

START EARNING REWARDS AUTOMATICALLY

All members of Club Helensvale and Club Robina are automatically entered into the Premium Rewards program. You may opt out at any time.

EARN

Earn Premium Points instantly while playing the gaming machines with your membership card inserted. Or hand your card over to our friendly staff when making a purchase at any of our bars, dining, bowls or bingo outlets.

SAVE

Present your membership card when making a purchase at any of our bars, café or bistro to enjoy special members' pricing and discounts.

PROGRESS

There are seven levels of Premium Rewards to discover! You can progress towards the next rewards level with every visit by accumulating Level Credits.

REDEEM

Use your Premium Points to enjoy more of the things you love – food, drinks, bowls or cash!



When purchasing from any of our bars, café or bistro, simply present your membership card and let staff know you'd like to pay using your Premium Points. Pay by points discounts apply for members in the Emerald and above levels.

To redeem points for cash, see staff in the gaming lounge or print a cash voucher through the rewards kiosk.

HOW CAN I CHECK MY POINTS BALANCE?

You can check your Premium Points and Level Credits balances at any time by:

- Swiping your membership card at the rewards kiosk
- Inserting your membership card into a gaming machine
- Asking our friendly team members

WHAT REWARDS LEVEL AM I IN?

Your level is determined by the amount of Level Credits you have earned in the last six months. All members begin at the base level, Sapphire. As you use your card for gaming play or purchases around the club, you'll progress towards the next rewards level.

HOW DO I MOVE UP A LEVEL?

Once you reach the required Level Credits, you will automatically move up to the next level. You can then start enjoying new rewards of that level straight away!

CAN I MOVE DOWN A LEVEL?

Once you reach a new rewards level, you are then guaranteed to remain in that level until the next review date. Reviews are conducted on the 1st March, 1st June, 1st September and 1st December based on your Level Credits balance.

HOW LONG DO MY PREMIUM POINTS LAST FOR?

Premium Points are valid for up to 12 months from the date they are earned. When you use your points, the oldest points are redeemed first. Providing you redeem your points regularly, your points shouldn't expire.

Level Credits are valid for six months from the date you earn them. Level Credits older than six months will expire on the 1st of each month.

WILL THE PROGRAM BENEFITS CHANGE?

Yes, the program is regularly reviewed and all benefits are subject to change.

GAMBLE RESPONSIBLY

In the best interest of our members, guests and the community, we actively promote the Responsible Service of Gaming. Confidential help, support and advice is available through the Gambling Help.

Gamblinghelp

PHONE | FACE-TO-FACE | ONLINE
www.gamblinghelponline.org.au
1800 858 858

The Premium Rewards program information is not intended for minors or persons excluded from gambling at this venue.

PRIVACY STATEMENT

Club Helensvale and Club Robina are committed to the privacy of our members. While the information collected from Premium Rewards is essential in allowing us to provide superior products and services, we value our members' trust. All activities related to Premium Rewards shall remain strictly confidential. We take all reasonable steps to protect members' personal information from misuse, loss and unauthorised access. Terms and conditions apply to all components of the Premium Rewards program. See reception for full details.


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Find us on:




ClubHelensvale



PREMIUM
REWARDS



SAPPHIRE
REWARDS



EMERALD
REWARDS



CITRINE
REWARDS



AMETHYST
REWARDS


ClubRobina

GET THE PREMIUM TREATMENT
WITH INCREDIBLE MEMBER REWARDS!

Premium Rewards give you access to exclusive rewards and benefits at Club Helensvale and Club Robina!

Every time you use your membership card, you'll be rewarded with a range of benefits, including discounts, promotions, prizes and rewards.

PREMIUM POINTS

Members in the Sapphire level earn Premium Points at the following rates:

- One Premium Point per \$1 spend on food and beverage
- One Premium Point per \$10 play on the gaming machines

As you progress through our rewards levels, your earning potential increases. Premium Points are valid for up to 12 months from the date they are earned.

LEVEL CREDITS

Rewards levels are based on your activity across our clubs. Each time you use your card, you'll earn Level Credits to help you progress to the next rewards level.

REWARDS LEVEL	LEVEL CREDITS REQUIRED
 SAPPHIRE	ENTRY LEVEL
 EMERALD	200
 CITRINE	750
 AMETHYST	1,500
 RUBY	
 DIAMOND	
 DOUBLE DIAMOND	
 UNLOCK AMETHYST LEVEL TO FIND OUT MORE!	

PREMIUM
REWARDS BENEFITS

	 SAPPHIRE REWARDS	 EMERALD REWARDS	 CITRINE REWARDS	 AMETHYST REWARDS	 RUBY REWARDS	 DIAMOND REWARDS	 DOUBLE DIAMOND REWARDS
Earn rewards points with gaming play							
Earn rewards points with food, beverage, bowls & bingo spend							
Entry into member promotions							
Members pricing on food & beverage							
Bonus rewards points with gaming play		+20%	+40%	+60%			
Discount on food & drinks (when purchased with points)		10%	20%	30%			
Chance to win kiosk prizes daily			 	 			
Gift during your birthday month		 	  	   			
Bonus rewards points with gaming play on your birthday	X2	X2	X3	X3			
Exclusive promotions							

