

# 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.

## HOW DO I EARN CHANCES IN MAJOR DRAWS?

Swiping daily at the member kiosk.

Purchases at customer service, 45 on Rawson, Rawsons, Brasserie, Level One Fitness.

## 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

The Epping Club

Sydney's 5 Star Club

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

[membership@eppingclub.com](mailto:membership@eppingclub.com)

45 Rawson Street Epping | Phone: (02) 9876 4357

[www.eppingclub.com](http://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.

## WHERE CAN I SPEND MY POINTS?

You can spend your points on:

- ◆ Brasserie
- ◆ 45 on Rawson
- ◆ Rawsons
- ◆ Private Events
- ◆ Concierge
- ◆ Level One Fitness
- ◆ Universal Program\*
- ◆ Membership

\*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		590-1,999
Amber		0-499

Terms & conditions apply. These are available from the 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 tier calculation 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 maintained.

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						
 CUSTOMER SERVICE	Personalised Host Service						
 BENEFITS	VIP Car Park Access						
 BEVERAGE	5% Discount						
 FOOD	5% Discount						
 CHANCES	Major Draws						
REWARDS							
 POINTS	Visitation Points						
	Pay-by-Points Discount		5%*	10%*	15%*	20%*	30%*
 FOOD	Hospitality Rewards					\$7 per day	\$11 per day
	Seasonal Menu						
 BIRTHDAY	Birthday Rewards						
	Birthday Points						
 LEVEL ONE FITNESS	Membership						
 SHOWS & ENTERTAINMENT	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