



Norths+ Rewards Program Terms and Conditions

- 1.1. Norths+ Rewards Rules (“**Rules**”) comprise these Terms and Conditions, the Program Brochure and any other terms and conditions that Norths Collective may publish from time to time by which the Norths+ Rewards loyalty program operates.
- 1.2. The Rules are to be read in conjunction with any other terms and conditions which we publish from time to time.
- 1.3. The Rules apply to the rewards scheme known as Norths+ Rewards. The Norths+ Rewards Scheme has been established and is administered by Norths Collective.
- 1.4. Norths Collective operates ten premises known as
 - **Norths** located at 12 Abbott St, Cammeray NSW 2062
 - **The Greens** located at Ridge Street, North Sydney NSW 2060
 - **The Alcott** located at 1 Birdwood Avenue, Lane Cove NSW 2066
 - **The Verandah** located at 128 Copeland Road, Beecroft NSW 2119
 - **Norths Fitness** located at 12 Abbott St, Cammeray NSW 2062
- 1.5. The Rules are separately for the benefit, and separately enforceable by, each of Norths Collective and the Norths+ Rewards Scheme Partners. Norths+ Rewards Scheme Partners may be organisations with whom Norths Collective has an arrangement concerning:
 - 1.5.1. Norths Collective entering Reward Points (collectively “**Points**”) into your Rewards Account; and
 - 1.5.2. Those organisations supplying entitlement or benefits (**Rewards**) to you when Norths Collective accepts and notifies them of a valid redemption request from you.
- 1.6. References to:
 - 1.6.1. “**Reward Point Offer**” means an offer of Reward Points to any Norths+ Rewards member as determined by Norths Collective in its absolute discretion.
 - 1.6.2. “**Norths Collective**”, “**Club**”, “**we**”, “**our**” and “**us**” are references to the North Sydney Leagues Club Limited and all Third Party Offers, each and any of whom may separately enforce these Rules;
 - 1.6.3. “**member**”, “**you**” and “**your**” means an eligible member of Norths Collective who participates in Norths+ Rewards under these Rules as amended from time to time.
 - 1.6.4. “**membership**” means a member’s membership of Norths Collective.

1.6.5. “**Membership Tier Period**” means:

(a) the two six-month periods:

- (i) 1 January to 30 June; and
- (ii) 1 July through to 31 December, in each Calendar year; or

(b) such other period as Norths Collective may specify from time to time.

1.6.6. “**Program Brochure**” means the brochure published by Norths Collective as amended from time to time, on display on Norths Collective website and containing participating facilities or other information which are deemed to form part of these Rules.

1.6.7. “**Rewards**” includes those entitlements or benefits supplied by Norths Collective to you, unless otherwise stated.

1.6.8. “**Rewards Account**” means an account kept by Norths Collective for you under clause 2.1 of these Terms and Conditions into which Points are accrued as a result of you engaging in certain eligible transactions and from which Points can be redeemed by you for Rewards.

1.6.9. “**Third Party Offer**” means any Rewards offer made as part of the Norths+ Rewards loyalty program by any entity other than Norths Collective.

1.6.10. “**Tier**” means Diamond, Platinum, Gold, Silver, Collective and any other tier created by Norths Collective for the purpose of the Norths+ Rewards loyalty program.

1.6.11. “**Status Points**” means the accumulated total of eligible reward points which are calculated during a membership tier period that are used to calculate the Tier levels of a member, per the program brochure.

1.7. Members are deemed to accept the Rules in accordance with clause 2.1 of these Terms and Conditions.

1.8. Norths Collective may amend the Rules from time to time. Members can access the current Rules at the Norths+ Rewards Loyalty host desk and on the website www.northscollective.com.au/Norths+ Rewards

1.9. Subject to any applicable law which cannot be excluded, Norths Collective and its officers, employees, agents and contractors accept no liability for any loss, damage or injuries suffered or sustained (including but not limited to

direct or consequential loss or losses arising from negligence) by any Member arising directly or indirectly out of or in connection to Norths+ Rewards and members release and discharge Norths Collective, officers, employees, agents and contractors from any liability for any such loss, damage or injury. If Norths Collective is liable to a Member in any way, then liability will be limited to:

- (a) crediting Points to the member's Rewards Account; or
- (b) replacing or resupplying a Reward, which Norths Collective considers is appropriate in connection with the relevant claim.

2. Membership

Membership to Norths+ Rewards comes with an eligible person's membership of Norths Collective but is subject to confirmation of acceptance of the Rules to activate an eligible person's Rewards Account. It is a requirement of membership that you keep and maintain your Norths Collective membership. You must confirm acceptance of the Rules to activate your Rewards Account and to participate in Norths+ Rewards.

