

*Reward yourself and use your points!*

As you accumulate your Rewards grading points and reach each tier level the following benefits become available to you.

BENEFITS	★	★	★	★	★
Annual birthday gift	\$150	\$100	\$50*	\$25**	\$10***
Discounted show tickets#	100%	50%	25%	Member price	Member price
Additional bonus Star Rewards points	✓✓✓	✓✓	✓	✗	✗
Access to priority sale for show tickets#	✓	✗	✗	✗	✗
Annual C.ex Star Rewards gift	✓	✗	✗	✗	✗
Non expiry of Star Rewards points	✓	✓	✗	✗	✗
Ability to donate points to C.ex Group charity partners	✓	✓	✗	✗	✗
Transfer of points to family members	✓	✓	✓	✗	✗
Eligible for Star Rewards eftpos Card	✓	✓	✓	✓	✓
Earn Star Rewards on all food and beverage purchases	✓	✓	✓	✓	✓
Earn points playing electronic gaming machines	✓	✓	✓	✓	✓
Surprise & Delight offers	✓	✓	✓	✓	✓
Entry to club promotions	✓	✓	✓	✓	✓
Annual birthday cake and beverage	✓	✓	✓	✓	✓
Quadrant Travel & Journeys special member discount	✓	✓	✓	✓	✓

Purchase any food or beverage item during your birthday month to receive your birthday voucher. Voucher is valid for 45 days.

\*Gold members receive 2 x \$25 birthday vouchers in your club wallet which can be used at any food and beverage outlet \*\*Silver members receive 2 x \$12.50 birthday vouchers in your club wallet which can be used when purchasing more than one main meal \*\*\*Bronze members receive a \$10 birthday voucher in your club wallet which can be used when purchasing more than one main meal (For use at The Brasserie, PLANK, Papaveros, Buster's Brasserie or The Shank Inn)

#Selected shows, subject to availability



## PROGRAM SUMMARY

- You must be a financial member of C.ex Group to qualify for the C.ex Star Rewards Program.
- C.ex Group members can only hold one card at a time. Members are not permitted to use another member's card or allow other members to use their membership card. In the event of this occurring, members may face disciplinary action.
- Members whose membership is put on hold, cancelled or suspended will have their rewards points frozen and possibly removed.
- To earn rewards points, you must use your C.ex Group membership card when making purchases or playing electronic gaming machines.
- Rewards are subject to change at C.ex Group's discretion.
- From time to time, C.ex Group may experience Points Blackouts for short periods of time. This may result in the inability for points to be accumulated during these periods. C.ex Group will not reimburse rewards points during these occurrences.
- 25 years of consecutive Diamond status will guarantee lifetime Gold status minimum
- Transfer of Star Rewards points to immediate family members - must be Gold status or above (minimum 5000 points)
- Membership period is from July 1 - June 30.

Help is close at hand. GambleAware [gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)  
1800 858 858. Player activity statements are available on request.  
C.ex Group promotes the responsible service of alcohol at all of its venues. For a full list of Terms & Conditions please visit your club's notice board or request a copy by writing to the Chief Executive Officer.



## C.ex GROUP MEMBERS' LOYALTY PROGRAM

*It's our way of thanking you for your continued loyalty!*

*It's my club*  
**cex.com.au**





# Star REWARDS

C.ex Star Rewards is the member's loyalty program at C.ex Group, where your loyalty is rewarded with the following great benefits\*:

- ★ ACCESS TO THREE GREAT CLUBS
- ★ SPECIAL PROMOTIONS
- ★ BIRTHDAY OFFERS
- ★ ENTERTAINMENT
- ★ AND LOADS MORE!

*Earn points all day, every day  
when you drink, dine and play!*

\* Benefits vary between status levels

## WELCOME TO THE C.EX GROUP'S STAR REWARDS PROGRAM

C.ex Group's Star Rewards Program is a **FREE** loyalty program that allows you to accumulate Star Rewards grading points when you use your membership card at any C.ex Group venue - C.ex Coffs, C.ex Urunga and C.ex Woolgoolga.

Each reward level is determined on the grading points accumulated during a twelve (12) month period.

### EARNING REWARDS POINTS IS EASY

You'll earn points every time you swipe your membership card:

- Purchasing food or beverages from any dining outlet or bar.
- Purchasing drinks from any bar at C.ex Coffs, C.ex Urunga and C.ex Woolgoolga
- Playing electronic gaming machines
- Purchasing from the bottleshop at C.ex Coffs, C.ex Woolgoolga and C.ex Urunga

The C.ex Star Rewards Program is a tiered membership loyalty program. The more points you earn on your membership card, the higher status level you can achieve and the more rewards you'll receive!

### HOW MANY LEVELS ARE THERE?

There are 5 status levels in the C.ex Star Rewards Program. Each status level offers special benefits.



### REWARD POINTS EARNED

	Food & Beverage	Allocated per \$5 Turnover EGMs	Allocated per \$25 Turnover MTGMs
Diamond	10%	1.5pts	1.5pts
Platinum	7.5%	1.25pts	1.25pts
Gold	5.5%	1.1pts	1.1pts
Silver	4.5%	1pts	1pts
Bronze	2.5%	1pts	1pts

## FREQUENTLY ASKED QUESTIONS

### HOW CAN I GO UP A STATUS LEVEL?

Members will automatically go up a status level, based on the grading points that they have earned on their membership card.

### HOW CAN I REDEEM MY REWARDS POINTS?

Rewards points can be redeemed at any food or beverage outlet, for bottleshop purchases, via the Star Rewards eftpos card and show tickets#.

### CAN I BE MOVED DOWN STATUS LEVELS?

Yes, however, once a tier is reached, the member will retain that tier for the following financial year. The tier will be reviewed at the end of the next financial year on June 30.

### DO REWARDS POINTS EXPIRE?

Yes, at the close of business on June 30 each year all C.ex Star Rewards points will expire and become zero (0). The only exception to this is members on Diamond and Platinum status levels.

### HOW MANY GRADING POINTS DO I NEED FOR EACH LEVEL?

There are 5 status levels in the C.ex Star Rewards program; Bronze, Silver, Gold, Platinum and Diamond. Each level offers special benefits and rewards specific to the members on each respective level.

Entry points to each level are determined by the number of grading points you earn within a twelve (12) month period. The entry points required for each status level are:

