M.O.R.E.
MEMBER'S ONLY REWARDS, EVERYDAY!

M.O.R.E. Program Terms and Conditions

Valid from 25/02/2025. Version 2 (26.08.25)

GENERAL

1. The "M.O.R.E. Program" is the title given to the members' loyalty program for Kedron-Wavell Limited. Kedron-Wavell Ltd clubs comprise of Kedron-Wavell, The Sands Social & The Sands Bowlo. The use of "Kedron-Wavell" in these Terms and Conditions refers to all three clubs.
2. The "M.O.R.E. Program" is open to current financial members of Kedron-Wavell Ltd who hold a current, financial year member's loyalty card
3. All current financial members are opted in to the "M.O.R.E. Loyalty Program"
4. Members can choose to opt-out of the "M.O.R.E. Loyalty Program" by writing to management of Kedron-Wavell Ltd via email more@kwltd.com.au
5. In the instance that a member's card is lost, stolen, damaged, or misused it is the responsibility of that member to inform Kedron-Wavell Ltd
6. Kedron-Wavell Ltd does not accept liability for any theft, loss, or misuse of any loyalty card and/or their respective loyalty benefits
    a. The cost of a replacement loyalty card is $2.00
    b. Management reserve the right to waive the cost of replacing that card
7. Kedron-Wavell Ltd is not responsible for any Point of Sale (POS) terminal and/or Electronic Gaming Machine (EGM) malfunction that may cause members to not receive their respective loyalty benefits
8. It is the responsibility of the member to provide a Kedron-Wavell team member with their loyalty card when purchasing anything from a POS terminal. Certain loyalty benefits can only be processed before any POS sales are finalised
9. It is the responsibility of the member to ensure their loyalty card is correctly inserted into the card reader at an EGM
10. It is the responsibility of the member to ensure their contact details are correct to receive notifications about various offers and benefits issued through the "M.O.R.E. Program"
    a. If a member is listed as opted out for any forms of communication, they may not receive particular offers or benefits associated with the "M.O.R.E. Program" and are not entitled to have any offers or benefits backdated in the instance their communication preferences are updated
11. Kedron-Wavell Ltd reserves the right to take action to protect a members' loyalty card and/or adjust loyalty benefit balances resulting from system malfunction, operator error, and/or fraud
    a. This can include but is not limited to making a loyalty card temporarily inactive in the instance we suspect a loyalty card is in use whilst a member is not present at a venue to protect any loyalty and/or gaming balances
12. If a member cannot attend a Kedron-Wavell Ltd venue due to not being able to meet the minimum entry requirements, then they are not entitled to receive the benefits forthwith. These entry requirements include but are not limited to:
    a. Approved identification

b. Dress standards
c. Complying with Government mandates
d. Signs of intoxication

13. Kedron-Wavell Ltd reserves the right to adjust a member's loyalty benefits and/or tier level based on inactivity and/or general conduct issues within Kedron-Wavell venues at management discretion
14. Kedron-Wavell Ltd reserves the right to adjust the rates and manner of which loyalty benefits are earned without notice
15. Kedron-Wavell Ltd reserves the right to allocate additional loyalty benefits at the discretion of management
16. It is the responsibility of the member to inform Kedron-Wavell Ltd of any changes to their personal details, and in the instances where it isn't promotional offers from Kedron-Wavell Ltd will not be reissued
17. Kedron-Wavell Ltd is committed on working to minimise harm associated with gambling. If you or someone you know has a poor relationship with gambling, please speak to one of our Customer Liaison Officers (CLO's), or contact Gambling Helpline on 1800 858 858
18. Kedron-Wavell Ltd is not liable for any loss or damage whatsoever which is suffered, including but not limited to indirect or consequential loss, or for personal injury suffered or sustained as a result of taking the prize, except for any liability which cannot be excluded by law
19. Kedron-Wavell Ltd and its management reserve the right to decide any matter or settle any dispute arising directly or indirectly out of or in connection to the "M.O.R.E. Program" and our decision on any such matter or dispute will be final and binding; and no correspondence will be entered into
20. Any gross misconduct may result in the suspension of membership card until resolution can be met in line with the Club's constitution and by laws
21. Current managers and employees, their immediate family members residing within the same household, directly engaged contractors, Board of Directors and immediate family members are not permitted to be a part of the "M.O.R.E. Program" while engaged with Kedron-Wavell Limited
22. Gaming employees may be a part of the program after six (6) months of ceasing employment with Kedron-Wavell Ltd. All other employees must wait three (3) months after ceasing employment to participate in the program
23. The promoter is Kedron-Wavell Limited. Address is 21 Kittyhawk Drive, Chermside, QLD, 4032. ABN 76 860 492 482.