2.1. There are five (5) Tiers of membership being Diamond, Platinum, Gold, Silver & Bronze

2.2. All eligible members automatically are granted the introductory level of Bronze, subject to confirmation of acceptance of the Rules to activate the Rewards Account.

2.3. The member has the right to opt out of the Norths+ Rewards program at any time, by notifying the Chief Executive Officer in writing.

2.4. You must promptly notify Norths Collective in writing:

2.4.1. of any change in your address; and/or

2.4.2. if your membership card is lost, stolen, damaged or misused in any way.

2.5. Participation in Norths+ Rewards, or by claiming or receiving Rewards constitutes an acceptance of the Rules and an agreement to comply with them.

2.6. Membership is only open to individuals aged 18 years or over and is not open to corporate entities or any other entities.

2.7. Members who are excluded or fully self-excluded from any premises of Norths Collective shall have their Membership suspended or terminated (as the case may be) and Points removed.

2.8. To be eligible for membership of any other Tier you must earn (and if specified from time to time, maintain) the number of eligible Status Points required under Norths+ Rewards loyalty program within each Membership Tier Period. The number of Status Points required to be earned (and if specified from time to time, maintained) for membership of each Tier will be published by us and will be subject to change without notice to you from time to time.

2.9. We reserve the right to make any changes to these Rules, at any time, including to:

2.9.1. Create, amend or remove Tiers of membership to which different terms and conditions apply, including but not limited to the benefits applicable to each Tier of membership of Norths+ Rewards;

2.9.2. Set and change the method and rates of Point accrual and Rewards offered to you as part of the Norths+ Rewards loyalty program, including having different rates of accrual of Points for each set of premises of Norths Collective or different rates of accrual of Points for the set of premises at which a Member is registered as a Member;

2.9.3. Set and change the number of points required to be earning (and if specified from time to time, maintained) under Norths+ Rewards within any period for eligibility to any Tier of membership within the Norths+ Rewards loyalty program;

2.10. Norths reserves the right to amend or alter the Rules at any time including, without the limitation, changes to:

2.10.1. these Terms and Conditions

2.10.2. the Program Brochure;

2.10.3. the type and availability of Rewards;

2.10.4. the number of Points required for the redemption of Rewards;

2.10.5. expiry or the accrual of Points;

2.10.6. duration of Membership Tier Period;

2.10.7. eligibility to be a Member of Norths+ Rewards loyalty program; and

2.10.8. the services and products available at all venues outlined in section 1.4

2.10.9. Norths Collective will notify Members of any material detrimental change by making the updated Rules available on the web site www.northscollective.com.au/Norths+ Rewards

2.11. Norths Collective will make any changes known through communication at a venues Reception 14 days prior to the change/s being made. If such changes relate to benefits provided by Third Party Offers, Norths Collective will, where possible, provide at least 14 days' notice.

2.13. Promotional Offers can be varied at any time at the discretion of Norths Collective and will be subject to the specific terms and conditions of that Promotional Offer.

2.14. It is the members responsibility to ensure that they keep up to date with the Rules and the features and requirements of the Norths+ Rewards loyalty program.

2.15. You will be entitled to receive a monthly Player Activity Statement if during the monthly period covered by the Player Activity Statement you have inserted your membership

card into the membership card console of a gaming machine while playing that gaming machine.

3. Membership cards

- 3.1. A person is only entitled to one membership number, and is permitted only one valid membership card displaying that number (except where Norths Collective issues in its discretion an ancillary card linked back to the primary membership account in Norths Collective database).
- 3.2. It is the sole responsibility of the Member to safeguard their membership card and take precautions against the loss, or any unauthorised use, of their card.
- 3.3. A membership card issued to the Member may only be used by that Member.
- 3.4. The Member must not give their membership card to another person or Member for any purpose whatsoever. A breach of this Rule shall be considered card misuse and to constitute conduct unbecoming a member which may be dealt with under the disciplinary proceeding provisions in Norths Collective Constitution.
- 3.5. In the event that the Member's card is lost or stolen the Member must immediately report the loss or theft to Norths Collective (and may be required to produce a police report if requested by Norths Collective).
- 3.6. Norths Collective may replace a lost, stolen or damaged membership card in its absolute discretion and subject to the member complying with Norths Collective Appropriate Identification requirements. Norths Collective reserves the right to charge a fee for replacement membership cards or to cancel a membership if a Member, in Norths Collective sole opinion, has claimed an excessive number of lost, damaged and/or stolen cards.

