ALL ABOARD REWARDS

Terms and Conditions – 1st October 2026

GENERAL

1. The "All Aboard Rewards Program" is the title given to the members' loyalty program of the Pine Beach Hotel and the Beachmere Hotel hereafter referred to as the Hotel or Hotels.
2. The "All Aboard Rewards Program" is open to current financial members of the Hotels who have received their All Aboard Rewards Card.
3. The program operates independently at each Hotel and benefits are not transferrable across the different Hotels.
4. All current financial members are opted-in to the "All Aboard Rewards Program".
5. Members can choose to opt-out of the "All Aboard Rewards Program" by writing to management of the Hotel.
6. In the instance that a member's card is lost, stolen, damaged, or misused it is the responsibility of that member to inform the Hotel.
7. The Hotels and their managers does not accept liability for any theft, loss, or misuse of any loyalty card and/or their respective loyalty benefits. The cost of a replacement loyalty card is $3.00.
8. Management reserve the right to waive the cost of replacing that card in mitigating circumstances.
9. The Hotels are 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.
10. It is the responsibility of the member to provide a Hotel 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.
11. It is the responsibility of the member to ensure their loyalty card is correctly inserted into the card reader at an EGM.
12. 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 "All Aboard Rewards Program". If a member is listed as 'Hold Mail Yes' or opted-out for any forms of communication, they may not receive particular offers or benefits associated with the "All Aboard Rewards Program" and are not entitled to have any offers or benefits backdated in the instance their communication preferences are updated.
13. The Hotels reserve 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. 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.

14. If a member cannot attend the Hotels 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
15. The Hotels reserve the right to adjust a member's loyalty benefits and/or tier level status based on inactivity and/or general conduct issues within the Hotels at managements absolute discretion.
16. The Hotels reserve the right to adjust the rates and manner of which loyalty benefits are earned without notice.
17. The Hotels reserves the right to allocate additional loyalty benefits at the discretion of management.
18. It is the responsibility of the member to inform the Hotel of any changes to their personal details, and in the instances where the Hotel isn't informed, promotional offers from the Hotels will not be reissued.
19. The Hotels are committed on working to minimise problem gambling. If gambling is a problem for you, ask to speak to one of our Customer Liaison Officers (CLO's), or contact a Gambling helpline.
20. The Hotels are 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.
21. The Hotels 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 "All Aboard Rewards Program" and our decision on any such matter or dispute will be final and binding; and no correspondence will be entered into.
22. The promoters are the Hotels care of either The Pine Beach Hotel (3/5 Granville St, Emu Park QLD 4710) or The Beachmere Hotel (2 James Rd, Beachmere QLD 4510).

ALL ABOARD REWARDS PROGRAM TIER LEVELS & TIER CREDITS

23. The "All Aboard Rewards Program" has five (5) tier levels, each with differing loyalty benefits.
24. Tier credits are used by the Hotels to define a member's tier level in the "All Aboard Rewards Program". The number of tier credits that a member accrues will indicate their tier level.

25. A member's tier credits balance is accrued during a 3-month tiering period which are set as the following:
    a. January, February, & March
    b. April, May, & June
    c. July, August, & September
    d. October, November, & December
26. At the beginning of each tiering period, a member's tier level will be based on their activity in the preceding tiering period, and their tier credits balance will start at zero (0).
27. Tier credits are not visible at point-of-sale terminals. Tier credits are visible on the kiosks to members by selecting the "My Rewards" tab on the kiosk once their loyalty card has swiped. This will show the member their current tier credits and the tier credits they will require to:
    a. Retain their current tier level.
    b. Upgrade to a higher tier level.
28. A member can also request a balance at any time from a venue team member.
29. The Hotels and its management reserve the right to be able to present and/or communicate a member's progression or regression in the "All Aboard Rewards Program" in a method that the Hotels and its management deem appropriate. In most instances this will be via E-Mail or SMS, so being opted-in for communication is necessary to receive these updates.
30. Tier credits are earned at the rate of one (1) tier credit for every $1.00 spent on any purchase through a point-of-sale terminal such as food, beverage or retail through our bottleshops.
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. All current financial members will commence at the Deck Hand level, and progress dependent on their current tier credits balance.
33. It is the responsibility of the individual member to ensure that all qualifying purchases and gaming play are conducted using the individual member's All Aboard Rewards Card to ensure that the correct number of tier credits are applied to their balance.
34. Members with a tier credits balance of zero (0) to four-hundred and ninety-nine (499) will be placed in the Deck Hand tier level.
35. Members with a tier credits balance of five hundred (500) to four-thousand, nine-hundred and ninety-nine (4999) will be placed in the Bosun tier level.
36. Members with a tier credits balance of five thousand (5000) to nine-thousand, nine-hundred and ninety-nine (9999) will be placed in the First Mate tier level.
37. Members with a tier credits balance of ten thousand (10000) to nineteen-thousand, nine-hundred and ninety-nine (19999) will be placed in the Captain tier level.
38. Members with a tier credits balance of twenty thousand (20000) and above will be placed in the Admiral tier level.

