

# WARATAH REWARDS PROGRAM

## Terms & Conditions

*Effective 1 July 2026*

### 1. Introduction

- 1.1 These Terms & Conditions govern the Waratah Rewards program operated by Hornsby RSL Club Ltd (ABN 34 002 513 251), trading as Hornsby RSL (**Hornsby RSL** or the **Club**). Members are responsible for reading and understanding these terms.
- 1.2 These Terms & Conditions are effective from the date above and may be amended by the Club at any time (see clause 5.1) by providing at least 30 days' notice. The latest version is always available on the Website and takes effect from the effective date specified.

### 2. Definitions

The following terms apply throughout these Terms & Conditions:

<b>Benefits</b>	Discounts, bonuses, prize draws or other arrangements available to a Member, including earning and redeeming Waratah Rewards Points.
<b>EGM</b>	Electronic gaming machine regulated under the <i>Gaming Machines Act 2001</i> (NSW), commonly known as a poker machine.
<b>Gift Card</b>	A gift card issued as a reward, redeemable for third-party goods and services up to its stored value. Not redeemable for cash.
<b>Kiosk</b>	The device located in the Club's venue where Members can swipe their Membership Card to interact with the Waratah Rewards program.
<b>Member</b>	A financial member of Hornsby RSL who participates in the Waratah Rewards program.
<b>Membership Card</b>	The card issued by Hornsby RSL to a Member (also referred to as the Waratah Rewards card).
<b>Mobile App</b>	The application which can be downloaded onto a Member's mobile device where they can interact with the Waratah Rewards program.
<b>MTGM</b>	Multi-terminal gaming machine regulated under the <i>Gaming Machines Act 2001</i> (NSW), commonly known as a card machine (e.g. Blackjack, Roulette).
<b>Personal Information</b>	Any information or opinion about an identifiable individual, or an individual who is reasonably identifiable, whether true or not. For example, this may include patronage history, Reward requests, and personal details such as name, address, phone, email and date of birth.
<b>PIN</b>	The personal identification number issued to or nominated by a Member for verification purposes.
<b>Promotional Offers</b>	Ad hoc or targeted offers made to Members or groups of Members, subject to change.
<b>Rewards</b>	Items, vouchers, Gift Cards, goods or services available to a Member upon meeting certain criteria.

<b>Rewards Points</b>	Points awarded to Members under these Terms & Conditions, redeemable for goods, services or Gift Cards (also referred to as Waratah Rewards Points).
<b>Self-Exclusion</b>	A Member's voluntary exclusion from the Club's venue, alcohol, EGMs, or all gambling products at Hornsby RSL for a set period.
<b>Status Credits</b>	Credits that determine a Member's Tier level. Status Credits are not redeemable for cash or goods.
<b>Tier</b>	The membership level assigned to a Member within the Waratah Rewards program.
<b>Website</b>	<a href="http://www.hornsbyrsl.com.au">www.hornsbyrsl.com.au</a>