4. Points and privileges

- 4.1. The participating facilities in the Norths+ Rewards loyalty program are set out in the Program Brochure available at the venue's Reception and may be updated from time to time. The Program Brochure is also available at www.northscollective.com.au/Norths+Rewards
- 4.2. Norths Collective shall not be liable in any way for Rewards which are unavailable for redemption as a result of a technical malfunction, operator fault, misrepresentation for which Norths Collective is not responsible or any other reason outside Norths Collective reasonable control. Rewards cannot be used in conjunction with other discount programs, offers or special events at Norths Collective, unless otherwise specified in the terms and conditions of a particular discount program, offer or special event.
- 4.3. Rewards are subject to availability (for example, services or goods may be in limited supply) and on a first come, first serve basis.
- 4.4. Diamond and Platinum Tiered member points will expire and be purged from the member's Reward Account every three years on 31st December from the year that they attain these levels. All other

members, i.e. Gold, Silver and Bronze Members points will expire and be purged from the member's Reward Account on December 31st each year, being the end of each Membership Tier Period. To retain points, members must be active at least once every 90 days.

- 4.5. Cardit, Cashless Gaming is available to members. Cashless Gaming facilities are site based, meaning any balance of funds on cashless accounts are held at the venue site which it was played at.
- 4.6. Complimentary show tickets may be available for the following Tiers: Gold level (up to 1 ticket per show), Platinum level (up to 2 tickets per show), Diamond level (up to 4 tickets per show)
- 4.7. Taxi/Limo service may be available to eligible Platinum and Diamond level members via Customer Loyalty Host who will determine if the member is eligible for this service. This is pre-determined based on the EBET complimentary program, and the value of the taxi voucher will be deducted from this program.
- 4.8. All Gold, Platinum and Diamond level members will receive a discount on Food and Beverage (non-alcoholic) services if purchased entirely with Rewards Points. This is predetermined based on the EBET complimentary program and the value of the Food and Beverage voucher requested will be deducted from this program.
 - 4.8.1. Diamond level members will receive a 30% discount
 - 4.8.2. Platinum level members will receive a 20% discount
 - 4.8.3. Gold level members will receive a 10% discount
- 4.9. Discounts are offered for membership to Norths Fitness (at Norths) and Revolution Health & Fitness at seagulls (at seagulls) for the following Tiers: Gold (\$0 signup fee), Platinum (50% discount, Diamond (Free). The discount entitlement is only available to members while they remain at the required Tier level.
- 4.10. Invitations to Exclusive Special Events may be available Platinum level and Diamond level members during the year where members will be invited to attend an event by way of invitation in the mail, via email or by a Customer Loyalty Host. Should the event be limited with the number of tickets made available, this would be considered a promotional offer and are subject to their own specific terms and conditions.

5. Earning points

- 5.1. Subject to the Rules (including without limitation, clause 5), Points are awarded to Members for gaming turnover and non-gaming spend in participating facilities at Norths Collective and for other activities as Norths Collective may from time to time determine. Information in respect of the earning of Points is available at the venue's Reception and at [www.northscollective.com.au/Norths+ Rewards](http://www.northscollective.com.au/Norths+Rewards).
- 5.2. The Member is not permitted to accrue Points or other benefits or Rewards as a result of play or spend by a person other than the Member named on the face of the membership card. A breach of this Rule shall be considered card misuse and to constitute conduct unbecoming a member which may be dealt with under the disciplinary proceeding provisions in the North Sydney Leagues Club Limited Constitution.

- 5.3. In order for Points to accrue to their membership card, it is the Member's responsibility to ensure that their card has been registered for the transaction.
- 5.4. Norths Collective will not be liable in any way in relation to the unavailability of Points or the incorrect accumulation of Points as a result of a technical malfunction, operator fault, misrepresentation for which Norths Collective is not responsible or any other reason outside Norths Collective reasonable control.
- 5.5. Norths Collective reserves the right to adjust the Member's Points balance and available Rewards where it is satisfied, in its absolute discretion, that there has been an error in the accumulation or calculation of Points and/or any statement as to the availability of Rewards, including for the reasons set out in Rule 5.4.
- 5.6. The current earn rate of reward points and status points are: 1 point for \$1 spend Point-of-Sale transactions, 1 point for \$5 turnover on a Electronic Gaming Machine (EGM), 1 point for \$25 turnover on a Multi-Terminal Gaming Machine (MTGM)

