

WELCOME TO DIAMONDS REWARDS!

Our Diamonds Rewards Loyalty Program rewards you every time you swipe your membership card at the kiosk and play our gaming machines. Your Diamonds Rewards card can be used at any of the Maeva Hospitality venues.

Diamonds Rewards - 1 point = 1 cent (e.g. 3,500 Points = \$35.00)

Diamonds Rewards offers include:

- Cash rewards
- Birthday rewards
- Visitation rewards
- Kiosk rewards
- Food and beverage rewards
- Complimentary barista coffee
- Complimentary non- alcoholic beverages
- Complimentary snacks
- Exclusive invitation only events
- No ATM fees

Your points can be redeemed:

- For cash*
- For any purchases at our restaurants or bars

*Min redemption \$5

Diamonds Rewards can be redeemed for a cash voucher from the kiosk. Simply swipe your Diamonds Rewards card and select from your prize list.

To check your Diamonds Rewards points balance, simply insert your membership card into any gaming machine, and press My Points button on the pin-pad. Your points can also be checked at the kiosk.

AXISCARD

“AXISCARD” is a player-based card system that allows you the flexibility to transfer credits directly from the gaming machine to your membership card. Credits can be collected quickly at the CRT machine without waiting for an attendant. For security you should create a PIN number, which can be done at the kiosk.

Please see our friendly staff for more information about our Diamonds Rewards Loyalty Program and AXISCARD

Responsible Gaming

Maeva Hospitality is committed to ethical and responsible behaviour that recognises the importance of our patron's well-being with a focus on minimising the potential harm of gambling. Maeva Hospitality has developed a Responsible Gaming Policy to minimise harm associated with problem gambling. Should you wish to view our Responsible Gaming Policy please see our friendly staff.

Terms & Conditions

- Members must be over 18 years of age.
- Members must have an active account to receive rewards, discounts and be part of any venue promotions.
- One membership per person across the group.
- Photo ID is required on application.
- Rewards, promotions, giveaways, or discount benefit cannot be transferred or assigned to any person other than the Member.
- Diamonds Rewards points and food & beverage points redemption must be made in person. Your Diamonds Rewards card must be presented and photo ID may also be requested.
- Management reserves the right to adjust Diamonds Rewards points and food & beverage points resulting from malfunction, operator error, system error and /or fraud and any other reason beyond control of the venue.
- Management will resolve any dispute that arises from the Diamonds Rewards program at its sole discretion.
- Diamonds Rewards points are accrued differently for each tier level in the Loyalty Program.
- Any Diamonds Rewards points that are not used within 12 months of being earned will expire, except Blue Diamond reward points which will not expire.
- To accumulate Diamonds Rewards points you must have your Diamonds Rewards card properly inserted and accepted in our gaming machines whilst playing.
- Diamonds Rewards points and food & beverage points cannot be transferred to another account at any time.
- Your membership card must be presented to receive your Diamonds Rewards points at the venue or retail store.
- Food and beverage points are valid for the month of issue only.
- Food and beverage points cannot be redeemed for cash.
- Rating points are determined by points earned from the previous three months.
- Blue Diamonds 50% discount on event tickets will be only available on approved events as deemed by Management.
- Your membership will be cancelled after 13 months of non-activity.
- Diamonds Rewards offers will be sent via email and SMS only.
- Diamonds Rewards points cannot be earned from Keno.
- All Members are opted in for all promotions and AXISCARD activity.
- All Members can unsubscribe from any promotions, email, SMS, or opt out of any Gaming activity at any time.
- AXISCARD account holders must present their Diamonds Rewards card and provide a valid PIN when withdrawing funds from their account.
- In the event of a Member's death, all points on the Member's card remain the property of the venue.
- Use of the AXISCARD account is governed by Office of Liquor and Gaming Regulation and Odyssey.
- It is the Member's responsibility to keep their Diamonds Rewards card and account PIN secure.
- Management accepts no responsibility for the loss of any Diamonds Rewards points due to a lost card.
- All currency in relation to your account is in Australian dollars.
- Diamonds Rewards Loyalty Program and associated Terms and Conditions may be revised or altered at any time without prior notice from Management.
- Our Privacy Policy covers all personal details you provide (the Privacy Policy is available in our venues).
- Use of this card indicates the acceptance of these terms and conditions.

Lost or stolen cards must be reported to the venue. Please inform our friendly staff if your contact details change.



DIAMONDS REWARDS

MORE REWARDS, MORE VIP OFFERS!

Become a member today to
experience the difference

maeva
hospitality



DIAMONDS REWARDS

Membership Application

Miss/ Mrs/ Ms/ Mr/ Dr

First name _____

Surname _____

Date of birth* ____/ ____/ ____

Address* _____

Suburb* _____

State _____ Postcode _____

Mobile number* _____

Email* _____

*Fields are mandatory

I agree to the Diamonds Rewards Terms and Conditions

Office use

Membership Number _____

Venue _____

Staff member _____

Date ____/ ____/ ____

REWARDS PLAYER LEVEL	BLUE DIAMOND	PINK DIAMOND	GREEN DIAMOND	YELLOW DIAMOND
Earn points playing gaming machines (Any venue)				
Earn points for purchasing food & beverage (Any venue)	2 points per \$1 spent	1 point per \$1 spent	1 point per \$1 spent	1 point per \$1 spent
Cellarbrations retail purchases (Participating stores only)	1 point per \$3 spent	1 point per \$3 spent	1 point per \$3 spent	1 point per \$3 spent
Food & beverage rewards (Allocated monthly)	\$250	\$200	\$50	\$0
Birthday Rewards	5000 reward points	2000 reward points	1000 reward points	250 reward points
Earn points every visit, swipe at the kiosk (Home venue only)	500 reward points	300 reward points	100 reward points	25 reward points
Instant win - cash & prizes, swipe at the kiosk (Home venue only)				
Redeem rewards points for cash				
Redeem rewards points to purchase food & beverages				
Complimentary food and non-alcoholic beverages in the Gaming Lounge				
Happy Hour (Mon - Fri)				
Membership Draws				
Invitation Only Events				
No ATM fees				
No expiry of reward points				
50% Discount for Event tickets				

Your home venue is the venue where you signed up as a Member.