



ENDLESS LOYALTY PROGRAM

Welcome to the HB Group Endless Loyalty Program!

This program is a unique tier-based system where you are rewarded with a range of benefits simply by being a member of Holman Barnes Group.

It is our way to express our gratitude for your membership and loyal patronage at our venues – Wests Ashfield, Croydon Sports and Markets Club.

The way it operates is the more you support your Club, the more points you will earn and the more rewards you can claim.

All you need to do is utilise your membership card at every opportunity within the Club and every dollar you spend earns points. The total of your accrued points becomes your tier credits allowing you to move up and gain access to further rewards, benefits and discounts.

We hope you enjoy being rewarded at our venues.



	Valued Purple	Premium Orange	Luxury Green	Royal Blue	Elite Red
Tier Qualifier (Total 3 Months)		1500	5000	10000	20000
Welcome Points	5	25	50	100	200
Complimentary Daily Value		\$5	\$10	\$20	\$30
Birthday Points (Valid for 60 days)	500	1000	2000	10000	20000
Members Discount	10%	10%	10%	10%	10%
Pay by Points Discount (in addition to members discount, Excluding Alcohol)	10%	20%	25%	30%	35%
Maximum Discount (Members Discount + Pay by Points, Excluding Alcohol)	20%	30%	35%	40%	45%
Complimentary Beverage on Gaming Machines *	✓	✓	✓	✓	✓
Purchase EFTPOS cards with points	✓	✓	✓	✓	✓
Transfer to Wests Endless Rewards	✓	✓	✓	✓	✓
Exclusive Rewards		✓	✓	✓	✓
Events by Invitation				✓	✓
No Points Expiry				✓	✓

* Post mix soft drink, tea, coffee, orange juice, slushies – when playing machines only

FREQUENTLY ASKED QUESTIONS

HOW DO I GET INTO A LEVEL?

Simply use your membership card throughout the Club to earn points. The more you use your card, the more points you earn, the greater your prospects of entering a higher tier.

WHAT ARE TIER CREDITS?

Tier credits determine your tier level. Tier credits are equal to all the points you accrue by utilising your membership card throughout the Club, excluding promotional wins and point multipliers.

HOW DO I FIND OUT HOW MANY POINTS I HAVE?

Simply swipe your membership card at the kiosk and your loyalty points and gaming points will be displayed. Conversely put your card into a gaming machine and your points will be displayed.

HOW DO I KNOW WHICH TIER I AM IN?

Simply insert your membership card into the gaming machine console and the first letter of the tier you are in will appear near your name in brackets (). Alternatively when you swipe your membership card at the kiosk, your tier will be shown on the screen.

CAN I MOVE UP A TIER ANYTIME?

The level you are in will be reviewed each month. You will be moved between levels depending on the amount of tier credits (i.e points accrued) you have during your past 3 months of activity. This move will take place on the 1st business day of the month. A revision is conducted in May and November for regrading.

HOW LONG DO MY POINTS STAY IN MY ACCOUNT?

All gaming and loyalty points expire at 6am on 1 November each year unless you have qualified for the Red or Blue tier.

CAN I GET COMPLIMENTARY FOOD?

If you are in the Orange, Green, Blue and Red tiers, you get a daily complimentary balance that can be used for complimentary food and non-alcoholic beverages.

EARN POINTS **1 POINT = 1 CENT**

GAMING MACHINES **1 POINT = \$9 TURNOVER**

MULTI TERMINAL GAMING **1 POINT = \$27 TURNOVER**

FOOD & BEVERAGE **1 POINT = \$1 SPEND**