

FREQUENTLY ASKED QUESTIONS

HOW DO I CALCULATE WHAT TIER I AM IN?

All members will be allocated into a tier based on the points they accrued over the previous six (6) months.

WHEN IS MY TIER LEVEL REVIEWED?

Attainment: A revision occurs monthly for members eligible to attain a higher tier based upon their E Plus points earned.

Adjustment: On a 6 monthly basis, members who have not fulfilled the requirements for their tier level will be adjusted accordingly.

Maintain: Members who are not eligible for attainment or an adjustment will maintain their current tier until the next 6 monthly revision.

HOW DO I KNOW WHICH LEVEL I AM IN?

When you swipe your card at the kiosk your tier level will show on the screen, you may also find out your tier level at Concierge, at any POS terminal or from our friendly Customer Service Hosts.

HOW MUCH ARE MY POINTS WORTH AND WHAT IS THE MINIMUM SPEND ON REDEMPTIONS?

One (1) E Plus Star Reward equals one cent (1c) in value.

E Plus Star Rewards points refer to any points the member has accrued in their Gaming Points or Loyalty Points accounts.

Minimum E Plus Star Rewards points redemption for transfer to Universal Cards is 1,000 E Plus Star Rewards points, being equivalent to \$10, unless otherwise specified.

Minimum E Plus Star Rewards points redemption for internal use will be ten (10) E Plus Star Rewards points, being equivalent to \$0.10, unless otherwise specified.

CAN I OPT OUT OF E PLUS REWARDS?

Yes. Your card will still gain you access into the Club; however you will not be eligible for all promotions draws and benefits. Please see Concierge for detailed terms and conditions.



The Epping Club
Sydney's 5 Star Club

Our promise to you is
'to deliver a 5 star experience'

membership@eppingclub.com

45 Rawson Street Epping | Phone: (02) 9876 4357
www.eppingclub.com



Is Gambling a problem for you? G-Line (NSW) is a confidential, anonymous and free counselling service.
Free call 1800 633 635

Player Activity Statements are available from The Epping Club upon request.

*Terms & conditions apply. See Concierge for complete details.
All benefits are subject to change.



PRIVILEGES & REWARDS

E PLUS REWARDS

E Plus Rewards is a tiered Members Rewards program, that has been designed to reward the Members of The Epping Club. Entry to tiers is based on points earned.

Simply swipe your card every time you make a purchase in the Club to be rewarded.

HOW CAN I EARN POINTS?

Swipe your membership card when making purchases anywhere in the Club.

HOW DO I EARN CHANCES IN MAJOR DRAWS?

Swiping daily at the member kiosk. Purchases at Customer Service, 45 on Rawson, Sports Bar and Level One Fitness.

WHERE CAN I SPEND MY POINTS?

You can spend your points on:

- ◆ Sports Bar
- ◆ 45 on Rawson
- ◆ Private Events
- ◆ Concierge
- ◆ Level One Fitness
- ◆ Universal Program*
- ◆ Membership

DO MY POINTS EXPIRE?

All E Plus points will expire each year with the exception of Crystal and Jade tier members. Points earned up to 30 June will be cleared on 31 July if not used.

CAN I SHARE MY REWARDS?

Rewards are exclusively for the named recipient only. Please note that members are not allowed to play gaming machines with another member's card at any time. Hospitality points cannot be redeemed unless the member is present (no other member may accrue or redeem their points at any time).

*Universal Cards are a prepaid EFTPOS card. Members can transfer points earned and won from promotions to the card to spend at retailers across Australia. Fees and charges apply to the use of the card. Terms of use of Universal Cards are outlined in the PDS, which is available from the club website.

TIER LEVELS

TIERS		POINTS REQUIRED
Crystal		75,000+
Jade		40,000-74,999
Ruby		11,000-39,999
Sapphire		2,000-10,999
Amethyst		500-1,999
Amber		0-499

Terms & conditions apply. These are available from Concierge. All benefits are subject to change.

HOW DO I GET INTO A TIER?

It's easy, just make sure you use your Membership card.

Points will be allocated as:

- 1 point for every \$1 spend at point of sale
- You can earn varying levels of points in different areas of the Club. See our friendly staff for details.
- Private events are excluded from points earning and chances in major draws for event payments.

A member can move up to the next tier level each month and remain in that tier for the duration of the six month period if the required number of E Plus points have been earned.

All E Plus points will expire each year with exception of Crystal and Jade Members; this will not affect tier calculations.

PRIVILEGES						
 POINTS	Earn Points	★	★	★	★	★
	No Points Expiry				★	★
 UNIVERSAL	Universal Program	★	★	★	★	★
	Personalised Host Service				★	★
 CUSTOMER SERVICE	VIP Car Park Access				★	★
	Discounted Prices	★	★	★	★	★
 BEVERAGE	Discounted Prices	★	★	★	★	★
	Major Draws	★	★	★	★	★
 FOOD	Discounted Prices	★	★	★	★	★
	Major Draws	★	★	★	★	★
 CHANCES	Major Draws	★	★	★	★	★

REWARDS						
 POINTS	Monthly Reward Points				★	★
	Pay-by-Points Discount		5%*	10%*	15%*	20%*
 FOOD	Hospitality Rewards				\$10 per day	\$20 per day
	Birthday Rewards	★	★	★	★	★
 BIRTHDAY	Birthday Points	★	★	★	★	★
	Membership					★
 LEVEL ONE FITNESS	Invitations to Special Events				★	★
	Additional Offers	★	★	★	★	★

*Pay by Points Discount excludes Private & Ticketed Events. Subject to change seasonally.
**Pay-by-points discount applies when full payment by points made.
***Major draw chances not issued for private events