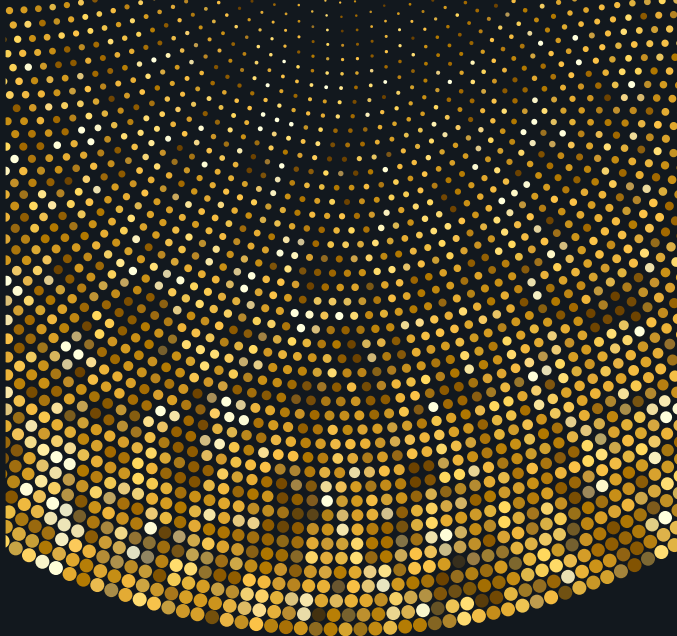




THE GLEN REWARDS  
PROGRAM



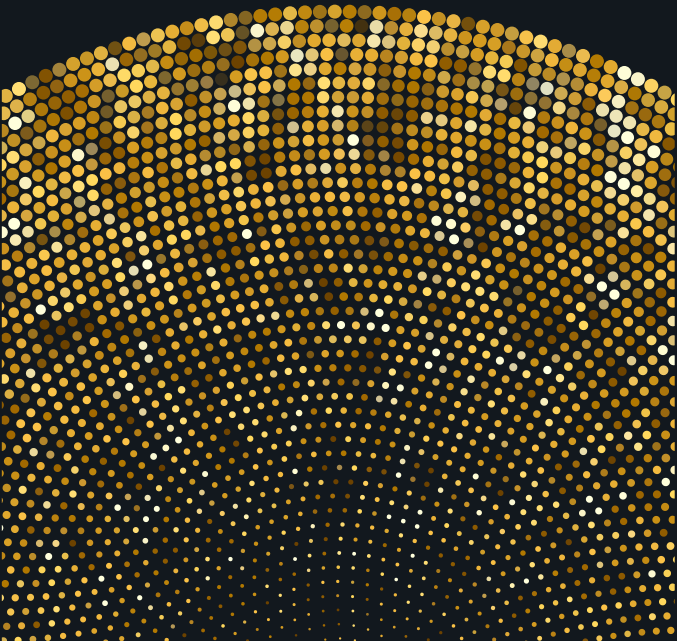
## WELCOME TO THE GLEN REWARDS PROGRAM

*Joining the Glen Rewards program is simple and means not only can you enjoy all the Hotel has to offer, but you will be rewarded when you do.*

Each of our Glen Reward tiers offer new and exclusive privileges. From 4.5 star hotel rooms, event spaces, coffee and donuts, dining areas and bars, when you pay you will be rewarded with points to use on your next visit to The Glen Hotel.

Our Glen Rewards service team will answer all of your membership questions, so you can join our program and start earning rewards today.

### *A More Rewarding Relationship*



Ability to earn and  
redeem Reward Points  
Property Wide



Access to Members  
Only Promotions



Discounts on Food  
and Beverage



Birthday Bonus  
Rewards



Complimentary  
Rewards



Accommodation  
Discounts



## THE GLEN REWARDS PROGRAM

### EARN

**Earn** Reward Points each time you visit. Whether you are enjoying a cocktail at the bar, dining, or staying in our 4.5 star hotel, simply present your membership card to earn Reward Points.



Dine at one of our Bars and Restaurants



Play in our Gaming Lounge



Stay in our Accommodation



Purchase from our Retail Liquor Store



## THE GLEN REWARDS PROGRAM

### REDEEM

**Redeem** Reward Points by showing your card when you pay at participating outlets and the points will be deducted from your account balance.



