



# PLATINUM REWARDS MEMBERSHIP APPLICATION

Mr  Mrs  Ms  Miss  Other

First Name  Middle Name

Last Name  Male  Female

Postal Address

Suburb  State  Postcode

Mobile Phone  Home Telephone

Email Address

Date of Birth  DD/MM/YYYY Occupation

I am over the age of 18 Yes  No

I am an Australian resident Yes  No

I wish to receive promotional materials, including Promotions and Third Party Offers. Yes  No

If you tick "yes", you may receive gaming machine information and information relating to gaming related activities and alcohol. If you tick "no", you will not receive any promotional materials.

I wish to receive communications by:

Mail  SMS  Email

Information regarding how your personal information will be handled is set out in the Rules. By signing this Application you consent to your personal information being collected, used and disclosed in accordance with the Rules.

**Would you like to participate in YourPlay?** Yes  No

I have carefully read and understand the Rules. I agree to strictly abide by these Rules, as amended from time to time and declare that the details in this Application are true and correct.

Signature \_\_\_\_\_ Date / /

7. **Third Party Offers**
- 7.1 Your membership of the Program may from time to time give you an opportunity to access Third Party Offers.
- 7.2 Even though membership of the Program may provide you with this opportunity, you acknowledge and agree that Third Party Offers are not offered or provided by the Venue Operator and that, subject to the Australian Consumer Law and to the extent otherwise permitted by law, the Venue Operator has no liability whatsoever to you in relation to the promotion or provision of Third Party Offers, even if branding for the Program is used in connection with Third Party Offers and even though you may access Third Party Offers, via the Kiosk or via other materials provided to you by the Venue Operator.
- 7.3 You also acknowledge that Third Party Offers may be subject to terms and conditions of the third party supplier and may be withdrawn at any time.
- 7.4 Third Party Offers may also require payment of a fee to the third party provider of the relevant Third Party Offer and this may require entry of your credit card details into the Kiosk for this purpose. You acknowledge that the Venue Operator does not record or capture your credit card numbers when you enter them using the Kiosk and you enter your credit card details in the Kiosk at your own risk.
8. **Changes to the Program**
- 8.1 The Venue Operator reserves the right to, at any time and from time to time and without prior notice to you, make changes to the Program and the policies and procedures concerning the manner in which Points and Rewards can be earned and redeemed. The Venue Operator may also, at any time and from time to time and after 30 days notice on the Website or on the Kiosks, make changes to these Rules.
- 8.2 A copy of the current Rules governing the Program may be obtained from the Venue or via the Kiosk. You acknowledge that if there is at any time any inconsistency between the Rules obtained from these sources, the Rules included on the Website will take priority. You acknowledge and agree that it is your responsibility to at all times keep yourself apprised of the current Rules.
- 8.3 Changes will only be made to the Rules pursuant to this section 8 if those changes are reasonably necessary to protect the legitimate interests of the Roxburgh Park Hotel.
- 8.4 If a change is made to these Rules pursuant to this section 8 and that change will have a material detrimental effect on you, Roxburgh Park Hotel will notify you directly of that change (e.g. by mail, phone, email or SMS).
9. **Termination or suspension of the Program**
- 9.1 If the Program is cancelled, you will have 30 days from the date of an announcement to this effect by the Roxburgh Park Hotel to request Rewards after which time you will be deemed to have forfeited any Points not redeemed.
- 9.2 If you wish to terminate your membership of the Program you may do so by providing written notice to Roxburgh Park Hotel and returning your Card. Any Points which have not been redeemed at the time of cancellation will be deemed to be immediately forfeited.
- 9.3 The Roxburgh Park Hotel may immediately terminate your membership of the Program if:
  - a) You do not strictly comply with any of the Rules or any procedures, policies or rules imposed by the Venue Operator;
  - b) You do not comply with the terms and conditions relating to any Third Party Offer;
  - c) You misuse your Card or that of another person; and/or