39. The highest tier level that a member activates during a tiering period will be retained in the subsequent season. For example, if a member accrues enough tier credits to be First Mate from January to March, they will begin as First Mate in the April to June period.
40. If a member accrues enough tier credits to upgrade to a higher level, they will be automatically upgraded to that tier level and begin to accrue the benefits associated with that level.
41. If a member does not accrue enough tier credits to retain their current tier level, for example they are First Mate but accrue 4000 tier credits during a tiering period, they will only be downgraded on the 1st day of the next tiering period.
42. The Hotels reserve the right to adjust the rate, manner, and duration of which tier credits are earned without notice.
43. The Hotels reserves the right to add tier credits to a member's tier credits balance at the discretion of management.

COMPASS CASH (POINTS)

44. All current financial members of the Hotels can earn Compass Cash.
45. Compass Cash equates to the purchasing power or cash available to current financial members across the Hotels.
46. Examples of what Compass Cash equates to in terms of cash are as follows:
    a. 100 Compass Cash = $1.00
    b. 1000 Compass Cash = $10.00
    c. 10000 Compass Cash = $100.00
47. Compass Cash is earned at the rate of one (1) Compass Cash for every $1.00 on any purchase through a point-of-sale terminal such as food, beverage, or retail through our bottleshops. A loyalty card must be swiped at a POS terminal before a sale is finalised.
48. Compass Cash is earned at the rate of one (1) Compass Cash 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".
49. Unused Compass Cash balances expire on the 31st of December and the 30th of June each year.
50. Members can redeem their Compass Cash for a point-of-sale purchase for part or all of their total value of the purchase. A valid All Aboard Rewards Card must be swiped at the beginning of the transaction for this to process and available balances to be visible prior to completing the transaction.
51. Members can redeem their Compass Cash for "Pokie Cash", with a minimum redemption of $5.00. Members can redeem a voucher from the All Aboard Rewards Kiosk(s), and then redeem this voucher at the Cashier terminal.

52. The Hotels does accept the transfer or Compass Cash from one loyalty card to another loyalty card, with the consent of both parties, in the following circumstances:
    a. From one partner or spouse to another.
    b. From one family member to another.
53. The Hotels reserve the right to either transfer Compass Cash to another member's card (in the instance that their partner, spouse, or family member are now deceased) or to expire them.
54. The Hotels reserve the right to adjust the rate, manner, and duration of which Compass Cash are earned without notice.