6. Redeeming privileges

- 6.1. Subject to these Rules (including without limitation, Rule 5), Norths Collective may allow members to use their membership card for the purpose of claiming Rewards which Norths Collective chooses to make available.
- 6.2. Employees, including contractors are not eligible to receive benefits of the Norths+ Rewards loyalty program while employed or contracted by Norths Collective.
- 6.3. Norths Collective's obligation to provide any particular Rewards is limited to its obligations under these Rules. Norths Collective shall not be liable in any way to the Member in relation to the unavailability or withdrawal of particular Rewards.
- 6.4. Norths Collective may offer Rewards from time to time in accordance with approved activity recorded on a Member's membership card.
- 6.5. Despite clause 6.3 Norths Collective reserves the right to decline to provide eligible Members with a Collective Point Offer in any two (2) consecutive months.
- 6.6. Norths Collective may offer Promotional Offers from time to time. Promotional Offers will vary and are subject to their own specific terms and conditions.
- 6.7. Birthday offers are available for redemption by members of Norths+ Rewards once per calendar year. Once a birthday offer is redeemed by a member in a calendar year it will not be available until the members birthday month in the following calendar year.

7. Membership Tiers/Levels

- 7.1. A Member will be assigned a Tier based upon the criteria set out within the Program Brochure.
- 7.2. Membership of each Tier will be reviewed at the beginning of each month and Norths Collective

can move members up to a higher Tier at this time.

7.3. Members can only be moved down one or more Tiers every 6 months, at the expiry of each Membership Tier Period.

7.4. Members can check what Tier they are on at any membership kiosk or when they insert their membership card in a gaming machine.

7.5. If a member disputes their level of points or allocated Tier, they may do so in writing to the CEO of Norths Collective, 12 Abbott St, Cammeray NSW 2062.

8. Third party offers

8.1. Norths Collective may, from time to time, make Third Party Offers available to Members. Members acknowledge that Third Party Offers, including any goods and/or services provided in respect of such offers, are not provided by Norths Collective but by the third parties.

8.2. To the extent permitted by law, Norths Collective does not accept any liability in respect of Third Party Offers.

8.3. Norths Collective does not make any guarantee, promise or warranty in relation to Third Party Offers. To the extent permitted by law, the Rules expressly exclude every warranty, condition, liability or representation concerning any goods or any services supplied by a third party as a Third Party Offer under or in connection with the Rules.

8.4. To the extent permitted by law, the liability of Norths Collective and its officers, employees or agents in respect of any Third Party Offer, including a claimed Reward not being awarded by the offer or of the Third Party Offer or a claim for breach of warranty or liability in respect of any Reward, including goods and/or services provided or offered as a Third Party Offer, which by law cannot be excluded, restricted or modified, or under any express warranty, is limited, at Norths Collective option, to:

8.4.1. re-crediting Points; or

8.4.2. replacing or resupplying the Reward.

9. Privacy

9.1. The information we collect arising directly or indirectly out of or in connection with your membership shall become and remain our property.

9.2. You consent to us collecting and retaining your personal information (including information concerning your membership) for the purposes of:

9.2.1. Carrying out the functions and activities that are necessary for us to meet our obligations to you under the Rules;

9.2.2. Disclosing your personal information to third parties who are engaged by us to assist in meeting our obligations to you under the Rules;

9.2.3. Marketing our goods and services to you;

9.2.4. Disclosing your personal information to selected third parties to allow them to market their goods and services to you unless you inform us otherwise; and

9.2.5. Meeting legal requirements or fulfilling any purpose authorised by or under law.

- 9.3. Norths Collective will, at your request, provide you with access to your personal information held by Norths Collective in accordance with Norths Collective Privacy Policy and the requirements of the Privacy Act 1988 (Cth). Player Activity Statements are available upon request.
- 9.4. It is your responsibility to ensure that your personal information held by Norths Collective is accurate, complete and up-to-date. In accordance with Norths Collective Privacy Policy and the requirements of the Privacy Act 1988 (Cth), you will be granted access to your personal information for the purposes of establishing that the information is accurate, complete and up-to-date.
- 9.5. Due to legal restrictions on gaming related advertisements, a notice informing Norths Collective members of gaming related matters in connection with Norths+ Rewards loyalty program may only be displayed in certain areas within each premises of Norths Collective (such as members notice boards) or sent to those members who have consented in writing to receive gaming advertising. If you do not consent to receiving gaming advertising, you agree and acknowledge that Norths Collective will be unable to send you any relevant notice about such matters in connection with Norths+ Rewards loyalty program.

