



**PORT CITY BOWLING CLUB**

4 Owen Street,  
Port Macquarie 2444  
Phone 02 6583 1133  
info@portcity.com.au

## TERMS & CONDITIONS

REWARDS PROGRAM	PULSE REWARDS (LOYALTY PROGRAM)
DATE	1 APRIL 2021

### RESPONSIBLE REWARDS & MEMBERSHIP PROGRAM

1. PORT CITY BOWLING CLUB operates a Responsible Rewards Loyalty program: - PORT CITY BOWLING CLUB REWARDS “PULSE REWARDS LOYALTY PROGRAM” is offered by PORT CITY BOWLING CLUB. THE MASWON CLUB supports responsible gambling. This program has been designed to give members clear visibility into their annual spend levels and focuses on Positive Play behaviour at all times.

2. It is free to join PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM however any person wishing to join THE LOYALTY PROGRAM must first be a financial member of the Club and over 18+.

3. To join, a proposed Member is required to complete a Club Membership application in the form approved and provided by PORT CITY BOWLING CLUB.

4. Once the Club Membership Application has been processed and approved the member is automatically included in PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM, participation in the program by a Member constitutes acceptance by that Member of the Terms & Conditions.



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5. Membership of the program is activated from the time the membership is approved and the member receives their membership card.

6. Membership levels are known as Achievement levels (“Achievements”) are applied at the discretion of PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM for the Club. Members can qualify for promotion to the next Achievement level based on the number of Achievement points earned or at the discretion of the General Manager. Member Achievement levels are reviewed twice a year in January and July. Allowances have been made for Achievement Level extension periods to be made due to Covid impacts to members visiting the Club.

7. You must be 18 or over – to be a Member of PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM and the member must not be a prior Self Excluded Member or barred member of PORT CITY BOWLING CLUB.

9. PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM terms, as detailed in the brochures and promotional material included on PORT CITY BOWLING CLUB websites, mobile app & kiosks, guidelines and codes of conduct as issued by PORT CITY BOWLING CLUB property from time to time (“Terms”) govern your membership of PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM. The latest version of the Terms are available at PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM website at [www.portcity.com.au](http://www.portcity.com.au) (“club website”) and other locations such as the Club’s APP or as applicable.



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10. The Terms (including benefits) may be changed at any time without notice by PORT CITY BOWLING CLUB. The new LOYALTY PROGRAM elements when updated will be updated on the relevant publication and can be found on the Club’s website and as applicable in writing at the Club or on the Club’s APP, as applicable.

11. PORT CITY BOWLING CLUB will use its best endeavours to provide notice to Members of any changes to the Terms where there is a material adverse effect on Members in writing, SMS or push notification on the Club APP. This condition is not applicable if the change is required by legislative or Government directive. It is the responsibility of the member to stay up to date with these Terms.

**MEMBER CARDS, PROGRAM BENEFIT LEVELS AND POINTS EARNING RATES**

12. The following table of contents details the current offers and benefits offered to members who participate in PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM:

YOU ARE GOING TO LOVE BEING A STAR REWARDS VIP!					
Benefit/Reward Offer	Bronze	Silver	Gold	Diamond	Invitational
Gaming Points	Yes	Yes	Yes	Yes	Yes
POS Points	\$1 = 1 Point	\$1 = 1 Point	X 1.5	X 1.5	X 2
Non-Alcoholic Beverages Discount (when playing the gaming machines)	Member Pricing	100%	100%	100%	100%
Birthday Celebration	Yes	Yes	Yes	Yes	Yes
Pulse Rewards Next Level Achievemnt Awards		Yes	Yes	Yes	Yes
Promotions	Included	Included	Included	Included	Included
Events	Invite Only	Invite Only	X 1	All Events	All Events
Tier Discount when you pay entirely by points'	Member Pricing	10%	20%	40%	50%
Use point at POS	Yes	Yes	Yes	Yes	Yes
Surprise and Delight*		Yes	Yes	Yes	Yes
Point Exiry	Yes	Yes	Roll Over	Roll Over	Roll Over
Tiered member promotions	Yes	Yes	Yes	Yes	Yes

\*Surprise and Delight Bonuses have been superseded by Dynamic Bonusing.



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13. Members can earn, receive, and redeem loyalty points at PORT CITY BOWLING CLUB. For details see PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM guide. Loyalty points currently include Club Bonus Points these may change as required by changes to the loyalty program.