### 3. General

- 3.1 The Rewards and Benefits offered are a privilege the Club extends to you, at our sole discretion, and are not automatic entitlements (legal or otherwise).
- 3.2 The basis on which you can accrue Rewards Points and Status Credits, redeem Rewards or utilise Benefits (including on the basis of these Terms & Conditions) is determined solely by the Club (in our absolute discretion) and is subject to change from time to time by providing at least 30 days' notice to you.
- 3.3 The accrual of Rewards Points and Status Credits or the redemption of Rewards is not available in conjunction with any other discount, promotion or program offered by the Club, unless stated otherwise.
- 3.4 Hornsby RSL reserves the right to decide any matter or settle any dispute arising directly or indirectly out of or in connection with Waratah Rewards and a decision by the Club on any such matter or dispute will be final and binding and no correspondence will be entered into.
- 3.5 Subject to any applicable law which cannot be excluded, the Club accepts no liability for any loss, damage or injuries suffered or sustained (including but not limited to direct or consequential loss or losses arising from our negligence) by you, arising directly or indirectly out of or in connection to the Waratah Rewards program and you release and discharge the Club from any liability for any such loss, damage or injury. If the Club is liable to you in any way, then the Club's liability will be limited to allocating to your membership account the number of Rewards Points which we consider is appropriate in connection with your relevant claim.
- 3.6 Unless otherwise stated, you are solely responsible for any taxes, GST, duties, levies, fees or other charges levied or imposed arising from, as a result of or in connection with, your participation in Waratah Rewards, the accumulation of Rewards Points and Status Credits or the redemption of Rewards.
- 3.7 Unless otherwise stated, any material published by the Club pertaining to these Terms & Conditions, including material relating to the rate of accrual of Rewards Points and Status Credits, redemption of Rewards Points for any Rewards and the number of Status Credits required to be earned and maintained for any Tier of membership of Waratah Rewards, form part of the Terms & Conditions of the Waratah Rewards, which may be varied by the Club from time to time at the discretion of the Club.
- 3.8 Nothing in these Terms & Conditions operates to exclude any rights or remedies that you may have under the Australian Consumer Law or any other applicable law, that cannot be excluded.
- 3.9 If part or all of any clause of these Terms & Conditions is illegal, invalid or unenforceable then it will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible, it will be severed from these Terms & Conditions and the remaining provisions of these Terms & Conditions will continue to have full force and effect.
- 3.10 Any notice required to be given by the Club under these Terms & Conditions may be given by publication on the Club's noticeboard or Website (unless expressed otherwise or required by law).

### 4. Membership of Waratah Rewards

- 4.1 Waratah Rewards is a responsible rewards program available free of charge to all financial members of Hornsby RSL aged 18 or older, who are not currently self-excluded, suspended or banned.
- 4.2 Each Member may hold only one (1) membership at a time.
- 4.3 To join, applicants must complete a membership application at the Front Foyer or electronically via the HYDRA platform.

- 4.4 Once approved, Members are automatically enrolled. Participation constitutes acceptance of these Terms & Conditions, including the consent specified in clause 9.2 relating to Personal Information.
- 4.5 Members may opt out of the rewards program at any time by notifying Club Management in writing via email to [hello@hornsbyrsl.com.au](mailto:hello@hornsbyrsl.com.au).

## 5. Changes to Waratah Rewards

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- 5.1 The latest Terms & Conditions are available on the Website, the Waratah Rewards Mobile App, and at the Reception.
- 5.2 The Club may amend any aspect of the Waratah Rewards program, including these Terms & Conditions, Benefits, Rewards, Rewards Points, Status Credits or Tier features, at any time by providing at least 30 days' notice. Changes will be published on the Club's noticeboard or Website.
- 5.3 The Club may cancel or suspend Waratah Rewards (in whole or in part) by publishing notice on the Club's noticeboard or Website. Cancellation or suspension takes effect no earlier than 30 days after the notice is first published (unless required by law or order of any applicable authority to take effect earlier). Upon cancellation, all unredeemed Rewards Points are automatically forfeited.
- 5.4 Where changes are likely to materially disadvantage Members, or where the program is cancelled or suspended, the Club will use its best endeavours to notify Members by electronic means.

## 6. Membership Cards

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- 6.1 Membership Cards are for the personal use of the named Member only. They are non-transferable and may not be lent, borrowed or used by anyone else.
- 6.2 Members are responsible for keeping their Membership Card and PIN secure. All use of Rewards Points and Benefits is the Member's sole responsibility.
- 6.3 Members must immediately notify the Club in writing if their personal details change, or if their Membership Card is lost, stolen, malfunctioning or used without authorisation.
- 6.4 Members acknowledge that the Club does not accept responsibility and does not accept liability for the theft, loss, misuse of, or fault in their Membership Card (including the failure of their Membership Card to accrue points).
- 6.5 Each use of a Membership Card constitutes acceptance of these Terms & Conditions.
- 6.6 Additional Membership rules under the Club's membership policy, constitution or by-laws also apply.

