

FREQUENTLY ASKED QUESTIONS

How do I redeem my Royal Rewards Points?

You can redeem your points at any the bars at any venue in The Randwick Club Group. You can also redeem your points at the VIP Café (The Randwick Club) or the Coogee Beach Club Kitchen. You can also use your points to purchase store gift cards, to pay for a function or to renew your membership. Unfortunately, points are not accepted at The Shiny Shovel (The Randwick Bowling Club).

You can also redeem your points for store gift cards on Level 2 at The Randwick Club. To redeem a gift card at other venues, see venue manager to place an order.

How do I know if I have any bonus offers?

Simply swipe you membership card at the member's kiosk and follow the prompt to see if you have received any bonus offers. You will need to print out any vouchers and redeem as advised on the voucher.

How can I find out my points balance?

You can check your points balance by inserting your membership card into any gaming machine or asking our friendly staff at any point of sale terminal. You can also check at the member's kiosk.

What if I don't have enough points to make a purchase?

Purchases can be made by any combination of points and other forms of payment including cash, Visa or MasterCard.

Do my points expire?

Your points will expire each year at the end of trade on 31 January, unless advised otherwise.

ROYAL REWARD TIERS

DIAMOND - 40,000 PTS + PER MONTH

Complimentary tea, coffee & soft drinks*, \$25 food daily at VIP Café, taxi (booked via club) + qualifying bonus offers

PLATINUM - 10,000 – 39,999 PTS PER MONTH

Complimentary tea, coffee & soft drinks*, \$20 food daily at VIP Café, taxi (booked via club) + qualifying bonus offers

GOLD - 5,000 – 9,999 PTS PER MONTH

Complimentary tea, coffee & soft drinks*, \$15 food daily at VIP Café, taxi rebate – pay by points (booked via club) + qualifying bonus offers

SILVER - 1,500 – 4,999 PTS PER MONTH

Complimentary tea, coffee & soft drinks*, \$7.50 food daily at VIP Café, taxi rebate – pay by points (booked via club) + qualifying bonus offers

BRONZE - LESS THAN 1,499 PTS PER MONTH

Complimentary tea, coffee & soft drinks*, taxi rebate – pay by points (booked via club) + qualifying bonus offers

***Complimentary drinks available on gaming floor to active gamers only.
Tiers based on accrued points only, not promotional points.**

THE RANDWICK CLUB GROUP

The Randwick Club

135 Alison Rd Randwick NSW 2031
02 9523 6833 • rlclub.com.au

The Randwick Bowling Club

Cnr The Avenue & Cowper Streets Randwick NSW 2031
02 9388 3036 • randwickbowlingclub.com.au

Coogee Beach Club

51 Dolphin Street, Coogee NSW 2034
02 9665 5782 • coogeebeachclub.com.au



ROYAL REWARDS

THE RANDWICK GROUP

Where members are king



For your loyalty, we treat you like royalty



Your membership card is now your key to unlocking a wealth of great rewards every time you drink, dine or play at the Randwick Club Group. Just swipe, save and spend!

**Imagine being rewarded for having a great time!
It really is fun with loads of benefits.**

HOW IT WORKS *get royaly rewarded every visit*

Just present your card every time you make a purchase at the bar at any club in the Randwick Group or buy something to eat at the VIP Café (the Randwick Club), or the Coogee Beach Club Kitchen to earn your Royal Rewards points.

You can also earn points when playing any poker machine if you have your membership card inserted in that machine.

You can use your Royal Rewards points to purchase food* and drinks or purchase store gift cards.

You will also have the chance to earn and win extra Royal Rewards points through promotions and special purchases.

*Food purchase by points is not available at The Randwick Bowling Club

EARN:

- 1 Point for every dollar spent at the bar or on food
- 1 Point for every \$5 turnover on gaming machines

REDEEM:

1 Point = 1 cent when purchasing with points

That means no more discounted bar points!
All points have equal value.

EXTRA BENEFITS. EXTRA REWARDS.

Royal Rewards are our way of saying 'thank you' to our valued members.

And remember, the more you spend at The Randwick Club Group – the more additional benefits and rewards you can receive.

Just swipe your membership card at the kiosk each time you visit to see if you have earned any bonus rewards, discounts or special offers.