Dine at one of our Bars and Restaurants



Stay in our Accommodation



Purchase from our Retail Liquor Store





## THE GLEN REWARDS PROGRAM MEMBERSHIP

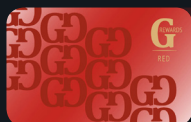
*Earning Tier Points is automatic through any spend at our food and beverage outlets, accommodation or play on our gaming machines.*

### Membership Cycle

Your membership period commences on the day that you sign-up or move up a Tier Level and is reviewed every 3 months.

Within that three month period, you are required to earn the assigned Tier Points to maintain your Tier Level.

### EACH TIER LEVEL REQUIRES THE FOLLOWING NUMBER OF TIER POINTS



**RED**  
0 Tier Points



**SILVER**  
500 Tier Points



**GOLD**  
1500 Tier Points



**PLATINUM**  
5000 Tier Points



**DIAMOND**  
15000 Tier Points



## THE GLEN REWARDS PROGRAM MEMBERSHIP CYCLE

### Tier Points

Your Tier Point balance is a fluctuating balance that varies each day depending on your play. Every Tier Point earned is added to your balance, and every three months these points earned will expire.



	RED	SILVER	GOLD	PLATINUM	DIAMOND
<b>Points required for each Membership Tier</b>	0	500	1500	5000	15000
<b>REWARDS</b>					
<i>Earn Tier Points and Rewards Points when you play, dine at any of The Glen Hotel restaurants and bars or stay in our accomodation. <sup>9</sup></i>	*	*	*	*	*
<i>Discount on select food and beverage outlets <sup>12</sup></i>	10% Gaming Bar	10% Property Wide	20% Property Wide	30% Property Wide	50% Property Wide
<i>Accommodation discounts <sup>13</sup></i>	10%	15%	20%	30%	50%
<i>Members only promotions <sup>14</sup></i>	*	*	*	*	*
<i>Daily rewards for kiosk swipes <sup>15</sup></i>	*	*	*	*	*
<i>Complimentary tea &amp; coffee <sup>16</sup></i>	*	*	*	*	*
<i>Redemption of Reward Points at Retail Liquor Stores <sup>17</sup></i>	*	*	*	*	*
<i>Reward Point expiry <sup>18</sup></i>	6 months	9 months	9 months	12 months	12 months
<i>Birthday bonus <sup>19</sup></i>	1 Free Beverage <sup>19ii</sup>	\$15	\$20	\$30	\$50
<i>Complimentary soft drink <sup>20</sup></i>		1 per day	Unlimited	Unlimited	Unlimited
<i>Exclusive offers from Charles Baker Donuts &amp; Coffee <sup>21</sup></i>		1 coffee per day	1 coffee per day	1 coffee + donut per day	1 coffee + donut per day
<i>Accelerated Reward Point accrual <sup>22</sup></i>			x 1.25	x 1.5	x 2
<i>Complimentary accommodation per membership period <sup>23</sup></i>				1 night	2 nights
<i>Function room hire discounts <sup>24</sup></i>				50%	FREE
<i>Annual membership reward <sup>25</sup></i>				*	*
<i>Secure private parking card <sup>26</sup></i>				*	*
<i>A complimentary meal per day <sup>27</sup></i>					*



## The Glen Rewards Program Terms and Conditions

### Definitions

**Member** means the person named on the membership card.

**Membership period** means the duration that the member maintains their Tier Level for. When a member reaches the Tier Points required to upgrade to the next Tier Level, the member will maintain their new Tier Level for a 3-month period from the day the required Tier Points were reached. The member must then earn the required Tier Points within their membership period in order to maintain their Tier Level.

**Reward Points** means points gained through purchases and gaming machine play at The Glen Hotel. Reward Points are a spendable currency and are displayed as a rolling Reward Point balance.

**Secure Parking** means the gated and fenced parking facility located at The Glen Hotel.

**Tier Level** means one of five levels of membership, determined by the sum of Tier Points the member has earned during the membership period.

**Tier Points** mean points gained through purchases and gaming machine play at The Glen Hotel. Tier Points are a non-spendable currency and determine the Tier Level of the member. Tier Points are displayed as a rolling Tier Point balance.

