



TERMS & CONDITIONS

11. Fraudulent use of a *Manly Rewards* card will result in immediate and permanent withdrawal of your card and all of its privileges.
12. Management reserves the right to:
 - i. Adjust any points balance resulting from malfunction, operational errors or fraud.
 - ii. Alter or cancel this program at any time without notice.
 - iii. Vary the conditions of the program with specific promotions.
 - iv. All decisions made by Management are final and binding.
13. Replacement cards will be issued by staff at a cost of \$2 or 200 rewards points deducted from the cardholder's account (if applicable).

GENERAL TERMS & CONDITIONS

1. The *Manly Rewards* card is a privilege granted to loyal and active Hotel patrons and may be revoked or cancelled at management's discretion at any time.
2. *Manly Rewards* cards remain the sole property of The Manly Hotel.
3. A *Manly Rewards* card must be presented to staff to receive all *Manly Rewards* benefits (e.g. point discounts, complimentary birthday meal, etc) and when redeeming points. **Strictly, NO CARD = NO BENEFITS!**
4. The *Manly Rewards* cardholder must be 18 years or older.
5. The *Manly Rewards* cardholder agrees to use their card in the manner specified by management and must surrender it immediately on demand.
6. Management reserves the right to decide any matter or settle any dispute arising directly or indirectly out of or in connection to the *Manly Rewards* program. The decision on any such matter or dispute will be final and binding and no correspondence will be entered in to.
7. The promoter is M.A.C. Investments, The Manly Hotel, 54 Cambridge Parade, Manly QLD 4179.

LOST, STOLEN OR MISUSED MANLY REWARDS CARDS

8. The Manly Hotel is not responsible for any lost or stolen cards. In the event of a lost or stolen *Manly Rewards* card, the member must report it immediately.
9. Management will not be liable for any unauthorised use of a member's *Manly Rewards* card and the subsequent accumulation or redemption of *Manly Rewards* points.
10. It is the *Manly Rewards* cardholder's responsibility to inform The Manly Hotel of any change of details, if this is not done mail out material or promotional mail outs will not be reissued.

MANLY REWARDS POINTS

14. *Manly Rewards* points earned must be redeemed within twelve (12) months from the date they were accrued or they will expire.
15. 100 *Manly Rewards* points = \$1 value
16. The Manly Hotel is not responsible for any till or gaming malfunction that may cause members not to receive *Manly Rewards* points.
17. It is the member's responsibility to ensure their member's card is handed to staff when making a purchase, points can only be processed before the sale has been finalised.
18. Members can redeem *Manly Rewards* points to purchase items from facilities throughout The Manly Hotel or participating Bottlemart bottleshops. Members must inform the staff that they will be using their rewards points to make their purchase.
 - i. Members can choose to purchase items using a portion of or the whole amount of *Manly Rewards* points required to complete the transaction.
19. Management reserves the right to impose restrictions on *Manly Rewards* offers at their discretion.
20. It is the responsibility of the cardholder to ensure their *Manly Rewards* card is properly inserted in the gaming machine and is earning points.
21. Redemption of *Manly Rewards* points must be done in person by the cardholder. The member's assigned card and photo ID must be presented to staff and member's signature is required.

CHECKING MANLY REWARDS POINTS BALANCE

22. To check your balance and accumulate *Manly Rewards* points, the cardholder must:
- i. Have their membership card inserted and accepted in any gaming machine card reader whilst playing.
 - ii. Swipe their membership card at the member kiosk located in Clipper Gaming.
 - iii. Present their membership card when making purchases at the point of sale terminals throughout the Hotel and participating Bottlemart bottleshops, excluding TAB and Keno facilities.

MANLY REWARDS POINTS TRANSFER

23. The *Manly Rewards* card is for the exclusive use of the registered member. Any points, prize rewards or discount benefits cannot be transferred or assigned to any other person other than the cardholder.
24. In the event of a member's death, *Manly Rewards* points accrued on their card remain the property of The Manly Hotel.
25. In the event of a member's cancellation of their *Manly Rewards* membership or members who have been made inactive (card not used in two years) and deleted from the *Manly Rewards* program, any unused *Manly Rewards* points will be forfeited.

Participation in the *Manly Rewards* membership program indicates acceptance of the above terms and conditions.

The Manly Hotel Management reserves the right to revise or alter the conditions of the *Manly Rewards* programs, promotions and benefits at any time without prior notice. *Manly Rewards* members accept the responsibility to keep themselves up to date with these amendments.

PRIVACY POLICY

The Manly Hotel is committed to protecting the privacy of Manly Rewards members. We will only collect, use or disclose information in accordance with the Privacy Act (1988). While the information collected from the Manly Rewards program is important in allowing us to provide superior products and services, our most important asset is our member's trust.

Information collected via the Manly Rewards program will not only be safeguarded according to strict standards and security it will only be used to improve our services to you, the member. The Manly Hotel will take all reasonable steps to protect the member's personal information which we hold from misuse, loss and unauthorised access, modification and disclosure.

The types of personal information collected by The Manly Hotel depend on the relationship you may have with us. For example, we may require certain specific information about you should you apply for employment with us (e.g. employment or training history) which is different from the information you supply if you are entering a competition or joining our membership program. We will only collect information from you directly and from your use of our products and services.

The Manly Hotel will only use or disclose personal information for the purpose which was either specified or reasonably apparent at the time of collection. We may also use your personal information to send marketing or promotional material to you, unless you indicate that you do not wish to receive it.

RESPONSIBLE GAMBLING

The Manly Hotel is committed to ethical and responsible behaviour that recognises the importance of our member's and patron's wellbeing with a focus on minimising the potential harm of gambling.

For further information about how we can help you, please talk to one of our Customer Liaison Officers in the Clipper Gaming Lounge.



Alternatively, you can call the Gambling Helpline on 1800 858 858.