10. Security of Rewards Account and Personal Identification Number (PIN) or Password

- 10.1. The security of Points (and where permitted by us and by legislation, money) in your Rewards Account is the responsibility of Norths Collective and you. Government and its agencies take no responsibility for any losses which might occur from a member's Rewards Account.
- 10.2. There are restrictions contained in NSW gaming related legislation as to the maximum value of prizes that may be awarded under a Player Reward Scheme (i.e. a system used in connection with gaming machines). Generally Norths Collective is prohibited from providing a promotional prize exceeding \$1,000 value or paying cash, or exchanging any loyalty points, including Reward Points, for cash.
- 10.3. Norths Collective may request that a Member select a personal identification number (**PIN**) or Password in a form specified by Norths Collective to be issued to the Member for the purposes of protecting the information contained on their membership card from misuse, unauthorised access, modification or disclosure.
- 10.4. Norths Collective reserves the right to restrict a Member's ability to accrue Points or to redeem Points for Rewards (as the case may be) by limited eligibility of membership to those members issued with PINs or Passwords.
- 10.5. Members are solely responsible for ensuring that their PIN or Password is kept confidential and that no other person has access to their membership card. Members are liable for any losses that might arise from, or in connection with their failure to comply with such responsibilities.
- 10.6. Norths Collective reserves the right to require a Member to reselect an

alternative PIN or Password.

- 10.7. In the event you forget your PIN or Password or request that your PIN be re-set, you will be required to present at least one item of acceptable photo identification.
- 10.8. You should not write your PIN or Password on your membership card or keep a record of your PIN or Password within any article in which you carry your membership card or which is likely to be lost or stolen simultaneously with your membership card.
- 10.9. We shall not be liable for:
 - 10.9.1. any unauthorised dealing with your Points or redemption of Rewards (as the case may be); or
 - 10.9.2. any other loss, damage or injury to you resulting from the disclosure of your PIN (whether such disclosure was intentional or not and includes disclosure which was negligent) to another person by us or by you.

11. Termination of the Norths+ Rewards loyalty program

- 11.1. Norths Collective may suspend the operation of the Norths+ Rewards loyalty program or cease to operate the Norths+ Rewards Loyalty program at any time.
- 11.2. Where possible, Norths Collective will provide three (3) months' notice of such suspension or cessation.
- 11.3. To the extent permitted by law, Norths Collective (including its officers, employees, agents and contractors) is not and will not be liable for any damages or any loss whatsoever incurred by the Member (including consequential loss), either directly or indirectly in connection with the suspension or termination of My Choice Members' Rewards loyalty program.
- 11.4. Norths Collective is not liable for any compensation to Members for unclaimed Reward or unredeemed Points if My Choice Members Rewards loyalty program is suspended or terminated.
- 11.5. Norths Collective may terminate or suspend a Member's membership of Norths+ Rewards loyalty program (at Norths Collective absolute discretion) if Norths Collective believes (in its absolute discretion) that any of the following have occurred:
 - 11.5.1. The Member has failed to strictly comply with the Rules;
 - 11.5.2. The Member's Club membership has expired, has been cancelled or has been suspended;
 - 11.5.3. The Member has engaged in conduct which is offensive, dishonest, disruptive, intimidating, unbecoming or prejudicial to Norths Collective interests;
 - 11.5.4. The Member has interfered with or misused any equipment or property; or

11.5.5. The Member dies or is bankrupt.

11.6. In the event your membership of Norths Collective is terminated:

11.6.1. All of your Points and associated Rewards (whether they be Points and Rewards having accrued or not) will automatically be cancelled, excluding ATLAS card (and for the purpose of clarity will not be redeemable) from the time of termination; and

11.6.2. You must immediately return your Club membership card to us.

11.7 Nothing in the Rules shall be interpreted as excluding or restricting and liability of Norths Collective that is non-excludable by law and shall be read subject to the provisions of the Australian Consumer Law and any other similar State or Territory Legislation which cannot be lawfully excluded. These Conditions shall otherwise have the maximum effect permitted by law.

12. Notices

12.1. We may give you any notice relating to Norths+ Rewards by either:

12.1.1. Publication of the notice on Norths Collective website or

12.1.2. Sending you the notice by pre-paid mail or email to your contact details as shown in Norths Collective membership register or

12.1.3. Handing the notice to you personally or

12.1.4. Placing the notice on the members' notice board of Norths Collective premises.

12.2. You may give us a notice by:

12.2.1. Sending it to Norths Collective by pre-paid post or

12.2.2. Handing it to us at any Norths Collective reception or

12.2.3. Emailing it to info@norths.com.au