## 7. Tiers, Rewards Points, Rewards & Benefits

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### 7.1 Tier Levels

All new Members enter at the Jade Tier. Tier promotions occur automatically based on Status Credits earned over a three-month period (prior two months plus current). Tiers are reviewed biannually, with downgrades based on your Status Credits from the preceding three to six months, applied in January and July each year.

Tiers (highest to lowest)	Qualifying Status Credits (3-month period)
Royal	37,500+
Onyx	17,500 – 37,499
Garnet	5,000 – 17,499
Ruby	375 – 4,999
Jade	0 – 374

### 7.2 Earning Rewards Points & Status Credits

- A. Members earn 1 Reward Point and 1 Status Credit per:
  - \$1 spent on food, beverage, bingo, raffles and reception purchases at Club-operated outlets.
  - \$10 turnover on EGMs.

- \$50 turnover on MTGMs.

Please note that no Rewards Points or Status Credits are earned on Function payments.

- B. Points won through Member promotions and Club activities include a Rewards Point only; they do not carry a Status Credit.

### 7.3 Tier Benefits

	Jade	Ruby	Garnet	Onyx	Royal
Status Credits (3-month)	Entry	375	5,000	17,500	37,500
Instant Member Pricing	✓	✓	✓	✓	✓
Earn & Redeem Waratah Rewards Points	✓	✓	✓	✓	✓
Exclusive Member Promotions	✓	✓	✓	✓	✓
Birthday Rewards	✓	✓	✓	✓	✓
Dynamic Bonusing	✓	✓	✓	✓	✓
Surprise & Delight Offers	✓	✓	✓	✓	✓
Uber Member Offer	✓	✓	✓	✓	✓
Monthly Kiosk & Mobile App Offers		✓	✓	✓	✓
Pay-By-Points Discount (food & beverage)		10%	25%	40%	50%
Pay-By-Points Discount (bottleshop takeaway)			10%	15%	20%
Discounted Show Tickets*			25%	50%	Free
Bonus Multiplier Award**			30%	40%	50%
Exclusive Events & Promotions				✓	✓
Exclusive Parking					✓

Terms & conditions apply. Offers are subject to change at any time.

\* maximum two tickets per show, offer only valid on applicable non-catered events.

\*\* bonus multiplier is redeemable from the first day of the following month when the monthly Status Credit requirement is met.

### 7.4 Redeeming Rewards Points

- Rewards Points may be redeemed for food and beverage items at Club-operated outlets, Gift Cards, and other goods and services offered by the Club (as determined from time to time), or converted to a non-cash voucher for external use.
- Rewards Points redeemed by you will be deducted from your Rewards Points balance when you submit your request to redeem a Reward.
- Rewards Points are not redeemable for cash.
- Rewards are redeemed on a first come first served basis.
- Status Credits are not redeemable. They are a measure of Tier level only.
- Rewards Points expire 365 days after the date they are earned and are redeemed in the order they were received.

### 7.5 General Rewards & Benefits Conditions

- Rewards Points, Status Credits and Benefits are non-transferable and may only be used by the Member named on the card or Mobile App.
- Rewards and Benefits are subject to availability. The Club is not responsible for the unavailability, substitution or withdrawal of any Reward or Benefit.
- Some Benefits (e.g. member prizes, discounts, birthday offers) may be subject to additional terms & conditions.
- Benefits cannot be combined with other Promotional Offers or discounts unless expressly stated.

