



ELEVATE rewards

Terms & Conditions

1. GENERAL

- 1.1. These terms and conditions apply to the rewards scheme know as 'ELEVATE Rewards' ('Everglades Country Club Members' Rewards Program). Everglades Country 'ELEVATE Rewards' has been established and is administered by Everglades Country Club Limited ABN 86000196501 (hereafter referred to as the Club). These terms and conditions replace any previous terms and conditions that may apply effective 12th DECEMBER 2025
- 1.2. These terms and conditions are separately for the benefit, and separately enforceable by, each of the Club and the Everglades Country 'ELEVATE Rewards' Partners (hereafter referred to as the Partners). The Partners are organisations with whom the Club has an arrangement concerning: -
 - 1.2.1. the Club entering bonus or rewards points (collectively "Points") in the account held by the Club concerning the members (Player Account) as a result of certain eligible transactions; and
 - 1.2.2. those organisations supplying entitlement or benefits (Rewards) to the member when the Club accepts and notifies the Partners of a valid redemption request from you.
- 1.3. References to:
 - 1.3.1. "we," "our," and "us" are references to the Club and all Everglades Country 'ELEVATE Rewards' Partners, each, and any of whom may separately enforce these terms and conditions.
 - 1.3.2. "membership" means your membership of the Club, and thus Everglades Country 'ELEVATE Rewards' unless the context otherwise requires.
- 1.4. By participating in Everglades Country 'ELEVATE Rewards' through the use of your membership card or membership number, or by claiming any benefit, you agree to be bound by these terms and conditions and provide the consent specified in clause 7 relating to personal information. The terms and conditions governing Everglades Country 'ELEVATE Rewards' can be amended from the Club from time to time. A PDF copy of the current terms and conditions is available from the Club's Reception.
- 1.5. Your membership provides you with the opportunity to accrue Points for the redemption of Rewards from the Club. The number of Points earned by the members within a twelve-month period (or such other period as the Club may specify from time to time) will determine your eligibility to redeem Rewards.



- 1.6.** The Rewards offered by the Club are a courtesy extended to you at the Club's sole discretion and are not automatic entitlements (legal or otherwise).
- 1.7.** The basis on which you can accrue points or redeem rewards (including these terms and conditions) is determined solely by the Club (in the Club's absolute discretion) and is subject to change from time to time without prior notice to you.
- 1.8.** Reward Points and Status Crei can only start to be entered in your Player Account after:
 - 1.8.1.** your player account has been activated.
- 1.9.** Your membership and any accrued Reward Points, Status Credits or Rewards are not transferable.
- 1.10.** The accrual of Reward Points or the redemption of Rewards is not available in conjunction with any other discount, promotion or program offered by us unless stated otherwise.
- 1.11.** The Club reserves the right to decide any matter or settle any dispute arising directly or indirectly out of or in connection to Everglades Country 'ELEVATE Rewards' and the Club's decision on any such matter or dispute will be final and binding and no correspondence will be entered in to.
- 1.12.** Subject to any applicable law which cannot be excluded, the Club accepts no liability for any loss, damage or injuries suffered or sustained (including but not limited to direct or consequential loss or losses arising from the Club's negligence) by you arising directly or indirectly out of or in connection to Everglades Country 'ELEVATE Rewards' and you release and discharge the Club from any liability for any such loss, damage or injury. If the Club is liable to you in any way, then the Club's liability will be limited to allocating to you player account the number of points which the Club considers is appropriate in connection with your relevant claim.
- 1.13.** Unless otherwise stated, you are solely responsible for any taxes, GST, duties, levies, fees or other charges levied or imposed arising from, as a result of or in connection to with, your participation in Everglades Country 'ELEVATE Rewards', the accumulation of Points or the redemption of Rewards.
- 1.14.** Unless otherwise stated, any material published by the Club pertaining to these terms and conditions, including material relating to the rate of accrual of Points, redemption of Points or any Rewards and the number of Points required to be earned and maintained for any tier of membership of Everglades Country 'ELEVATE Rewards', will form part of the terms and conditions of the Everglades Country 'ELEVATE Rewards', Program which may be varied by the Club from time to time at the Club's discretion.
- 1.15.** If part or all of the clause of these terms and conditions is illegal, invalid or unenforceable then it will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible, it will be severed from these terms and conditions and the remaining provisions of these terms and conditions will continue to have full force and effect.