"M.O.R.E. PROGRAM" TIER LEVELS & TIER CREDITS

24. The "M.O.R.E. Program" has six (6) tier levels, each with differing loyalty benefits
25. Tier Credits are used by Kedron-Wavell Ltd to define a member's tier level in the "M.O.R.E. Program"
26. A member's Tier Credits balance is accrued during a tiering period which consist of the following:

   a. January, February, and March
   b. April, May, and June
   c. July, August, and September
   d. October, November, and December

27. At the beginning of each tiering period, a member's Tier Credits balance will start at zero (0)
28. Tier Credits are not visible to members at a POS terminal
   a. A member can also request a balance at any time from gaming staff, the foyer/reception team, or the cashier
29. Kedron-Wavell Ltd and its management reserve the right to be able to present and/or communicate a member's progression or regression in the "M.O.R.E. Program" in a method that Kedron-Wavell Ltd and its management deem appropriate
30. Tier Credits are earned at the rate of one (1) Tier Credit for every $1.00 spent on food, beverage, Kedron-Wavell Bottle Shop, show ticket purchases and Barefoot Bowls at The Sands Bowlo, when a loyalty card is swiped at a POS terminal before a sale is finalised
31. Tier Credits are earned at the rate of one (1) Tier Credit for every $10.00 of play on an EGM whilst a member's card is correctly inserted. Play being defined as "turnover" which is the credits played on an EGM or the total value of "bets"
32. Tier Credits are not accrued on private event bookings and payments, that do not go through the POS system
33. All new members will commence at the Social tier level, and progress dependent on their current Tier Credits balance
34. Members with a Tier Credits balance of zero (0) to four-hundred and ninety-nine (499) will be placed in the "Social" tier level
35. Members with a Tier Credits balance of five hundred (500) to two-thousand, four-hundred and ninety-nine (2,499) will be placed in the "Connect" tier level
36. Members with a Tier Credits balance of two-thousand, five hundred (2,500) to four-thousand, nine-hundred and ninety-nine (4,999) will be placed in the "Lifestyle" tier level
37. Members with a Tier Credits balance of five thousand (5,000) to nine-thousand, nine-hundred and ninety-nine (9,999) or a current or past Service member will be placed in the "Ambassador" tier level
38. Members with a Tier Credits balance of ten thousand (10,000) to twenty-nine-thousand, nine-hundred and ninety-nine (29,999) will be placed in the "Champion" tier level
39. Members with a Tier Credits balance of thirty thousand (30,000) and above will have the opportunity to be invited by management to join the "Elite" tier level, this tier level is not guaranteed
40. The highest tier level that a member activates during a tiering period will be retained in the subsequent tiering period.
41. Kedron-Wavell Ltd reserves the right to adjust the rate, manner, and duration of which Tier Credits are earned without notice
42. Kedron-Wavell Ltd reserves the right to add Tier Credits to a member's Tier Credits balance at the discretion of management