MEMBER BENEFITS

55. All current financial members of the Hotels receive discounted member pricing on applicable full-priced purchases excluding retail liquor purchases for consumption off the licensed premises, when a valid loyalty card is presented prior to the sale.
    a. Deck Hand = 5%
    b. Bosun = 5%
    c. First Mate = 5%
    d. Captain = 5%
    e. Admiral = 5%
56. All current financial members of the Hotels can enter any member-only promotions where they meet the criteria for ticket entry as outlined on the individual promotion's Terms & Conditions.
57. All current financial members of the Hotels may receive variable special birthday offer(s), dependent on tier level, that are subject to change. These will be communicated via SMS and/or Email, and the method you can redeem your offer(s) once the birthday offer program commences.
58. All current financial members of the Hotels receive complimentary barista-made beverages whilst in the Cash Cave gaming rooms. Members must be in an active EGM session to qualify.
59. Members must be engaged in carded play using their membership card to qualify. This is to identify that the person redeeming the offer is a current financial member.
60. All current Bosun and higher financial members of the Hotels receive variable instant prizes and bonuses daily at the kiosk, dependent on tier level. These can include visitation Compass Cash, vouchers to redeem for POS purchases, activity-based bonuses or special offers. Some offers will only be issued to customers opted-in for SMS and/or Email communications. To qualify for all applicable offers it is important for members to keep their details and communication preferences up to date with the venues.

61. All current Bosun and higher financial members of the Hotels will accrue a bonus amount of Compass Cash whilst playing an active session at an EGM, with their All Aboard Rewards Card correctly inserted. The current rates of bonus are:
    a. Bosun = 2x
    b. First Mate = 2.5x
    c. Captain = 3x
    d. Admiral = 4x
62. All current Bosun and higher financial members of the Hotels are able to receive beneficial offers, promotions, or methods to enter promotions for their tier level. This could be a tier-specific voucher, complimentary additional entries, or a Compass Cash prize. These offers will be communicated via SMS and/or Email.
63. All current First Mate and higher financial members of the Hotels will have access to the VIP Concierge service when this service is available. This is specially trained team members, including the venue's General Manager', who will provide additional personalised service whilst in-venue to ensure your experience is the best it can be. The VIP Concierge trained personnel may not be rostered on during all hours of the venue's operation, however information about their general time in-venue can be communicated.
64. Please note VIP Concierge may not operate at all times and may not operate at certain Hotels.
65. All current Captain and higher financial members of the Hotels will be able to enter VIP-exclusive promotions. These are ad-hoc and will be communicated via SMS and/or Email. These promotions will only be able to be entered and won by Captain or higher financial members where they meet the criteria for ticket entry as outlined on the individual promotion's Terms & Conditions.
66. All current Captain and higher financial members of the Hotels will be eligible to receive invitations to exclusive events. These will be ad-hoc and varying in event type, complimentary offerings, and capacity of attendees. These invitations will be issued to customers opted-in for SMS and/or Email communications. It is important for members to keep their details and communication preferences up to date with the venue(s).
67. All current Admiral financial members of the Hotels will be eligible to exclusive gifts.
68. The Hotels reserve the right to amend benefits of each tier level at any time at the discretion of management.

PRIVACY

69. The information the Hotels collect arising directly or indirectly out of or in connection with a current financial member's membership shall become and remain the Hotels.

70. Current financial members consent to the Hotels collecting and retaining their personal information (including information concerning their membership) for the purposes of:
    a. Carrying out the functions and activities that are necessary for the Hotels to meet its obligations to the member under these terms and conditions.
    b. Marketing the Hotel's goods and services to a current financial member.
    c. Meeting legal requirements or fulfilling any purpose authorised by or under law.
    d. Members may opt-out of any marketing or promotion correspondence at any time using the prescribed opt-out links in any electronic communications, with staff through the membership system, or in writing to management.
    e. Questions to management should be directed to the individual venue at the addresses above, over telephone, or Email details as provided on their applicable websites.
71. Your privacy is important to us. Whilst the information collected through providing the All Above Rewards Program is important for us to provide you with the best experience possible, we ensure that this same information and activities relating to this program are kept strictly confidential.

RESPONSIBLE SERVICE OF ALCOHOL AND GAMING

72. The Hotels advocates and promotes the responsible service of alcohol and gambling, through a variety of harm minimisation initiatives. Confidential 24/7 support is available to you, and those close to you, through the Gambling Helpline - 1800 858 858. You can also ask to speak with one of our Customer Liaison Officers in-venue.

LEGAL NOTICE

73. The Pine Beach Hotel, The Beachmere Hotel, its owners, its managers and its staff reserve the right to cancel, amend, alter or change the program at any time without notice.
74. The All Aboard Rewards program and its promotions and offers within the program are subject to change without notice.