  - d) You behave in a manner which the Venue Operator (in its sole discretion) considers to be dishonest, offensive, disruptive, intimidating, illegal and/or improper.
 If your membership is cancelled pursuant to this paragraph 9.3, any Points you have accumulated will automatically be forfeited (unless the Venue Operator determines otherwise) and you will not be eligible to receive any benefits offered under the Program.
- 9.4 If you die, your membership will be automatically cancelled and your Points will be deemed to be immediately forfeited.
- 9.5 If your membership is terminated or cancelled for any reason, whether by you or by Roxburgh Park Hotel, any Points you have accumulated will automatically be forfeited as of the date of termination (unless the Venue Operator determines otherwise) and you will not be eligible to receive any benefits offered under the Program. You are required to immediately return your Card to Roxburgh Park Hotel when your membership is terminated or cancelled for any reason.
- 9.6 The Roxburgh Park Hotel reserves the right to, at any time and from time to time, cancel the Program in whole or in part or suspend it for any period for any reason after giving 30 days notice on the Kiosk.
- 9.7 You acknowledge and agree that Roxburgh Park Hotel makes no representation or warranty that the Program will continue to be available for any period of time and Roxburgh Park Hotel may cancel the Program at any time and from time to time without providing any reason. If Roxburgh Park Hotel cancels the Program, you will have 30 days from the date of Roxburgh Park Hotel's public announcement to this effect to redeem all Points, after which time any Points not redeemed will automatically be deemed to be forfeited.
10. **Privacy**
- 10.1 Your Personal Information will be collected, used and disclosed in accordance with following documents (and to the extent of any inconsistency between them, in accordance with the order of precedence below):
  - a) these Rules;
  - b) the privacy policy of Roxburgh Park Hotel.
- 10.2 If you do not provide the necessary Personal Information to Roxburgh Park Hotel, Roxburgh Park Hotel may not be able to approve your application to join the Program.
- 10.3 If you send Roxburgh Park Hotel a written request, they will, to the extent that they are required to do so by law, provide you with access to, and the ability to correct, your Personal Information. You may contact Roxburgh Park Hotel regarding your Personal Information as follows:
  - a) Roxburgh Park Hotel: at the Venue;
- 10.4 Subject to paragraph 10.6, you authorise Roxburgh Park Hotel and their Associated Persons to collect, hold, use, transfer and disclose your Personal Information in connection with the following purposes:
  - a) administration of the Program;
  - b) the redemption of Points and the provision of Rewards;
  - c) promoting, advertising and marketing of Promotions to you (including by means of email, SMS, post, telephone calls or in-person presentation);
  - d) promoting, advertising and marketing by third parties of Third Party Offers to you (by means of email, SMS, post, telephone calls or in-person presentation);
  - f) improving customer service by means of research, marketing, service or product development or planning;
  - g) analysing your use of goods and services provided by Roxburgh Park Hotel
  - h) compliance by Roxburgh Park Hotel with any law; and
  - i) compliance by Roxburgh Park Hotel with any lawful request of a law enforcement agency or government authority, (together, the 'Permitted Purposes').
- 10.5 Subject to paragraph 10.6, you authorise any person who provides services in relation to a Permitted Purpose to use and disclose to third parties your Personal Information to the extent they consider the use to be reasonably necessary for any of the Permitted Purposes.
- 10.6 You must notify Roxburgh Park Hotel if you do not wish to be contacted in relation to Promotions or Third Party Offers or do not want to be contacted using a particular method (e.g. phone, email or SMS) by marking the relevant box(es) on the membership application form, and/or by writing to Roxburgh Park Hotel.
- 10.7 If you receive any communication from Roxburgh Park Hotel that you have asked not to receive under paragraph 10.5, you must immediately inform Roxburgh Park Hotel who will use reasonable endeavors to prevent such unauthorised communication re-occurring.
- 10.8 If you marked the relevant box on the membership application form, you request that Roxburgh Park Hotel and their Associated Persons can send you gaming machine advertising in connection with gaming machines operated at the Venue.