MEMBER BENEFITS

43. All current financial members of Kedron-Wavell Ltd receive tier-based discounted member pricing on applicable food and beverage purchases, when a current member card is presented prior to the sale and is not used in conjunction with another offer. These discounts are not applicable in private events held in the venues.
    a. "Social" Members receive up to 15%
    b. "Connect" members receive up to 18%
    c. "Lifestyle" members receive up to 20%
    d. "Ambassador" members receive up to 25%
    e. "Champion" members receive up to 40%
    f. "Elite" members receive up to 40% and a monthly $250 F&B credit
44. The "Elite" monthly F&B credit will reset each month. Any unused portion will not roll over or accrue. The credit cannot be cashed out or transferred to another person.
45. The 40% discount offered to "Champion" and "Elite" members can only be used for the member and up to six (6) other members.
46. All current financial members of Kedron-Wavell Ltd can enter into any member-only promotions where they meet the criteria for ticket entry as outlined on the individual promotion's Terms & Conditions
47. All current financial members of Kedron-Wavell Ltd can take part in complimentary fitness classes
    a. Classes must be booked in via website and are subject to availability
48. All current financial members of Kedron-Wavell Ltd can receive a Freedom Fuels discount by presenting their membership card at participating freedom fuels- refer to Freedom Fuels terms and conditions
49. All current financial members are allocated one (1) complimentary game per year of Barefoot Bowls at the Sands Bowlo to the value of $10.00. The free game of bowls will reset each year. Any unused portion will not roll over or accrue. The value of the free cannot be cashed out or transferred to another person.
50. All current financial members of Kedron-Wavell Ltd receive variable special birthday offers, dependent on tier level, that are subject to change including but not limited to:
    a. Birthday Points
        i. Social – 1,000 M.O.R.E. Points
        ii. Connect – 2,000 M.O.R.E. Points
        iii. Lifestyle – 3,000 M.O.R.E. Points
        iv. Ambassador – 4,000 M.O.R.E. Points
        v. Champion – 8,000 M.O.R.E. Points
        vi. Elite – 10,000 M.O.R.E. Points
    b. To activate the birthday points, members must swipe at the Club Kiosk
    c. Birthday Points are valid to be claimed for the month of the member's birthday and will be awarded upon the first swipe of the first day of the month the member visits at either Kedron Wavell or The Sands Social - Birthday Points can only be used on Food and Beverage purchases
    d. Birthday Point value is based on member's tier at the start of their birthday month

e. Any unused portion of Birthday Points will not roll over or accrue. The points cannot be cashed out or transferred to another person.

51. All current financial members of Kedron-Wavell Ltd receive complimentary gaming beverages
    a. Complimentary gaming beverages are only available to members whilst actively playing a gaming machine
    b. Complimentary post mix soft drink is served in a tall or pot glass, and are only available during the trading hours of the gaming service bar
    c. Hot beverages will be available for self-service based on the current offering available
52. All current financial members will receive visitation M.O.R.E. Points once per day; upon the first swipe at a kiosk using their valid loyalty card at any venue in Kedron-Wavell Ltd, receiving the following values based on tier level:
    i. Social - 30
    ii. Connect - 50
    iii. Lifestyle - 75
    iv. Ambassador - 100
    v. Champion - 500
    vi. Elite - 1,000
53. Ambassador, Champion and Elite tier level members receive complimentary show tickets based on their tier level. The total value available to use on show tickets are as follows:
    a. Ambassador - $50 per quarter
    b. Champion - $100 per quarter
    c. Elite - $100 per quarter
    d. Any unused portion of the Show value will not roll over or accrue. The value cannot be cashed out or transferred to another person
54. To activate the show tickets, members must swipe at the Club Kiosk.
55. The Show tickets will be awarded upon the first swipe of the first day of the three months tiering period, when the member visits at either Kedron Wavell or The Sands Social
56. Ambassador, Champion and Elite tier level members receive discounts for room hire at any of Kedron-Wavell Ltd venues when booking a private event that includes food and beverage. Room hires for non-paid events will not be discounted
    a. The discount/offer each member receives depends on their tier level:
        i. Ambassador - up to $200
        ii. Champion - up to $300
        iii. Elite - up to $400
    b. All functions must be booked through Kedron-Wavell Ltd Events team for any applicable discounts to be applied- events@kedron-wavell.com.au
    c. Function bookings are subject to availability, and certain times of the year may be busier than others
57. No membership discounts apply with any food or beverage purchases in private events booked and held at any of the clubs.
58. Champion and Elite tier level members receive a number of exclusive benefits throughout the quarter:
    a. Leave of Absence Tier hold
        i. All requests must be made to more@kwltd.com.au prior to leave of absence
    b. Easy Access Parking (Kedron-Wavell only)
        i. Subject to availability