2. DEFINITIONS

In these terms and conditions unless the context otherwise requires:

- 2.1. "Redemption" occurs when a Participant uses Rewards Points to redeem a Reward from the Club.
- 2.2. "The Club" means the Everglades Country Club Limited.
- 2.3. "Eligible Members" means those members referred to in clause 3.1 of the Terms and Conditions.
- 2.4. "Everglades Country 'ELEVATE Rewards'" means the Club's Loyalty Rewards program in terms of which Eligible Members may accrue Rewards Points and may redeem Rewards Points for ELEVATE Rewards.
- 2.5. "Membership" means a person's membership of the Club.
- 2.6. "Membership Card" means a membership card issued to a member by the Club once the Board of the Club has approved the applicant's application for Membership.
- 2.7. "Participant" means any Eligible Member who participates in Everglades Country 'ELEVATE Rewards' as provided in clause 3.2 of these terms and conditions.
- 2.8. "Participant's Account" means the account opened in the name of each Participant in which is recorded all Rewards Points earned by a Participant and all redemptions of Rewards Points by the Participant.
- 2.9. "Rewards Points" means the Rewards Points which a Participant earns when he or she purchases food, beverages, show tickets, bingo, raffles and keno in the Club or participates in gaming activities but excludes any transactions under any promotion of the Club and which may be used by a Participant to redeem Rewards. (The Club reserves the right to introduce and delete points).
- 2.10 "Gaming Points" means the Gaming Points which a participant earns through turnover when playing EGMs and MGMs that can be used for promotions such as Point Play and cannot be redeemed using Reward Points.
- 2.11. "Twelve Month Period" means in respect of those Participants who are Eligible Members of the Club as of 1st April in each given year (in line with the Club's annual membership period).
- 2.12. "Status Credits" means the Status Credits which a Participant earns when he or she purchases selected non-gaming goods and services or participates in nominated gaming activities (excluding TAB wagering) or any transactions under any promotion of the Club and which are attributed to a member's tier level over a rolling 12 month.
 - 2.12.1 The Club reserves the right to introduce and delete Status Credits.
 - 2.12.2 Status Credits have no monetary value and cannot be used to Redeem rewards.

3. MEMBERSHIP

Membership to the Club is defined in the Club's Constitution (available at the Club's reception). For the purposes of this document, a brief outline is listed below:

- 3.1.** Only Life Members and Members who have paid the appropriate fees of the Club who are 18 years of age or older are classified as members of the Club. And such other classes of membership as determined by the Club's Board of Directors from time to time.
- 3.2.** Membership of Everglades Country 'ELEVATE Rewards' comes with eligibility to a person's membership of the Club. It is a requirement of membership to the Club that you keep and maintain your membership to the Club financial.
- 3.3.** Each member has the right to opt out of the Everglades Country 'ELEVATE Rewards' program at any time, by notifying the General Manager in writing.
- 3.4.** You will promptly notify the Club in writing:
 - 3.4.1.** of any change in your address; and
 - 3.4.2.** if your membership card is lost, stolen, damaged or misused in any way.

