



## Premium Rewards Loyalty Program – Terms and Conditions

### 1. General

- 1.1. By enrolling in and using your **Premium Rewards** card, you acknowledge and agree to comply with the terms and conditions of the **Premium Rewards Loyalty Program** set forth by **Cabramatta Bowling and Recreation Club Ltd. (Cabra Bowls Group)**
- 1.2. **Cabra Bowls Group** consists of the following venues: **Cabra Bowls, Bundeena CSC, and Club Malua.**
- 1.3. Membership in the **Premium Rewards Loyalty Program** is a privilege granted at the discretion of **Cabra Bowls Group**, and it may be revoked, amended, or suspended at any time.

### 2. Membership Eligibility and Use

- 2.1. The **Premium Rewards Loyalty Program** is open to individuals aged **18 years or older**.
- 2.2. Each membership is personal and **non-transferable**.
- 2.3. A **Premium Rewards** card may only be used by the registered member whose name appears on the membership account.

### 3. Loyalty Program Structure

- 3.1. The **Premium Rewards Loyalty Program** is a tier-based loyalty system that assigns members to tiers based on the total number of **Premium Points** accrued over a **six-month period**.
- 3.2. The **tier review periods** are as follows:
  - **5th January to 4th July**
  - **5th July to 4th January**
- 3.3. Tier allocations are reassessed at the conclusion of each review period.

### 4. Earning and Redeeming Points

- 4.1. **Premium Points** are accumulated at varying rates across different areas of **Cabra Bowls Group**, including bars, food, entertainment, and gaming.
- 4.2. To earn or redeem **Premium Points**, members must **present their card** at the time of the transaction.
- 4.3. **Premium Points** can be used to fund purchases within the venue but **cannot** be redeemed in conjunction with any other discount, promotion, or special offer unless specified.
  - **Premium Points** may be used for takeaway sales in all food and beverage outlets.
- 4.4. Any **unused points expire at the end of the financial year** unless otherwise stated by the program.

### 5. Member Benefits and Allowances

- 5.1. Benefits, discounts, and allowances granted under the **Premium Rewards Loyalty Program** **must be used exclusively by the registered member**.
- 5.2. Any **unused allowances will be forfeited at the end of each trade date**.
- 5.3. Allowances, benefits, and accrued points **cannot be transferred** to another member or exchanged for cash.
- 5.4. Members who satisfy the requirements to be granted Sapphire or Diamond tier are eligible for a daily food and beverage allowance as per the **Premium Rewards loyalty Program Brochure**. **This allowance is subject to food and beverage spend for consumption within the venue and cannot be exchanged for funds, credits on a gaming machine or takeaway sales.**

## Premium Rewards Loyalty Program – Terms and Conditions Continued

### 6. Membership Management

- 6.1. Members are responsible for ensuring their contact information is accurate and up to date. Any changes should be reported to **Cabra Bowls Group reception staff**.
- 6.2. If a **Premium Rewards** card is lost or stolen, a replacement card can be issued upon request at the reception area. A replacement fee of **\$2.50** may apply.

### 7. Program Changes & Termination

- 7.1. **Cabra Bowls Group** reserves the right to:
- Modify, suspend, or terminate the **Premium Rewards Loyalty Program** at any time.
  - Adjust the reward schedule and membership benefits without prior notice.
- 7.2. If the **Premium Rewards Loyalty Program** is terminated, a **60-day notice** will be provided to members via email and the official website ([www.cabrabowls.com.au](http://www.cabrabowls.com.au)). During this period, members may **redeem but not accrue points**.
- 7.3. If a member is **suspended, excluded, expelled, or deceased**, any accrued **Premium Points** will be **forfeited**.

### 8. Fraud, Misuse, and Account Termination

- 8.1. **Cabra Bowls Group** reserves the right to **cancel membership, adjust tier levels, and revoke benefits** if:
- A member misuses their **Premium Rewards Loyalty Program** card.
  - There is suspected fraudulent activity.
  - A member violates the **terms and conditions** of the program.
- 8.2. Members whose accounts are terminated or is suspended from the club **forfeit all accumulated points**.

### 9. Privacy and Data Collection

- 9.1. **Cabra Bowls Group** collects and stores personal information for the administration of the **Premium Rewards Loyalty Program**, including:
- Name, email, address, phone number, date of birth, and postcode.
  - Transaction history and loyalty program activity.
- 9.2. This information may be used for:
- **Marketing purposes**, including email promotions.
  - **Operational purposes**, such as program administration and fraud prevention.
- 9.3. Member information is stored securely in compliance with **privacy laws**.

### 10. Additional Provisions

- 10.1. **Cabra Bowls Group** may add or remove **participating outlets** at its discretion. Members will be notified **via email or the official website**.
- 10.2. The club reserves the right to **deduct points credited in error** or any points related to **reversed transactions, cancellations, or refunds**.
- 10.3. **Cabra Bowls Group** is not liable for any loss or damage resulting from modifications, suspensions, or termination of the **Premium Rewards Loyalty Program**.