

TOWN HALL HOTEL

29 Station Rd. Waratah NSW 2298
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www.townhallwaratah.com.au

Terms & Conditions



GENERAL TERMS & CONDITIONS

1. The Town Hall Hotel membership card is a privilege granted to loyal and active Hotel patrons and may be revoked or cancelled at management's discretion at any time.
2. Town Hall Hotel cards remain the sole property of The Town Hall Hotel.
3. A Town Hall Hotel card must be presented to staff to receive all Town Hall Hotel Membership benefits (e.g. point discounts, complimentary birthday meal, etc) and when redeeming points. Strictly, NO CARD = NO BENEFITS!
4. The Town Hall Hotel cardholder must be 18 years or older.
5. The Town Hall Hotel cardholder agrees to use their card in the manner specified by management and must surrender it immediately on demand.
6. Management reserves the right to decide any matter or settle any dispute arising directly or indirectly out of or in connection to the Town Hall Hotel Membership program. The decision on any such matter or dispute will be final and binding and no correspondence will be entered in to.
7. The promoter is The Town Hall Hotel, 29 Station Street, WARATAH NSW 2298.
8. Town Hall Members MUST BE PRESENT at the venue to claim JACKPOTS, CARD AND BADGE DRAWS

LOST, STOLEN OR MISUSED TOWN HALL CARDS

9. The Town Hall Hotel is not responsible for any

lost or stolen cards. In the event of a lost or stolen Town Hall Hotel card, the member must report it immediately.

10. Management will not be liable for any unauthorised use of a member's Town Hall Hotel card and the subsequent accumulation or redemption of Town Hall Hotel points.

11. It is the Town Hall Hotel cardholder's responsibility to inform The Town Hall Hotel of any change of details, if this is not done mail out material or promotional mail outs will not be reissued.

12. Fraudulent use of a Town Hall Hotel card will result in immediate and permanent withdrawal of your card and all of its privileges.

13. Management reserves the right to:

i. Adjust any points balance resulting from malfunction, operational errors or fraud.

ii. Alter or cancel this program at any time without notice.

iii. Vary the conditions of the program with specific promotions.

iv. All decisions made by Management are final and binding.

14. Replacement cards will be issued by staff at a cost of \$3 or 300 rewards points deducted from the cardholder's account (if applicable). Card holders membership number will be deleted when transferring to the reissued card.

TOWN HALL HOTEL REWARDS POINTS

15. Town Hall Hotel points earned must be

redeemed within twelve (12) months from the date they were accrued or they will expire.

16. 100 Town Hall Hotel points = \$1 value

17. The Town Hall Hotel is not responsible for any till or gaming malfunction that may cause members not to receive Manly Rewards points.

18. It is the member's responsibility to ensure their member's card is handed to staff when making a purchase, points can only be processed before the sale has been finalised.

19. Members can redeem Town Hall Hotel points to purchase items from facilities throughout The Town Hall Hotel. Members must inform the staff that they will be using their rewards points to make their purchase.

i. Members can choose to purchase items using a portion of or the whole amount of Town Hall Hotel points required to complete the transaction.

20. Management reserves the right to impose restrictions on Town Hall Hotel offers at their discretion.

21. It is the responsibility of the cardholder to ensure their Town Hall Hotel card is properly inserted in the gaming machine and is earning points.

22. Redemption of Town Hall Hotel points must be done in person by the cardholder. The member's assigned card and photo ID must be presented to staff and member's signature is required.

TERMS & CONDITIONS CHECKING TOWN HALL POINTS BALANCE

23. To check your balance and accumulate Town Hall Hotel points, the cardholder must:

i. Have their membership card inserted and accepted in any gaming machine card reader whilst playing.

ii. Swipe their membership card at the member kiosk located outside gaming room.

iii. Present their membership card when making purchases at the point of sale terminals throughout the Hotel, excluding TAB and Keno facilities.

TOWN HALL HOTEL REWARDS POINTS TRANSFER

24. The Town Hall Hotel card is for the exclusive use of the registered member. Any points, prize rewards or discount benefits cannot be transferred or assigned to any other person other than the cardholder.

25. In the event of a member's death, Town Hall Hotel points accrued on their card remain the property of The Town Hall Hotel.

26. In the event of a member's cancellation of their Town Hall Hotel membership or members who have been made inactive (card not used in two years) and deleted from the Town Hall Hotel program, any unused Town Hall Hotel points will be forfeited.

Participation in the Town Hall Hotel membership program indicates acceptance of the above terms and conditions. The Town Hall Hotel Management reserves the right to revise or alter the conditions of the Town Hall Hotel programs, promotions and benefits at any time without prior notice. Town Hall Hotel members accept the responsibility to keep themselves up to date with these amendments.

PRIVACY POLICY

The Town Hall Hotel is committed to protecting the privacy of Town Hall Hotel members. We will only collect, use or disclose information in accordance with the Privacy Act (1988). While the information collected from the Town Hall Hotel membership program is important in allowing us to provide superior products and services, our most important asset is our member's trust.

Information collected via the Town Hall Hotel program will not only be safeguarded according to strict standards and security it will only be used to improve our services to you, the member. The Town Hall Hotel will take all reasonable steps to protect the member's personal information which we hold from misuse, loss and unauthorised access, modification and disclosure.

The types of personal information collected by the Town Hall Hotel depend on the relationship you may have with us. For example, we may require certain specific information about you should you apply for employment with us (e.g. employment or training history) which is different from the information you supply if you are entering a competition or joining our membership program. We will only collect information from you directly and from your use of our products and services.

The Town Hall Hotel will only use or disclose personal information for the purpose which was either specified or reasonably apparent at the time of collection. We may also use your personal information to send marketing or promotional material to you, unless you indicate that you do not wish to receive it.

RESPONSIBLE GAMBLING

The Town Hall Hotel is committed to ethical and responsible behaviour that recognises the importance of our member's and patron's wellbeing with a focus on minimising the potential harm of gambling.

For further information about how we can help you, please talk to one of our staff.

Alternatively, you can call the Gambling Helpline on 1800 858 858.