4. TIERS OF MEMBERSHIP

- 4.1.** There are (6) SIX tier levels of membership, being PINNACLE, CROWN, DIAMOND, PLATINUM, GOLD, and BRONZE, with the entry level to the FIVE tiers commencing with SILVER.
- 4.2.** All eligible members are automatically granted the introductory level of SILVER.
- 4.3.** To be eligible for GOLD membership you must earn and maintain the number of Status Credits required under Everglades Country 'ELEVATE Rewards' within the last twelve-month period (or such other period as the Club may specify from time to time). The number of Status Credits required to be earned and maintained for GOLD membership will be published by the Club, which will be subject to change from time to time.
- 4.4.** To be eligible for PLATINUM membership you must earn and maintain the number of Status Credits required under Everglades Country 'ELEVATE Rewards' within the last twelve-month period (or such other period as the Club may specify from time to time). The number of Status Credits required to be earned and maintained for PLATINUM membership will be published by the Club, which will be subject to change from time to time.
- 4.5.** To be eligible for DIAMOND membership you must earn and maintain the number of Status Credits required under Everglades Country 'ELEVATE Rewards' within the last twelve-month period (or such other period as the Club may specify from time to time). The number of Status Credits required to be earned and maintained for DIAMOND membership will be published by the Club, which will be subject to change from time to time.



- 4.6.** To be eligible for CROWN membership you must earn and maintain the number of Status Credits required under Everglades Country 'ELEVATE Rewards' within the last twelve-month period (or such other period as the Club may specify from time to time). The number of Status Credits required to be earned and maintained for CROWN membership will be published by the Club, which will be subject to change from time to time.
- 4.7.** To be eligible for PINNACLE membership you must earn and maintain the number of Status Credits required under Everglades Country 'ELEVATE Rewards' within the last twelve-month period (or such other period as the Club may specify from time to time). The number of Status Credits required to be earned and maintained for PINNACLE membership will be published by the Club, which will be subject to change from time to time.
- 4.8** Members will be reviewed for promotion to a higher tier level each month.
- 4.9.** Members will be reviewed for demotion of a tier level on during January, April, July, and October each year.
- 4.10.** The Club reserves the right to make any changes to these terms and conditions, at any time, including to:
 - 4.10.1.** create, amend, or remove tiers of membership to which different terms and conditions apply including but not limited to the benefits applicable to each tier of membership and the method and rates of Point accrual and Rewards offered to you as part of the ELEVATE rewards.
 - 4.10.2.** set and change the number of Status Credits required to be earned and maintained under the Everglades Country 'ELEVATE Rewards' within any period for eligibility to any tier of membership within the Scheme.
 - 4.10.3.** move your membership into another tier of membership regardless of the number of Points accrued by you at any time without notice to you.
- 4.11.** Subject to any changes the Club may make, your membership of any of the tier levels of membership offered by the Club will enable you to receive the benefits as identified within the Everglades Country 'ELEVATE Rewards' Brochure:



5. MEMBERSHIP CARDS

- 5.1.** You are only permitted one membership card at any one time.
- 5.2.** The membership card issued to you remains the property of the Club.
- 5.3.** You must ensure your membership card as soon as issued is in your possession.
- 5.4.** Your membership card is only to be used by you and is not to be given to any other person for the purpose of accruing Points, redeeming Rewards or for any other purpose.
- 5.5.** It is your responsibility to protect your membership card and to take precautions against its theft, loss, damage, or misuse.
- 5.6.** You acknowledge that the Club does not accept responsibility, and the Club does not accept liability for the theft, loss, misuse of or fault in your membership card (including the failure of your membership card to accrue Points).
- 5.7.** If your membership card is lost or stolen, you will need to provide the Club with photo identification as required by the Club from time to time in order to obtain a replacement membership card.