# PLATINUM REWARDS

## Member Application Form

### EXCLUSIVE OFFERS, REWARDS & PRIVILEGES



## WHY JOIN ROXBURGH PARK HOTEL PLATINUM REWARDS?

- Platinum Rewards is a Loyalty Program which provides its members with exclusive offers, rewards & privileges at the Roxburgh Park Hotel that non members will not receive.
- Earn points for visitation
- Redeem for fantastic in venue products
- Receive monthly updates with great venue offers & discounts
- Entry into weekly prize draws & huge in venue promotions



**For a full list of our Platinum Rewards member benefits please contact:**

Roxburgh Park Hotel  
Cnr Somerton and Pascoe Vale Roads,  
Roxburgh Park Victoria 3064  
Telephone (03) 9305 2900  
[www.roxburghparkhotel.com.au](http://www.roxburghparkhotel.com.au)



### Terms & Conditions:

These Rules set out the agreement between the person named in the attached membership application form and the Roxburgh Park Hotel in relation to their membership of the Platinum Rewards Loyalty Program operated at the Roxburgh Park Hotel.

#### 1. Membership

11 You must be over 18 years old and an Australian resident to join the Program. You may be asked at any time to produce valid identification acceptable to the Venue Operator to evidence your eligibility to be a member of the Program. If the Venue Operator determines that you do not qualify on either or both of the age or residency grounds, or because you have refused to produce evidence acceptable to the Venue Operator, the Venue Operator will immediately reject your application for membership or cancel your existing membership (if any) and any Points that you may have accrued will be immediately forfeited.

12 In order to apply for membership of the Program, you must complete and sign the membership application form. By signing the membership application form you acknowledge that you have read, understood and agreed to be bound by these Rules.

13 The Roxburgh Park Hotel has the right to refuse your application for membership in its sole and absolute discretion and without providing you with any reason.

14 Only one membership per person is permitted at the Venue. Your Card is only operative at the Roxburgh Park Hotel.

15 Persons who are Self Excluded from gambling activities at Roxburgh Park Hotel are ineligible to join the Program. The membership of any person who becomes Self Excluded after they have joined the Program will be automatically terminated and their Points (if any) forfeited. If it is discovered that for any reason a Self Excluded person has joined the Platinum Rewards program, their membership will automatically be terminated and their Points (if any) forfeited.

16 You will notify the Roxburgh Park Hotel as soon as possible if you change your name and present to the Roxburgh Park Hotel valid identification. You will notify the Roxburgh Park Hotel in writing of any change of address as soon as possible.

**2. Cards**  
21 Only one Card per person is permitted. A Card issued to you is personal to you and may only be used by you for the purposes of your membership of the Program. Cards remain the property of the Roxburgh Park Hotel (even when it is in your possession) and must be returned to the Roxburgh Park Hotel on demand.

22 Use of the Card by you indicates your continuing acceptance of these Rules.  
23 It is your responsibility to protect your Card and take precautions against loss, theft or any unauthorized use. The Roxburgh Park Hotel does not accept any responsibility for misuse of lost or stolen Cards. You must immediately report to the Roxburgh Park Hotel any Card that is lost or stolen.  
24 You must present identification in order to receive a replacement Card and you may be charged a fee for a replacement Card. The Roxburgh Park Hotel reserves the right to cancel your membership if you claim an excessive number of lost, stolen or damaged Cards.

25 The Venue Operator reserves the right at any time to require a person using a Card to provide valid identification acceptable to them to verify that that person is entitled to use that Card.

**3. Password**  
31 You must use your Card (and may be required to enter a password) in order to be able to access your Program membership via a Kiosk.  
32 You must not disclose your password to any other person for any purpose whatsoever.

33 The Venue Operator will not be liable for any unauthorised exchange of Points or any other entitlement, benefit or reward where a Card is lost or stolen or if a password becomes known to another person, whether or not you have contributed to this loss (for example, by indicating your password on your Card or by keeping a record of your password in any article in which your Card is also kept).

