

PROMOTION - TERMS & CONDITIONS

1. **2016 Member Benefits**
2. **Wests Gift Cards**
3. **Raffle House Rules**
4. **Bingo & Hoi House Rules**

1. 2016 Member Benefits

Wests Member Benefits are valid with a 2016 Wests membership from 1st October 2015 until 28th February 2017. A valid 2016 Full Wests Membership card must be shown to receive offer.

2. Wests Gift Cards

Use of Wests Gift Cards

The Wests Gift Card has a value equal to the purchase amount and is valid for 12 months from the date of purchase shown on the rear of the card.

Wests Gift Cards can be used at all Wests outlets including Wests New Lambton, Wests Mayfield, Nelson Bay Diggers, Wests Cardiff, Wests City, Balance Health Clubs at Mayfield, New Lambton, Nelson Bay, Cardiff and City and at The Executive Inn and The Gateway Inn, Newcastle.

This includes restaurants, bars, accommodation and health clubs and can be used to purchase any Wests product including in-house events, meals, beverages, memberships, accommodation and health services.

Terms and conditions of use

- Wests Gift Cards are equivalent to in-house cash and can only be redeemed for products provided by The Wests Group Australia
- Third party products like tickets for external events or other items not produced by Wests are not able to be purchased with this card
- Lost or stolen cards cannot be replaced
- Gift cards can be swiped at any till
- No change will be given
- Cards that have been fully redeemed will be destroyed
- Members are able to use their membership card with the Wests Gift Card to receive membership discounts
- Members are able to use valid vouchers in conjunction with the gift card
- Gift cards can not be issued currently from Wests City, however can be redeemed at this venue.

Gift cards purchased at Balance can only be used to acquire health services including membership to the gyms, child minding, learn to swim or personal training.

Please take this card to the Help Desk at Wests Clubs to check conditions of use or discuss any problems or call 4935 1200.

3. Raffle House Rules

It is our aim to make an enjoyable, fun experience for participants in all of our promotions. To assist with this and for compliance reasons we have the following house policy for all raffles conducted on our premises.

It is a condition of entry to these promotions that each person complies with these rules. Please see your promotions staff before the game begins if you do not understand or do not think you can comply as refunds are not allowed once the promotion has begun.

Members and visitors can participate in this game. Under 18's must be accompanied by a responsible adult. No person conducting or assisting in the conduct of the game is to participate in the game as a player.

Tickets are \$1 for 5 numbers. Members who show a valid membership card receive \$5 free numbers when \$5 of tickets are purchased (\$10 - \$10 free etc) There is no limit on tickets purchased.

All ticket numbers are distributed by the attendant on a purely random basis and cannot be manipulated. Only tickets paid for during a raffle session can be used for claiming prizes in that session. Prizes are chosen from the prize pool by the winners as they require with the largest prizes offered from first number drawn.

Once prizes are taken from the display they cannot be exchanged for other goods on display. No cash prizes can be awarded. Only goods on display (meat, electrical items or toys), Wests vouchers or shopping vouchers.

A winning ticket number will be called and repeated. All prizes advertised will be given away during the session.

Prize winning numbers will be called over the PA system and shown on the raffle screen. Should any breakdown occur with machinery the raffle will cease and an alternative may be substituted.

Winning numbers must be verified by a staff member and must be present at the time of the game and claim their prize within 4 minutes otherwise a redraw will take place.

The raffle caller is the adjudicator of the promotion. When a discrepancy arises it is the caller who has the final say before prize is allocated. All other issues should be discussed with the Services and Facilities Manager on duty.

Prizes kept for storage must be marked with the members name, membership and phone number and details of collection. Prizes can be kept for a maximum of 24 hours and will then be treated as lost property unless other arrangements are made. A staff member cannot claim a prize.

4. Bingo & Hoi House Rules

It is our aim to make an enjoyable, fun experience for players in all of our promotions. To assist with this and for compliance reasons we have the following house policy for all games of bingo and hoi on our premises.

It is a condition of entry to these games that each person complies with these rules. Please see promotions staff before the game begins if you do not understand or do not think you can comply as refunds are not allowed once the game has begun.

Members and visitors can participate in this game. Under 18's must be accompanied by a responsible adult. No person conducting or assisting in the conduct of the game is to participate in the game as a player.

All game material both electronic and paper tickets are distributed by the attendant on a purely random basis and cannot be manipulated. Only tickets and/or boards paid for during a session can be used for claiming prizes in that session.

No cash prizes can be awarded. Only Wests vouchers, shopping vouchers or consolation prizes (ie a dabber or PET pen).

Prize winners must have their games verified by the staff running the Bingo/Hoi session.

If there is more than one winner in any game the prize is shared equally between the winners including line games/specials. Where a prize can not be equally divided a play off between winners will take place until the prize can be divided. Consolation prizes may be awarded.

A number must be called and repeated to be a valid number. If a number is called and repeated and is not shown, the caller will include the number as part of the game.

The winner of the game must go out on the last number called. If a player does not have the last number called the prize cannot be claimed, and the game will proceed until a winner is found.

Once all winning tickets have been verified the caller will ask if there is anyone else before closing the game for a new game to commence.

The final draw at the end of the session is the 'clean up draw'. Players write their names on the back of their tickets. The tickets are placed in two receptacles, one for paper and one for electronic tickets, a draw is held and each winner is awarded a \$20 Prestige voucher.

There is a raffle held at all Bingo and Hoi sessions for participating patrons. Prize winners must have their winning ticket verified to claim their prize. Patrons must be present to claim their prize or a redraw will take place till we have a winner.

The caller is the adjudicator of the promotion and has another staff member for verification. When a discrepancy arises it is the caller who has the final say before a prize is issued. All other issues should be addressed to the Manager on Duty.

PETS are a fun new way to play Bingo, however we have limited units, one Pet per player unless there is unused PETS.

Refreshments and in-room raffles are provided for Bingo or Hoi patrons participating on the same day.