- E. Members are responsible for verifying that Rewards Points are correctly allocated at the time of each transaction and must notify Club staff of any discrepancies immediately.
- F. The Club may adjust a Member's Rewards Points, Status Credits, Benefits or Tier level, and may cancel a membership, if a Member misuses their Membership Card, Rewards Points, Benefits or Club facilities, or allows others to negatively impact the program.
- G. The Club may adjust Rewards Points, Status Credits and Benefits if they are incorrectly accrued, or upon suspension or cancellation of a membership. Any such adjustment will be communicated to the Member clearly and promptly.
- H. All new Members are eligible for the Members' price at participating Club outlets.
- I. To the maximum extent permitted by law, we do not accept liability for:
  - a. any lost or stolen Rewards or Benefits after they have been issued;
  - b. any loss or damage arising from the Club's cancellation, withdrawal or substitution of any Rewards or Benefits; or
  - c. the unavailability of any Rewards or Benefits that the Club has previously displayed or promoted as being available for the redemption of Rewards Points.
- J. To the maximum extent permitted by law, the Club makes no representation and gives no warranty (either expressly or impliedly) as to the quality, standard, fitness or suitability for purpose of the Rewards or Benefits.

## **8. Cancellation, Suspension & Termination of Membership**

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- 8.1 Upon a Member's death, all membership entitlements, including Membership Card, Rewards Points, Tier status and Benefits, cease immediately.
- 8.2 Upon becoming unfinancial, all membership entitlements cease and Rewards Points and Status Credits are suspended until the member has become financial again.
- 8.3 The Club may terminate a Member's access to the Waratah Rewards program or ability to redeem Rewards Points at any time and without prior notice for a breach of these or any related Terms & Conditions.
- 8.4 Membership may be suspended following a citation. Rewards Points and Status Credits are held during the suspension period, with cancellation determined by the disciplinary committee.
- 8.5 Members may resign their membership of the Waratah Rewards program at any time by giving written notice to the Club or by returning their Membership Card. Members who resign their membership immediately forfeit all Rewards Points and Status Credits.
- 8.6 A Member may self-suspend or terminate their membership by entering a Self-Exclusion agreement with Club Management.

## **9. Privacy & Compliance**

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- 9.1 Information about you and your membership will be held by the Club. This information is collected by the Club for the purposes of operating Waratah Rewards and promoting products, services and events. The Club may use and deal with your Personal Information in accordance with the Club's Privacy Policy, available on the Club's Website at <https://www.hornsbyrsl.com.au/member-notices/>.
- 9.2 You agree to read and be subject to the Club's Privacy Policy. You consent to the Club collecting and retaining your Personal Information (including information concerning your membership) for the purposes of:
  - A. carrying out the functions and activities that are necessary for the Club to meet its obligations to you under these Terms & Conditions;
  - B. disclosing your Personal Information to third parties who are engaged by us to assist in meeting the Club's obligations to you under these Terms & Conditions;
  - C. marketing our goods and services to you;
  - D. disclosing your Personal Information to selected third parties to allow them to market their goods and services to you unless you inform the Club otherwise; and
  - E. meeting legal requirements or fulfilling any purpose authorised by or under law.
- 9.3 The Club, including in respect of providing Waratah Rewards, is subject to the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth). The Club may be legally required to collect certain Member information and disclose it to regulatory or law enforcement agencies.

- 9.4 Members are responsible for keeping their contact details (mobile number and email address) accurate, complete and up to date. The Club is not responsible for missed communications due to outdated details.
- 9.5 For further information on how the Club handles, or you may access, your Personal Information, please refer to the Club's Privacy Policy available on the Website.

## **10. Responsible Gambling & Responsible Service of Alcohol**

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- 10.1 The Club practises Responsible Service of Alcohol (RSA) and Responsible Conduct of Gambling (RCG) and is committed to a safe and supportive environment for all Members and guests.
- 10.2 A Player Activity Statement is available on request and free of charge. Members may enquire at Reception, at the cashier desk or with a gaming attendant.
- 10.3 The Club is a member of Clubs NSW, with access to training through ClubSafe and Barrington's Training. Help is available: **Gamble Aware** | [gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au) | **1800 858 858**