

## FREQUENTLY ASKED QUESTIONS

### WHAT LEVEL WILL I BE IN?

Your level is determined by the amount of Diamond Rewards rating points you earn over three months. Points are what we use to determine what level you qualify for. Each level provides discounts and special offers to reward you. All new members will begin on 'Ruby' level.

### HOW DO I EARN POINTS?

Earn 1 point\* for every \$1 spent on food, beverages or where there is an electronic Point-Of-Sale (POS). 'Ruby' level starts at 1 point for every \$5 turnover on gaming machines. Visitation Bonus – Swipe your card at a Members Kiosk for a chance to win bonus points.

\*Points cannot be earned on purchases of cigarettes, TAB, Keno, raffle tickets or purchases paid for by points.

### HOW WILL I KNOW IF I HAVE CHANGED LEVELS?

At any time you can swipe your membership card at the Members Kiosk and view your current level. Also don't forget we are always here to help. Feel free to ask a staff member who will be able to help you.

### HOW LONG WILL I MAINTAIN MY LEVEL?

Levels are recalculated on the first day of every month, so you may change levels on a monthly basis.

### HOW LONG DO I HAVE MY POINTS FOR?

You have 12 months to redeem your points within the Club from the time you earn them. Any unused points will be forfeited.

### WILL THE PROGRAM AND ITS BENEFITS CHANGE?

Yes. The program is reviewed annually and minor changes can be made at any time.

### HOW DO I ACCELERATE MY POINTS / CREDITS BALANCE?

Choose Dicky Beach Surf Club as your venue of choice and keep an eye out for bonus specials and ways to earn bonus points/credits during specific times.

## RESPONSIBLE GAMBLING

Dicky Beach Surf Club is committed to ethical and responsible behaviour that recognises the importance of our members' and patrons' wellbeing with a focus on minimising the potential harm of gambling. Dicky Beach Surf Club has developed a Responsible Gambling Policy to minimise harm associated with problem gambling. For further information, please ask our Customer Liaison Officers in the Gaming Lounge.

## PRIVACY NOTICE

Dicky Beach Surf Club is committed to the privacy of members. While the information collected from our REWARDS program is important in allowing us to provide superior products and services, our most important asset is our member's trust. Information collected by our REWARDS program will not only be safeguarded according to strict standards and security, it will only be used to improve our services to you, the member. The Dicky Beach Surf Club will take all reasonable steps to protect the members' personal information which we hold from misuse, loss and unauthorised access, modification and disclosure.

Gamblinghelp

PHONE | FACE-TO-FACE | ONLINE  
www.gamblinghelponline.org.au

1800 858 858

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BEACH SURF CLUB

(07) 5491 6078

1a Coochin Street, Dicky Beach QLD 4551

www.dickybeachsurfclub.com

Full terms and conditions can be found on our website



# DIAMOND REWARDS

## REWARDING YOU MORE!

dicky

BEACH SURF CLUB



www.dickybeachsurfclub.com

# WELCOME TO DICKY BEACH SURF CLUB'S DIAMOND REWARDS!

Our Diamond Rewards program has been designed to say thank you for your loyalty and to give you more of what you love at Dicky Beach Surf Club.

Using your membership card, you can start earning Diamond Rewards points instantly, giving you access to discounts, special promotions and offers, PLUS extra rewards!

## HOW DO I EARN POINTS?

Diamond Rewards is a system that instantly rewards you throughout the Club. You will earn points every time you play the clubs gaming machines with your membership card inserted, or make a purchase at our bar or restaurant when you swipe your card.

**1 POINT = for every \$5 turnover on gaming machines.**

**1 POINT = for every \$1 spent on food and beverages.**

- + PLUS: Every member is automatically registered free to start earning Diamond Rewards points. New members start on the Diamond Rewards 'Ruby' level and can then increase levels.
- + PLUS: Keep earning Diamond Rewards points and start enjoying more exclusive privileges and discounts.
- + PLUS: When you're ready, redeem points for cash\*, food, beverages or other special offers throughout the club.

\*If you are eligible to redeem points for cash.

## REWARDS

	 RUBY	 EMERALD	 SAPPHIRE	 DIAMOND
Beverage Discount*	✓	✓	✓	✓
Restaurant Discount*	✓	✓	✓	✓
Complimentary Barista Made Coffee			✓	✓
Birthday Bonus*	✓	✓	✓	✓
Member Promotions Entries*	✓	✓	✓	✓
Visitation Bonus Points*		✓	✓	✓
Points to Pay Discount	✓	✓	✓	✓
Special Event Offers			✓	✓
Cash Redemption of Points*	✓	✓	✓	✓
Dicky Dollars Gaming Bonus				✓

Unlock the **DOUBLE DIAMOND Level!** Ask our friendly staff about how to qualify.

## HOW DO I REDEEM POINTS?

You can redeem your points for products and services throughout the Club. Redeem your points for cash\* by swiping your card at the Members Kiosk.

Dine at The Wreck Restaurant and use your points to pay for, or subsidise, your meal!

Reward yourself with a cold beverage from the bar. Just swipe your card and use your points to pay.

The value of the transaction will be deducted from your points, where each point is worth 1c (100 points = \$1).

Example  
500 points = \$5 Beverage

Please note that you will require a minimum of 500 points to redeem for cash\*.

\*If you are eligible to redeem points for cash.

## GAMING LOUNGE

Great services are available in our gaming lounge. EZYBREAK allows members to leave their credits in the machine whilst having a break. Simply have your membership card inserted with credits on the machine and press the 'EZYBREAK' button, then remove your card to disable the machine.

Simply re-insert your card to get playing again.

MY CASH is a card-based system that replaces the cash component of hand pays when members are collecting credits on a gaming machine.

Withdrawals from your MY CASH account can be made at the Cash Redemption Terminal (CRT) and your balance can be checked on your machine, or at the Members Kiosks.