000 spent
 - 6.1.5 **Platinum Tier** - from \$15,001 + spent or by invitation
- 6.2 Member tier levels will be reallocated to the appropriate tier at the end of each month. If a member does not meet the minimum level requirements of their tier level at the end of the membership tier period of three months, they will be reallocated to the appropriate tier.

7. REWARDS

- 7.1 Social Membership offers members the opportunity to earn rewards points based on their programme tier and dollars spent
 - 7.1.1 **Bronze Tier** - \$1 = 1 point
 - 7.1.2 **Silver Tier** - \$1 = 2 points
 - 7.1.3 **Gold Tier** - \$1 = 3 points
 - 7.1.4 **Black Tier** - \$1 = 4 points
 - 7.1.5 **Platinum Tier** - \$1 = 5 points
- 7.2 Members will be able to redeem their points for specific offers such as drinks, snacks, entry into promotions, members' only draws, in venue gift cards.
- 7.3 The venue reserves the right to determine the value of points and then numbers points required to redeem a Reward at any point in time.
- 7.4 Rewards cannot be returned or exchanged for cash or exchanged for points.
- 7.5 Rewards cannot be used with other rewards, unless specified by the venue manager.
- 7.6 The venue will stipulate the offer and as to how long this offer is available, all rewards will be time sensitive and as such will be clearly visible to a member.

8. PROMOTIONS

- 8.1 Regular promotions will be conducted by the venue. These promotions could be subject to their own Terms and Conditions and as such will prevail over the Social Membership current terms and conditions.

9. CHANGES TO PROGRAM

- 9.1 The venue operator reserves the right at any time and from time to time to change or modify the program without prior notice. Changes to the policies and procedures concerning the manner in which points and rewards can be earned or redeemed.
- 9.2 30 days notice will be given prior to making changes to these rules.
- 9.3 Terms and conditions will always be available at the venue or online.
- 9.4 The newest terms will always take precedence, and you acknowledge that this will apply as part of your membership into the Club card program.

10. TERMINATION OR SUSPENSION OF THE PROGRAM

- 10.1 In the event that this program is cancelled, you will have 30 days from date of notification by the venue operator to redeem your points.
- 10.2 If you wish to terminate your membership, you may do so by providing your written details to the venue operator.
- 10.3 The venue operator may terminate your membership if
 - 10.3.1 You do not comply to any of the rules set forth within these terms and conditions.
 - 10.3.2 You misuse your card or let another person use your card.
 - 10.3.3 You behave in a manner that the venue operator views as dishonest and offensive.
 - 10.3.4 You have been barred from the venue by management or the Local Liquor Accord.
- 10.4 Once your membership is terminated your points will automatically be forfeited as of the date of your membership termination.

11. PRIVACY

- 11.1 Personal information will be collected, used and disclosed in accordance with the rules of this program.
- 11.2 Your personal information will be used to inform you of any offer specific to the venue and its own activities.
- 11.3 Your personal information will not be given out to any 3rd party not involved with this program or the venue.
- 11.4 The information collected would be used by the operator to communicate to members the following:
 - 11.4.1 Points statement (if applicable)
 - 11.4.2 New offers available
 - 11.4.3 New promotions
 - 11.4.4 Entertainment up comings
 - 11.4.5 Food and beverage offers.
 - 11.4.6 Prizes
 - 11.4.7 New Gaming Machine products, Jackpots or launches
- 11.5 Communication by the venue operator and 3rd parties will be by means of SMS, Email, Telephone and/or Mail.
- 11.6 You have the right to restrict your information being used for any communication, you must notify in a written format to the venue operator that you do not want your information to be used for any form of communication.

12. FORMER PAKENHAM SPORTS CLUB MEMBERS

- 12.1 Persons who were members of the Pakenham Sports Club Inc. immediately prior to the winding up of that association shall be entitled to social membership of the Club.
- 12.2 Person who were life members of the Pakenham Sports Club shall not be required to pay any subscriptions otherwise payable under Rule 3 of these rules.

13. GENERAL

- 13.1 Any Tax implications that may arise from your rewards, points redeemed or 3rd party offers is your sole responsibility.
- 13.2 The laws of the state of Victoria govern the Social Membership program.
- 13.3 A lost membership card will cost \$5.00. Payment can be made using cash or equivalent rewards points.
- 13.4 A senior's card must be presented at time of entering the senior's weekly draw. See T&C in Venue.
- 13.5 Must be a financial member of the Club Card program to enter the Weekly members draw. See T&C in Venue.
- 13.6 Birthday offers are subject to their own terms and conditions, please refer to specific Terms and Conditions on offer or in venue.
- 13.7 The Pakenham Racing Club shall not be liable in any way in relation to the unavailability of a Member's Reward vouchers failing to print or, points which fail to accumulate, as a result of technical malfunction, or by reason of operator fault, misrepresentation or any other reason including any act or omission (including negligence) by the Pakenham Racing Club
- 13.8 The Pakenham Racing Club reserves the right to adjust a Member's points balance and to withdraw or alter any Benefits or Rewards where such points, Benefits or Rewards have accumulated as the result of a technical malfunction, operator fault, misrepresentation or any other reason, including any act or omission (including negligence) by the Pakenham Racing Club



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