

FREQUENTLY ASKED QUESTIONS

What level will I be in?

Your level is determined by the number of Alex Rewards rating points you earn over 6 months. These Points are what we use to determine what level you qualify for and can be viewed via the membership kiosk. You can go up levels monthly but will only go down again after 3 months* If you don't maintain the required amount of rating points.

*This is subject to review

How do I earn points?

Earn 1 point for every dollar spent on food, beverages or on any point of sale (POS) by having your membership card inserted when playing gaming machines or just by visiting the venue regularly. Points cannot be earned or spent on Keno or Tab sales

How will I know if I have changed levels?

You can swipe your members card at a member's kiosk and view your current level or feel free to ask a staff member and they will be happy to help.

How long will I maintain my level?

You can go up levels monthly and once you reach a level, you will only go down after 3 months if you don't maintain the required level of rating points.

Will my bonus points expire?

Yes. You have 12 months to redeem your points within the club from the time you earn them. Any unused points more than 12 months old will automatically expire, but don't worry, the system uses your oldest points first, so using them regularly will avoid losing them

Will the program and benefits change?

Yes, the program will be reviewed regularly, and changes can be made at any time.

Full Terms & Conditions

Please visit www.alexsurfclub.com.au/gaming for more information

Alex Surf Life Saving Club is committed to the responsible service of gambling. For help please speak to a member of staff or call the Gaming Helpline on 1800 858 858



ALEX REWARDS

ALEX REWARDS PROGRAM

Our Alex reward program is way to say thank you for your loyalty and to give you more of what you love at the Alex Surf Club! Using your members card, you can start earning Rewards Points instantly, giving you access to discounts when using points plus other special promotions and offers.

REWARD BENEFITS

	BRONZE	SILVER	GOLD	PLATINUM	BLACK	DIAMOND
RATING POINTS TO QUALIFY	-	1500	4000	10,000	20,000	30,000
FOOD & BEVERAGE DISCOUNT*	5%	5%	5%	5%	5%	5%
ADDITIONAL DISCOUNT ON POINTS PAYMENT**	-	10%	15%	25%	50%	75%
VISITATION POINTS	NA	10	50	100	500	1000
BIRTHDAY POINTS***	1000	1000	2000	5000	10,000	15,000
COMPLIMENTARY BARISTA COFFEE	-	-	-	Y	Y	Y
UTILITY BILL POINTS PAYMENT	Y	Y	Y	Y	Y	Y

* Membership discounts do not apply to Membership fees, Merchandise, Function Packages, room hire or Takeaway Alcohol.

** Points are not redeemable for club merchandise.

*** Birthday points are only redeemable by swiping membership card in the member kiosk during the month of your Birthday.

How it works

The Alex Reward program instantly rewards you when you spend throughout the club. All new members start at bronze level. You can work your way up levels by swiping you member card when making purchases at one of our bars or dining areas and playing in the Gaming Room with your member card inserted.

How to move up levels

As you earn reward points, you will also earn rating points. The rating points determine your level, and are accumulated in the same way. They aren't redeemable but you can see them by swiping your member card in the kiosk to help you know what level you're on or moving to each month. These points expire after 6months, so just like you go up each month you may go down, but this only happens every three months.

Redeeming points

You can redeem your points for Food and Beverage items throughout the club. The value of your transaction will be deducted from your points balance minus any discounts allocated to your membership level. Every point is worth 1 cent (e.g. 1000 points = \$10). Redeem your points for cash* by swiping your card at a member kiosk and follow the on-screen prompts.