**Tier Review Date** means the date in which the member must reach the required Tier Points in order to maintain their Tier Level by. If the member does not reach the required Tier Points, they will be relegated to the corresponding Tier Level based on their Tier Point balance.

**The Glen Hotel** means The Glen Hotel Pty Ltd ABN 14 009 743 702 of 24 Gaskell Street, Eight Mile Plains, QLD, 4113.

**The Glen Rewards** means The Glen Rewards Program, as outlined in this brochure, and as amended from time to time.

### Eligibility

1. Membership to The Glen Rewards is only available to persons aged 18 and over.
2. The Glen Hotel may refuse any application for membership.
3. Excluded members are not eligible to join The Glen Rewards.

### Membership

4. Joining The Glen Rewards is free.
5. To apply, proposed members are required to fully complete an application form, provided by The Glen Hotel.
6. A limit of one membership per person applies.
7. Membership period is as defined in the definitions.
8. Membership and Tier Levels of membership are granted at the discretion of The Glen Hotel. Members may qualify for Tier Levels based on the number of Tier Points earned or other variables as determined at the discretion of The Glen Hotel. Member's Tiers are

reviewed periodically and may be adjusted without prior notice.

### Member Benefits

9. Tier Points and Reward Points are earned on purchases at Charles Baker Donuts & Coffee, The Deck, Lily Restaurant, Gaming Machines, Accommodation & Bottlemart drive-through bottle shop, located at The Glen Hotel. This excludes UberEATS purchases. Members will not earn any Tier Points or Reward Points when their Reward Points are used as payment or part payment. Tier Points and Reward Points are not earned when the member is using complimentary hotel nights.
10. Tier Points are reviewed on the 1st of each month based on the Member's activity over the previous three (3) months. Tier status may then be adjusted up or down on a monthly basis.
11. The Tier Points required to attain or maintain a Tier Level of The Glen Rewards program are: Silver = 500 Tier Points, Gold = 1500 Tier Points, Platinum = 5000 Tier Points and Diamond = 15,000 Tier Points.
12. Member discounts are available:
  - i. On purchases at The Glen Hotel's bar and food outlets.
  - ii. Red Tier discounts only apply in The Glen Gaming Room bar.
  - iii. Tier Points and Reward points are earned on the discounted amount only.
  - iv. Discounts are limited to a maximum value of \$200.00.
13. Discounts are applicable for bookings made during the current membership period.
  - i. A maximum booking number of two (2) hotel rooms per night applies to The Glen Hotel & Suites.
  - ii. Discounts are applicable to the best available rate as set by The Glen Hotel & Suites.
  - iii. Discounts are not applicable to rates set by external booking companies or online travel agents.
14. Gaming Promotions run by The Glen Hotel are exclusive to members of The Glen Rewards only.
15. Members must swipe their Glen Rewards card at the Member's Kiosk in order to activate their daily reward. These rewards do not accrue and are non-transferable.
16. Complimentary tea and coffee are served in The Glen Gaming Room only. This reward does not include tea and coffee from any other outlet at The Glen Hotel.
17. Discount applies only to Bottlemart at The Glen Hotel, 24 Gaskell Street, Eight Mile Plains, Qld 4113, and excludes any order placed for delivery, using the Bottlemart app.
18. Reward Points are a fluctuating balance and will expire on the specified month, from the day earned depending on the tier level.
19. Birthday Bonus Rewards Points are automatically available on the day of the member's birthday only.
  - i. Reward Points will be loaded to the member's account automatically when the eligible member swipes their Glen Rewards card at the Member's kiosk.

