



Definitely Worth The Wait!

EFFECTIVE 1 JULY 2020

MEMBERS KIOSK

One member Kiosk will be operating.

This allows members to:

- Receive their visitation points
- View point balance etc

- Tier reviews were due to be carried out on 1st April (shutdown) and 1st July.
- The Club is only carrying out ONE tier review on 1st July. This tier review will be based on the rolling 3 month period of 22nd December-22nd March, so no member will be penalised for absence/inactivity whilst the club was shut down.
- Status (Grading) points from point of sale and gaming spend (earned over a rolling 3 month period) will be combined to determine what level of Crystal Rewards members will be in.
- Tiering level can be confirmed by staff at point of sale by swiping membership card or via the Members Kiosk.

MEMBER TIERING

BIRTHDAY POINTS

- The Club is honouring Birthday points and is offering an extension to those members who had existing points on their cards that would have expired during the shutdown.
- Birthday points currently on membership cards were frozen as at close of trade Sunday, 22nd March. An extension will be granted for those points to be available until 30th September 2020.
- Those members who have birthdays in the months of Apr/May/June/July will be credited their Birthday points on 1st July based on their tier level & entitlement.
- Birthday Point balance can be confirmed via the Members Kiosk or at any point of sale by staff.

- The Club is honouring Bonus points and is offering an extension to those members who had existing points on their cards.
- Bonus points currently on membership cards were frozen as at close of trade Sunday, 22nd March. An extension will be granted for those points to be available until;
 - 30th September 2020 for Sapphire/Emerald tiers
 - Rollover (no expiry) for Ruby/Amethyst/VIP tiers
- Bonus Point balance can be confirmed via the Members Kiosk or at any point of sale by staff.

BONUS POINTS

GOLF POINTS

- The Club is honouring Golf points.
- Golf points currently on membership cards were frozen as at close of trade Sunday, 22nd March.
- Golf Point balance can be confirmed via the Members Kiosk (excl. Golf Club) or at any point of sale by staff.

- The Club is honouring Sporting/Prize Cards and is offering an extension to those members who had existing credit that would have expired during the shutdown.
- Sporting/Gift Card balances were frozen as at close of trade Sunday, 22nd March. An extension will be granted for those points to be available until 30 September 2020.
- Sporting/Prize card balance can be confirmed at any point of sale by staff.

SPORTING/PRIZE CARDS