

## FREQUENTLY ASKED QUESTIONS

By becoming a member of Club York you are automatically entered into our Rewards program. Present your card to our team each time you make a purchase^ throughout the Club.

^Keno & TAB transactions not included

### HOW DO I KNOW WHAT LEVEL I'M ON?

Swipe your card at any of our rewards kiosks in the foyer, at any point of sale or by downloading The Club York mobile app.

### CAN I MOVE UP OR DOWN LEVELS?

Yes, you can qualify to move up levels at any time based on the amount of status credits you accrue. Tier downgrades are determined twice a year in January & July.

### HOW DO I EARN STATUS CREDITS?

Members earn 1x status credit for every \$10 of turnover when playing our gaming machines with your membership card inserted and 1x status credit for every \$10 spent on food, beverage or raffles.

### HOW DO I KNOW HOW MANY STATUS CREDITS & POINTS I HAVE?

Swipe your card at any of our rewards kiosks in the foyer or by downloading The Club York mobile app.

### WHAT CAN I SPEND MY POINTS ON?

Points can be used to make purchases over the bar or at Zabou Bar and Grill for your favourite meals, a variety of specialty gift cards at reception, or renewing your membership.

### DO MY POINTS EXPIRE?

Bronze & Silver members points will expire each year at the end of trade on 31 May.

Gold, Platinum and Diamond members points do not expire.

### DO I GET A BIRTHDAY REWARD?

You will receive a birthday celebration reward to redeem in the month of your birthday.



## DON'T MISS OUT ON CLUB YORK REWARDS BONUS POINTS

Join today by seeing one of our fantastic team to find out more about the rewards program that is only for you!

\* Please Note: All benefits and reward redemptions are based on availability and are subject to change without notice. Club York REWARDS points redemptions & discounts are only applicable to approved Office of Liquor, Gaming and Racing goods & services. Club York REWARDS member benefits are only transferable with prior approval by the Management and may not be sold. Management reserves the right to revise or cancel this program without notice. Full Terms & conditions are available upon request.

PLAYER ACTIVITY STATEMENT AVAILABLE ON REQUEST

95-99 York Street,  
SYDNEY NSW 2000  
T: (02) 9290 1155  
clubyork.com.au

## CLUB YORK REWARDS INFORMATION

# A WORLD OF REWARDS AWAITS YOU!

# WELCOME

Club York REWARDS MEMBERS get maximum excitement with amazing rewards and benefits.

You'll earn Club York REWARDS Bonus Points and Dollars every time you play or buy selected goods and services. Club York REWARDS also rewards your level of spend with Personal Achievement Awards that may include entry to competitions and promotions only for you.

Club York REWARDS is also your entry pass to other valuable rewards that boost your loyalty of Club York.

Club York REWARDS is just one of the many ways we will surprise and delight our loyal members. We look forward to rewarding you more with Club York REWARDS.

Yours sincerely  
Club York Team

## YOU DESERVE TO BE REWARDED!

# EARN POINTS & REWARDS EVERY DAY

**CLUB YORK REWARDS BONUS POINTS** You earn them every time you spend and swipe your Club York membership card. 100 Club York REWARDS BONUS POINTS are equal to \$1 in value and you can spend them at our Restaurant, Bar, Raffles, Bingo and Reception.

**CLUB YORK REWARDS STATUS POINTS** Status Points determine your Tier Status and are earned every time you play or spend on selected items with your Club York membership card.

**SURPRISE AND DELIGHT\*** From time to time Club York members will be recognised and rewarded with surprise and delight offers & bonuses.

**CLUB YORK REWARDS NEXT LEVEL ACHIEVEMENT AWARDS** You will receive Club York REWARDS Achievement Awards for reaching Status Point program goals. These awards may include level upgrades and 'surprise & delight' offers determined by Management.

# YOU'RE GOING TO LOVE BEING A CLUB YORK REWARDS VIP!

BENEFIT/REWARDS OFFER	BRONZE	SILVER	GOLD	PLATINUM	DIAMOND
Gaming Points	✓	✓	✓	✓	✓
Bonus Points Expiry	YES	YES	ROLL OVER	ROLL OVER	ROLL OVER
Status Credit Expiry	YES	YES	YES	YES	YES
Exclusive Member Promotions	✓	✓	✓	✓	✓
Members Discounts on Food and Beverage	✓	✓	✓	✓	✓
Pay by Points in Full for discounts (off members pricing)	5% DISCOUNT	10% DISCOUNT	30% DISCOUNT	50% DISCOUNT	50% DISCOUNT
Surprise and Delight/Dynamic Bonusing**	✓	✓	✓	✓	✓
Birthday Celebration	✓	✓	✓	✓	✓
Discount on Function Hire	10%	10%	20%	30%	30%
Eligible for Exclusive VIP Nights				✓	✓
Exclusive VIP Offers					✓

\*\*Ltd to the discretion of management

Our Club York REWARDS loyalty program has five amazing levels of member benefits



## BONUS POINTS\*

- Points earned through Gaming turnover or purchases are 'Bonus Points'.
- Bonus Points go onto your Member card and can be spent with a value of one point equal to one cent.
- Bonus Points are converted to Club York REWARDS DOLLARS. 1 Reward Dollar is equal to \$1 in actual redemption value.

## REWARDS POINTS EARNING RATIOS\*

- \$1 Bar, Raffles, Bingo and Reception spend will equal 1 point.
- Program excludes spend on Keno, TAB, and functions.

**So much more than ever before, only for you...**