6. POINTS & REWARDS

- 6.1.** You will accrue Rewards Points and Status Credits as a result of certain eligible transactions at the standard rate unless otherwise stated. The standard rate of accrual of Rewards Points and Status Credits will be published by the Club, which will be subject to change from time to time.
 - 6.1.1.** Earning level for Electronic Gaming Machines is \$8 turnover = 1 Reward Point and 1 Status Credit.
 - 6.1.2.** Earning level for Multi-Terminal Gaming Machines is \$22 turnover = 1 Reward Point and 1 Status Credit.
 - 6.1.3.** Earning level for Food & Beverage is \$1 = 1 Reward Points and 1 Status Credit.
- 6.2.** It is your responsibility to ensure that your membership card is.
 - 6.2.1.** inserted into, and accepted by a gaming machine, or point of sale terminal, or other device provided by the Club, that identifies and accrues Reward Points, and Status Credits
 - 6.2.2.** is working and accruing Reward Points and Status Credits during the course of your play of the gaming machine, or at point-of-sale terminals, or other device provided by the Club etc. (as the case may be).
- 6.3.** The Club is not liable for the failure of your membership card to accrue Rewards Points and Status Credit or any reason whatsoever (including but not limited to membership card terminal error, operator error or misrepresentation, the Club's act, or omission (including negligence), or membership card malfunction).

- 6.4.** The Club reserves the right:
- 6.4.1.** to adjust the number of Reward Points and Status Credits you have accrued if the Points were accrued as a result of membership card terminal error, operator error or misrepresentation, the Club's act or omission (including negligence), membership card malfunction or for any other reason resulting in the Reward Points and Status Credits being invalidly accrued; and
 - 6.4.2.** to change the rate and manner in which Reward Points and Status Credits are accrued (including but not limited to the transactions that the Club classify as eligible transactions and the standard rate of Reward Points and Status Credits accrual) and set and change the number of Reward Points to be redeemed for any Rewards.
- 6.5.** Reward Points and Status Credits will not validly accrue on your membership card while another person is using it.
- 6.6.** You may only redeem Rewards from Reward Points validly accrued by you and the Club may require proof of identification when you request or redeem a Reward.
- 6.6.1** The value of Reward Points redeemed is equal to 1cent per point.
- 6.7.** Based on your Tier Level you will be offered a discount percentage from the Member Price for the purchase of food, beverage, or any other product as determined by the Club when paying with Points. The rate of discount that applies will be published by the Club, which will be subject to change from time to time.
- 6.8.** Reward Points accrued by you can only be redeemed for Rewards by 30 JUNE of each year (or such other period as the Club may specify from time to time). Any Reward Points not redeemed by that date (or such other period as the Club may specify from time to time) will be forfeited.
- 6.8.1.** Reward Points accrued by PINNACLE and CROWN members will not expire (Subject to change at the Club's sole discretion).
- 6.9.** Reward Points used by you to redeem Rewards will be deducted from your Player Account balance when you submit your request to redeem a Reward.
- 6.10.** The Club will not be responsible for replacing Reward Points or Status Credits due to a lost, stolen, damaged or faulty membership card.
- 6.11.** Rewards are redeemable on a first come first served basis.
- 6.12.** Rewards are not transferable, refundable, or exchangeable for cash.
- 6.13.** Rewards are subject to availability, and the Club reserves the right to cancel, withdraw or substitute any Rewards at any time in the Club's absolute discretion.



- 6.14.** The Club does not accept liability for:
- 6.14.1.** any lost or stolen Rewards or Rewards vouchers after they have been issued.
 - 6.14.2.** any loss or damage arising from the Club's cancellation, withdrawal, or substitution of any Rewards; or
 - 6.14.3.** the unavailability of any Rewards that the Club previously displayed or promoted as being available for the redemption of Reward Points.
- 6.15.** The Club makes no representation and gives no warranty (either expressly or impliedly) as to the quality, standard, fitness, or suitability for purpose of the Rewards.
- 6.16.** From time to time the Everglades Country 'ELEVATE Rewards' programme may provide members with additional offers; the offers will be at the sole discretion of the Club. All offers will be provided with a validity date to which the offers must be redeemed, after the validity date the offers will expire.
- 6.17.** The Club reserves the right to determine the level of value of Daily Loyalty Bonus and the period when the Daily Loyalty Bonus will be available. Daily Loyalty Bonus apply to one swipe per member per day. The rate of Daily Bonus that applies will be published by the Club.
- 6.18.** The Club reserves the right to determine the level of value and offers of the Birthday Bonus and the period when the Birthday Bonus will be available. Birthday Bonus apply to one swipe per member during the month of their birthday. The rate of Birthday Bonus that applies will be published by the Club.
- 6.19.** Any Reward Points earned as a bonus through promotional activity or manual additions are not included in the Reward Points or Status Credit tally for the purpose of calculating tier qualifications.