- ii. Complimentary beverages for Red Tier members include any 285ml tap beer, 150ml house wine and 30ml basic spirit plus mixer.
- 20. Complimentary soft drink means post mix available from The Glen Gaming Room bar only.
- 21. Coffee refers to one medium sized coffee and any flavoured donut from Charles Baker Donuts and Coffee.
- 22. Reward Points will be accrued at a base rate for Red and Silver tier members, and at 1.25 times the base rate for Gold, 1.5 times the base rate for Platinum and 2 times the base rate for Diamond tier members.
- 23. Complimentary room nights are only available during the membership period, subject to availability, and must be utilised prior to the Tier Review Date.  
If a member upgrades to a new Tier Level prior to the Tier Review date, any remaining complimentary nights will be forfeited. A 24- hour notice period is required for any cancellations using complimentary nights. Cancellations with less than 24 hours' notice will be forfeited.
- 24. Event space or meeting room discounts apply to the room hire fee only, and does not include discounts on platters, bar tabs or extra services provided. Hire is subject to availability and can only be utilised within the membership period. The Glen Hotel's usual terms & conditions in relation to event, and /or meeting bookings, apply to all Reward bookings in this category.
- 25. Available for members who have reached Platinum or Diamond Tier once within a 12-month period from 1st January to 31st December in the given year.
- 26. Secure parking is available for the listed member only and will be issued in the form of a parking card. Replacement cards will incur a \$15 fee. Parking is only available during the membership period and is subject to availability of the carpark.
- 27. A complimentary meal includes any meal from The Deck or Lily Restaurant. This excludes special events or ticketed functions. These meals do not accrue and are non-transferable.

#### **General**

- 28. The Glen Hotel may terminate a membership of The Glen Rewards Program without notice for any reason including, without limitation, if the member:
  - a. fails to comply with membership terms and conditions;
  - b. abuses any privilege accorded to the member under The Glen Rewards Program;
  - c. supplies any misleading information or makes any misrepresentations to The Glen Hotel.
  - d. no player activity is recorded on the card for a period longer than 12 months.
- 29. The decision of management in relation to the operation of The Glen Rewards Program is final and binding.
- 30. The Glen Rewards Program cards are not credit or charge cards, are not

transferable and remain the property of The Glen Hotel Pty Ltd.

- 31. Reward points may not be transferred between member accounts to accumulate a required total.
- 32. Any tax, liability or duty arising from a member's participation in The Glen Rewards Program is the sole responsibility of the member.
- 33. The initial The Glen Rewards card will be issued to the member free of charge, on sign up or entry into a new tier level. Card replacement after the loss of card will incur a fee of \$15.00.
- 34. Member prizes may only be claimed or used by the member named on The Glen Reward card.
- 35. The Glen Hotel Pty Ltd is not responsible for any direct or indirect loss or damage incurred by members, to their membership card.
- 36. The Glen Rewards program is conducted in accordance with The Glen Hotel's privacy policy. This policy complies with the Privacy Act and relates to the collection, storage and use of a member's personal information. A copy of the policy may be viewed at [www.glenhotel.com.au](http://www.glenhotel.com.au) or upon request.
- 37. Membership may be ended at any time by the member. The membership card must be returned to the Gaming Manager at The Glen Hotel upon cessation of membership.
- 38. The member is responsible for ensuring their membership card is properly inserted into the card reader and is generating Tier Points and Reward Points. Reward Points are displayed on the membership screen of the gaming machine as they accrue. Play accumulated without the Rewards Card being properly inserted will not generate Tier Points or Reward Points.
- 39. The Glen Hotel Pty Ltd is not liable for any loss, damage, act, omission or error, for the loss of Tier Points, Rewards Points, prizes, play or any benefit whatsoever, resulting directly or indirectly from the malfunction of The Glen Rewards program, or from any software, technology, systems, or human act, intervention, omission or error or any other component supporting The Glen Rewards player loyalty system.
- 40. The Glen Hotel reserves the right to adjust all Tier Points, Reward Points, promotional prize tickets and gift vouchers of any member resulting from malfunction, operation error or any kind of misrepresentation.
- 41. Tier Points, Reward Points, prizes, complimentary gifts and promotions are subject to change from time to time, without prior notice.
- 42. The Glen Rewards benefits are determined by The Glen Hotel and may vary or change without notice.
- 43. In the case of self-exclusion or barring, all Tier Points and Reward Points are forfeited, irrespective of what Tier Level the member has reached.
- 44. All vouchers must be used before the stated expiry date and are for the member's use only.
- 45. In the case of the death of a member, his/her benefits and privileges (including points) will lapse automatically.
- 46. Usage of the membership card indicates acceptance by the member of these Terms and Conditions.



THE GLEN REWARDS  
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