14. Achievement Credits

- 1 Achievement credit is earned per \$5.00 turnover on EGMs
- 2 Achievement credits are earned per \$1.00 spend in the club on food, beverage, and reception

**Achievement Credits & Achievement Levels**

Tier	Qualifying Levels (quarterly)	Qualifying Levels (annual)
Invitational	21,000	84,000
Diamond	12,148.8	48,595.2
Gold	5,304	21,216
Silver	2,256	9,024
Bronze	Entry	n/a



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**ACHIEVEMENT CREDITS**

Achievement Credits are earned when you correctly swipe or insert your membership card for all eligible club transactions; Gaming, POS and additional earning point stations;

Achievement	Expire?
Invitational	<b>No</b>
Diamond	<b>No</b>
Gold	<b>No</b>
Silver	<b>Yes</b>
Bronze	<b>Yes</b>

ACHIEVEMENT Credits are not redeemable for cash or good and services they are simply a measurement of the Members loyalty level of PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM.

15. PORT CITY BOWLING CLUB membership cards are issued for the personal use of the member and is non-transferable. Cards cannot be lent, borrowed, or used by any person who is not the member on the card.

16. Additional Membership rules will apply to PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM as already applied to the Clubs membership policy.

17. The member is responsible for keeping their membership card and Personal Identification Number (PIN) secure as use of loyalty points, other Member benefit is the sole responsibility of the member.



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18. A member must immediately notify PORT CITY BOWLING CLUB of changes to their details, advise of any lost, stolen, or malfunctioning membership card or any unauthorised use of your membership card. Members are responsible for your loyalty points, other Member benefits or offers.

19. PORT CITY BOWLING CLUB may at its discretion adjust a Members loyalty points, benefits or Achievement levels and may cancel your membership if you misuse your card, loyalty points, benefits or Club facilities or allow someone else to impact negatively impact the program.

20. We may adjust your loyalty points and other Member benefits if they incorrectly accrue or on the suspension of your Club Membership, or cancellation of your membership. PORT CITY BOWLING CLUB Achievement Points will expire annually.

21. Malfunction of any or all promotions, earning methodologies or incorrect data entry that causes a Member to inaccurately receive a benefit, bonus or Achievement upgrade will be deemed incorrect and the transaction will be reversed with clear and timely notification to the member of the correction to their Membership program.

22. Upon the Member's death or exclusion from the Club all PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM membership, cards, loyalty points, Achievement and any other Member benefits and privileges cease to be valid.





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**REWARDS POINTS/BONUS POINTS AND REDEEMING POINTS & BENEFITS**

23. PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM provides Members with the opportunity to earn Loyalty Points (Bonus Points) to be claimed as a gift/benefit, certain products such as Food & Beverage items or converted to non-cash redeemable debit cards for external use of the Club.

Loyalty Points (Bonus Points) are redeemable for multiple items such as food and beverage products, debit cards and other goods and services provided by PORT CITY BOWLING CLUB. Loyalty Points (Bonus Points) are not redeemable for cash.

Loyalty Points (Bonus Points) do not expire, and PORT CITY BOWLING CLUB reserves the right to change this condition at any time.

**TERMINATION OF ACCESS TO PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM**

24. PORT CITY BOWLING CLUB may terminate your access to PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM and your participation in any or all benefits or eligibility to redeem your existing points at any time if; you commit a serious breach of the Terms or any other terms of PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM or you have been excluded from the CLUB.



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**ADDITIONAL CLAUSES AND RESPONSIBLE COMPLIANCE**

25. PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM is subject to the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and the rules under the Act (“AML/CTF Laws”). PORT CITY BOWLING CLUB if legally obliged to by regulatory and/or law enforcement agencies or to other third parties, may provide the regulatory and/or law enforcement agencies or to other third parties with requested information about a Members participation in PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM.

26. It is the sole responsibility of the member to provide up to date personal details relating to mailing address, contact telephone/mobile numbers and email address as relevant. PORT CITY BOWLING CLUB accepts no responsibility for communication interruptions related to a Club member failing to provide current contact details.

27. Please refer to our Privacy Policy for full information or please contact the General Manger of PORT CITY BOWLING CLUB.

28. PORT CITY BOWLING CLUB decisions in relation to PORT CITY BOWLING CLUB REWARDS PULSE REWARDS LOYALTY PROGRAM are final and binding.

29. NSW Regulator – The Terms & Conditions are governed by the laws of the NSW Regulator as they relating to Gaming Machine Regulations.





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30. Should a member display signs of problem gambling or mental health issues then PORT CITY BOWLING CLUB's standard Responsible Service of Gambling protocols are to be provided to the member.

31. If for any reason this (Loyalty Program) is not able to be operated as designed including; infection by computer virus, software bugs, player tampering(fraud), unauthorised intervention by 3rd parties, technical failures, or any other reasons outside the control of PORT CITY BOWLING CLUB which corrupts or affects the normal operation, security, fairness, integrity or proper execution of this (Loyalty Program), then PORT CITY BOWLING CLUB reserves the right in its sole discretion to disqualify any member, and cancel, terminate, modify or suspend the (Loyalty Program) subject to any written directions of the NSW regulatory authority.