

WHAT ARE THE REWARDS?

	3 STAR	4 STAR	5 STAR	6 STAR	7 STAR
Special Offers or Bonuses as determined by tier	★	★	★	★	★
Food & Beverage % Discounts when paying by Points*		10%	20%	25%	40%
Monthly Loyalty Bonus Points %		20%	40%	60%	100%
Exclusive Birthday Bonus		\$10	\$20	\$50	\$100
Visitation Points (1 swipe per day)	10	25	50	75	100
Entry to tiered member promotions	★	★	★	★	★
Non-expiry of Reward Points		★	★	★	
Annual Recognition Gift			★	★	

*Discounts do not apply on partial points payments

OTHER INFORMATION

For more details of Rewards such as Birthday Bonus, Visitation points or current promotions follow prompts on **STAR REWARDS** kiosks in-venue or ask staff for details.

- Information on gifts, offers and other bonuses will be communicated as required.
- Membership and any accrued points or rewards are not transferable.
- Lapsed, deceased or expelled members forfeit member points.
- A full list of terms and conditions is available via contacting Club Reception or viewing on Club noticeboards.
- You should advise staff immediately if your membership card is lost or stolen.
- Personalise your PIN at a **STAR REWARDS** Member Kiosk to protect your points balance.

GAMBLING HARM MINIMISATION

OESC venues have a commitment to the provision of responsible gaming and harm minimisation practices. For further information on gambling resources available and avenues for responsible gaming related concerns or complaints, refer to the OESC harm minimisation brochure, available in-venue and via club websites.

AN I OPT OUT OF THE PROGRAM?

You can opt out of the program at any time by notifying the Club in writing to: enquiries@oesc.com.au

PRIVACY POLICY

Orange Ex-Services' Club Ltd ABN 35 001 027 710 and our related entities (Club) appreciate that privacy is very important to our Members. Our Privacy Policy (available at www.oesc.com.au) covers the Club's treatment of personally identifiable information that we collect or hold.

Like many other organisations, the Club must comply with the National Privacy Principles contained in the Privacy Act when dealing with personal information.

If you would like further information, or have any queries, problems or complaints in relation to the Club's Privacy Policy or our information handling practices in general, please contact our Chief Executive Officer by calling 02 6362 2666, emailing privacy@oesc.com.au, or in writing to the CEO, Orange Ex-Services' Club, PO Box 90 Orange NSW 2800

STAR REWARDS

MEMBER REWARD PROGRAM

Help is close at hand
GambleAware
gambleaware.nsw.gov.au
 1800 858 858

Get the facts
Drink Wise.
org.au



Your Player Activity Statement is available from the Cashier.

Full terms and conditions for **STAR REWARDS** are available from Club Reception

231-243 Anson Street, Orange NSW 2800

P 02 6362 2666 E enquiries@oesc.com.au

WWW.OESC.COM.AU



WELCOME TO STAR REWARDS

STAR REWARDS is a tiered member rewards program available to Orange Ex-Services' Club members. It's our way of saying thank you for your loyalty with added discounts, rewards and bonuses. As a Member you can earn points on your everyday purchases at the Club and the more you spend when you **DRINK, DINE** and **PLAY** the greater your loyalty rewards!

Your reward tier is determined based on the points you earn during a 365-day period.

WHAT ARE THE REWARD LEVELS

The **STAR REWARDS** Program is a five tier system with each tier offering its own set of special benefits:

REWARDS TIERS	TIER POINTS EARNED
7 STAR	30,000 Points
6 STAR	10,000 Points
5 STAR	2,000 Points
4 STAR	400 Points
3 STAR	Entry Level

All new members will be eligible for the 3 STAR tier. The more points you earn when you use your membership card to purchase goods and services, the higher the level you can achieve and the more benefits you will receive. Rewards are offered to Members based on their individual tier.

Visitation Points, Loyalty Bonus Points and Points awarded as Prizes or Gifts are exempt from contributing to your tier level. Your current Points balance isn't a true indication of your tier level.

HOW DO I EARN POINTS?

Earning points is easy with **STAR REWARDS**, with purchases whilst dining or enjoying beverages in OESC's Coffee Shop, Digger's Restaurant, OESC Ground Floor Bars, The Greenhouse of Orange, The Wentworth Orange or The Country Club.

Points may also be earned when you use your membership card during gaming machine turnover, KENO (bets placed through operator terminals) and with selected club activities, including Play activities such as Bingo, Golf & Bowls, or as determined by the Club.

Simply present your card at the point of sale, or insert your card into an active gaming machine member console whilst you play to start earning points as per the schedule below.

Points cannot be earned when purchasing raffle tickets, show tickets, functions & events, membership fees (including sub clubs and associated subscriptions), or in the TAB or on tobacco products.

Earning Gaming Machine Points	1 point for every \$10 of turnover
Earning Roulette Machine Points	1 point for every \$35 of turnover
Earning Points For Food, Beverage, Keno* & Participating Outlets	1 point for every \$1 spent

*Keno minimum spend \$10 from manned sales terminal.

HOW DO I KNOW THE VALUE OF MY POINTS?

- 100 points is equivalent to \$1.00
- 1,000 points is equivalent to \$10.00
- 10,000 points is equivalent to \$100.00

HOW TO CHECK MY MEMBER TIER

While your membership card may have your tier level at the time of issue, you may move tiers depending on the points you've earned over a 365 day period. To find out what tier you currently are on, simply ask at Reception or obtain information from a member kiosk.

HOW TO TURN YOUR POINTS INTO A REWARD?

You can use your **STAR REWARDS** points at the Club to treat yourself to a free meal and drinks. Simply present your membership card at the point of sale and pay by points! Points can also be redeemed for gift cards at participating club premises.

HOW CAN I MOVE UP A TIER?

By the 10th day of each month, your points will be reviewed and if you have earned the required amount, you will be moved up a tier.

CAN I MOVE DOWN A TIER?

Points will be reviewed every 6 months by the 10th January and by the 10th July and tiers will be adjusted accordingly.

DO MY POINTS EXPIRE EACH YEAR?

Points earned must be redeemed by the close of trade on the 31st December each year. Any points not redeemed by that date will be forfeited. Unless notified by the Club, points earned by 7 STAR, 6 STAR and 5 STAR members will not expire.

MONTHLY BONUS POINT REWARD

Depending on your tier level, you will receive loyalty bonus points on the points that you have earned the previous month. Points will be added to the members account by the 10th day of the following month.

	3 STAR	4 STAR	5 STAR	6 STAR	7 STAR
Monthly Loyalty Bonus Points %		20%	40%	60%	100%

Loyalty Bonus Points, Visitation Points, Points awarded as Prizes and Gifted Points are not included in the "points earned" tally from which Loyalty Bonus Points will be allocated.

DO I RECEIVE DISCOUNTS?

You will continue to receive member prices, however when you use your points to purchase food & beverage and other eligible services, you will receive an additional discount in accordance with your tier level. The discount will be taken from the Members Price.

	3 STAR	4 STAR	5 STAR	6 STAR	7 STAR
Discounts on Food, Beverage & Eligible Services, when paying by Points*		10%	20%	25%	40%

*Discounts do not apply on partial point payments