59. Kedron-Wavell Ltd reserves the right to amend benefits of each tier level at any time at the discretion of management

M.O.R.E. POINTS

60. All current financial members of Kedron-Wavell Ltd can earn M.O.R.E. Points across all venues
61. M.O.R.E. Points equate to the purchasing power available to current financial members across Kedron-Wavell Ltd
62. Examples of what M.O.R.E. Points equate to in terms of cash are as follows:
    i. 100 M.O.R.E. Points = $1.00
    ii. 1,000 M.O.R.E. Points = $10.00
    iii. 10,000 M.O.R.E. Points = $100.00
63. M.O.R.E. Points are earned at the rate of one (1) M.O.R.E. Point for every $1.00 spent on food, beverage, Kedron Wavell Bottle Shop, Barefoot Bowls at The Sands Bowlo, show tickets and Northside Bingo when a loyalty card is swiped at a POS terminal before a sale is finalised
64. M.O.R.E. Points are earned at the rate of one (1) M.O.R.E. Point for every $10.00 of play on an EGM whilst a member's card is correctly inserted. Play being defined as "turnover" which is the credits played on an EGM or the total value of "bets"
65. A M.O.R.E. Points multiplier will be applicable to the Connect, Lifestyle, Ambassador, Champion and Elite tiers using the earning rules listed above
    a. Connect receives a x1.5 multiplier
    b. Lifestyle receives a x2 multiplier
    c. Ambassador receives a x2.5 multiplier
    d. Champion receives a x3 multiplier
    e. Elite receives a x5 multiplier
66. M.O.R.E. Points will expire twelve (12) months from the day they are earned, for tier levels except the Champion tier level and Elite tier level
67. Members who are no longer financial for more than twelve (12) months will forfeit all M.O.R.E. Points and Tier Credits. There is a 3-month grace period from 1 January – 31 March for members to reactivate. This is reviewed 1 April of every year
68. Members can use their points to purchase food, beverages, products from Kedron Wavell Bottle Shop, Barefoot Bowls at The Sands Bowlo, show tickets and Northside Bingo food and beverages
69. Connect, Lifestyle, Ambassador, Champion and Elite Tier level members can redeem their M.O.R.E. Points for cash
    a. Points can be redeemed at a kiosk or at the Gaming Cashier at Kedron Wavell or The Sands Social
    b. M.O.R.E. Points can only be redeemed for cash in increments of $5.00 (minimum amount is $5.00)
70. Members can purchase Kedron Wavell Group gift cards using their M.O.R.E. Points, with a minimum value of $10.00
71. Kedron-Wavell Ltd will accept the transfer or M.O.R.E. Points from one loyalty card to another loyalty card, with the consent of both parties and at the discretion of management, in the following circumstances:
    i. From one partner to another

ii. From one spouse to another
iii. From one family member to another

72. Kedron-Wavell Ltd reserves the right to either transfer M.O.R.E. Points to another member's card (in the instance that their partner, spouse, or family member are now deceased) or to forfeit them at the discretion of management
73. Kedron-Wavell Ltd reserves the right to adjust the rate and manner of which M.O.R.E. Points are redeemed without notice

PRIVACY

74. The information Kedron-Wavell Ltd collects arising directly or indirectly out of or in connection with a current financial member's membership shall become and remain Kedron-Wavell Ltd.'s property
75. Current financial members consent to Kedron-Wavell Ltd collecting and retaining their personal information (including information concerning their membership) for the purposes of:
    i. Carrying out the functions and activities that are necessary for Kedron-Wavell Ltd to meet its obligations to the member under these terms and conditions
    ii. Marketing Kedron-Wavell Ltd's goods and services to a current financial member
    iii. Meeting legal requirements or fulfilling any purpose authorised by or under law
76. Members may opt-out of any marketing or promotion correspondence at any time at reception, or in writing to management
77. For full details of the Company's Privacy Policy, please ask a Duty Manager or manager for a full copy of the Kedron-Wavell Ltd Privacy Policy