**4. Points**  
41 This section 4 applies to the extent that the Venue Operator elects or permits Points to be allocated in respect of the Program.  
42 Points will not validly accrue on a Card whilst a person other than you uses your Card.  
43 To earn Points, you must visit the Venue and use your Card at the Kiosk by swiping it in the card reader.

44 It is your responsibility to ensure that Points are actually registered when you use your Card at the Kiosk. If you become aware that the Kiosk is not working, you should inform the Venue staff.  
45 The basis and the rate upon which you may earn Points is determined by Roxburgh Park Hotel in its sole and absolute discretion and is subject to change without prior notice to you, save that such changes will not be made retrospectively.

46 The Venue Operator may, in its sole and absolute discretion, from time to time introduce additional means of earning Points, including vouchers and other special offers, in all cases subject to such terms and conditions as will be determined by the Venue Operator.  
47 The Roxburgh Park Hotel reserves the right to adjust the number of Points that you have accumulated where any such Points have been accumulated as a result of any malfunction, Venue Operator fault or mistake, misrepresentation, misuse of your Card or as a result of any impropriety.

48 Points will expire on the 30th June each year.  
49 Any notice issued by the Roxburgh Park Hotel (whether via the Kiosk or otherwise) regarding the number of Points accrued to you will be final and conclusive.

**5. Rewards**  
51 The references to Rewards in this section 5 apply if Points are allocated under section 4.  
52 You may request Rewards from time to time from the then available Rewards offered by the Venue Operator. Additional Points needed to obtain a Reward cannot be purchased.

53 Subject to paragraph 5.6, the Venue Operator will determine the number of Points required to redeem any Reward and the Venue Operator may change the number of Points required to redeem any Reward at any time without notice to you.  
54 Rewards offered to you are subject to change and availability and may be subject to certain conditions. The Venue Operator reserves the right, in its sole and absolute discretion, to accept or reject upon reasonable grounds any request to receive a Reward without providing any reason to you.

55 Subject to consumer guarantees set out in Division 1 of Part 3-2 of Schedule 2 of the Australian Consumer Law and except to the extent otherwise required by law:  
a) Rewards cannot be returned or exchanged, nor refunded for Points; and  
b) the Venue Operator does not make any warranties or representations to you in connection with any Rewards and expressly disclaims all liabilities (including for consequential and indirect loss) with respect to type, quality and standards of Rewards.

56 Notwithstanding paragraphs 5.3 and 5.5, if the Venue Operator makes a Representation to you that a Reward will be available for a defined period of time, or the amount of Points required to redeem a Reward will remain fixed for a defined period of time, then the Venue Operator will honour that Representation.

**6. Promotions**  
61 From time to time, you may be invited to participate in Promotions at Roxburgh Park Hotel. Participation in these Promotions may be subject to certain terms and conditions. Terms and conditions applicable to a Promotion will prevail over these Rules to the extent of any inconsistency between them.  
62 Subject to consumer guarantees set out in Division 1 of Part 3-2 of Schedule 2 of the Australian Consumer Law and to the extent otherwise permitted by law, neither the Roxburgh Park Hotel makes any warranties or representations to you in connection with any Promotions (or any Prizes awarded under any Promotions) and expressly disclaims all liabilities (including for consequential and indirect loss) with respect to type, quality and standard of those Promotions and Prizes.  
63 Notwithstanding paragraph 6.2, if the Roxburgh Park Hotel makes a Representation to you that a Prize will be awarded for a Promotion, then the Venue Operator will honour that Representation.

## INTERNAL USE ONLY

Membership Number

Staff member's name

Initials

Venue Name

Customer ID sighted

Yes

No

Confirm customer is over the age of 18

Yes

No

Confirm customer is an Australian resident

Yes

No

Confirm customer has been offered YourPlay

Yes

No