7. PRIVACY

- 7.1.** The information the Club collects arising directly or indirectly out of or in connection with your membership shall become and remain the Club's property.
- 7.2.** You consent to the Club collecting and retaining your personal information (including information concerning your membership) for the purposes of:
- 7.2.1.** carrying out the functions and activities that are necessary for the Club to meet our obligations to you under these terms and conditions.
 - 7.2.2.** disclosing your personal information to third parties who are engaged by the Club to assist in meeting the Club's obligations to you under these terms and conditions.
 - 7.2.3.** marketing the Club's goods and services to you.
 - 7.2.4.** disclosing your personal information to selected third parties to allow them to market their goods and services to you unless you inform the Club otherwise; and
 - 7.2.5.** meeting legal requirements or fulfilling any purpose authorised by or under law.
- 7.3.** The Club will, at your request, provide you with access to your personal information held by the Club if (in our opinion) it is reasonable to do so.
- 7.4.** It is your responsibility to ensure that your personal information held by the Club is accurate, complete, and up to date. Where reasonable, you will be granted access to your personal information for the purposes of establishing that the information is accurate, complete, and up to date.

8. Personal identification Number (PIN)

- 8.2** All membership cards have a personal identification number (PIN) that is four standard digits.
- 8.3** Each membership card is issued with a standard 4-digit PIN number which is the DD/MM of the member's birthday.
- 8.4** It is the members responsibility to change the PIN number to protect their Everglades Country 'ELEVATE Rewards' points.
- 8.5** A PIN number selected by a member must not be disclosed to another person or member.
- 8.6** If a member has forgotten their personal PIN number, the PIN number can be reset by reception staff if the member presents their membership card and or Membership Kiosk.

9 TERMINATION OF THE EVERGLADES COUNTRY 'ELEVATE Rewards' PROGRAM

- 9.1** You may terminate your membership at any time by giving written notice to the Club or by returning your membership card to the Club, at which time, all Points, and associated Rewards (whether they be Points and Rewards having accrued or not) will be permanently cancelled.
- 9.2** The Club may terminate or suspend your membership (in our absolute discretion) if the Club believes (in the Club's absolute discretion) that the following occurs:
 - 9.2.1** you fail to strictly comply with these terms and conditions.
 - 9.2.2** your Club membership expires or is cancelled or is suspended.
 - 9.2.3** your conduct is deemed to be offensive, dishonest, disruptive, intimidating, unbecoming or prejudicial to the Club's interests.
 - 9.2.4** you interfere with or misuse any equipment or property.
 - 9.2.5** you pass away or are declared a bankrupt; or
 - 9.2.6** you become an employee of the Club.
- 9.3** In the event the Club terminates your membership.
 - 9.3.1** all of your Points and associated Rewards (whether they be Points and Rewards having accrued or not) will automatically be cancelled (and for the purpose of clarity will not be redeemable) from the time the Club terminates your membership; and
 - 9.3.2** you must immediately return your membership card to the Club.
- 9.4** The Club may suspend or terminate the operation of Everglades Country 'ELEVATE Rewards' at any time and without prior notice to you. The Club gives no warranty as to the continuing availability of ELEVATE rewards.



- 9.5** Due to legislative restrictions on gaming related advertisements, a notice informing members of the suspension or termination of the operation of Everglades Country 'ELEVATE Rewards' may only be displayed in certain areas within the Club's premises (Members Notice).
- 9.6** In the event that the operation of Everglades Country 'ELEVATE Rewards' is terminated for whatever reason, all Points may be cancelled 30 days from the Club issuing a Members Notice and you will not be able to redeem any Rewards 30 days after the Club issues a Members Notice.

