

## Digital membership cards

Members can access their digital membership card via the free Yaralla App. Search for 'Yaralla' in the App store or simply scan the QR code inside this brochure with the camera on your mobile phone.

## Lost membership cards

Members are required to advise membership staff immediately of lost or stolen cards in order to protect their points balance.

Y Rewards Terms and Conditions apply.  
See [www.yaralla.com.au/rewards](http://www.yaralla.com.au/rewards) for more information.

## Important information for all patrons

### Dress regulations

As a condition of entry into Yaralla Sports Club, patron's attire must be clean, neat and tidy, in good repair and in good taste at all times. Patron conduct must be orderly and not offensive. Management reserves the right to refuse entry to any patron who is not suitably attired or who is not showing signs of respectable behaviour.

### Unattended children

As a community club that provides amenities and services for all ages, the safety and well being of children is of utmost importance to Yaralla Sports Club. Under no circumstances are children to be left unattended inside the club or in a vehicle within the vicinity of the club.

### Player activity statements

Players may obtain a player activity statement at any time through the club kiosks.

## Responsible gaming policy statement

Yaralla Sports Club is a leader in the provision of Gaming Entertainment to its patrons.

As a responsible member of the community the Club recognises its obligations in providing Gaming Entertainment that does not detract from the welfare of its patrons. In this regard the Club is committed to being a responsible provider of Gaming Services.

The Club recognises that a small proportion of patrons will be or will become problem gamblers. We strive to understand problem gambling and will seek to prevent abuse of Gaming Entertainment and to provide support for the treatment of gambling addiction.

For most of us, gambling is simply an enjoyable recreational activity that we participate in as a social form of entertainment.

For some however, gambling may become an addiction that can ruin their lives. For these few, the simple entertainment and social attraction of gambling may become a problem.

This compulsion to gamble can result in the person spending more on their gambling habit than they can afford, which may lead to the loss of money or assets, the indignity of having property repossessed or eviction from their homes.

Problem gambling may also result in the deterioration of personal and other relationships, the break-up of marriages and the loss of employment. Emotional stress can also lead to the deterioration of the person's health.

For people with such problems, confidential and sympathetic help is available from a number of sources:

Gambling help line 1800 222 050  
Lifeline 131 114



Wood & Bell Streets, Barney Point, South Gladstone, Q, 4680  
Phone: 4979 8270 | Email: [reception@yaralla.com.au](mailto:reception@yaralla.com.au)  
[www.yaralla.com.au/rewards](http://www.yaralla.com.au/rewards)



Rewarding  
**you** for your continued  
support

# What is 'Y Rewards'...

Y Rewards is the member rewards program available to ALL Yaralla Sports Club members. It's our way of saying thank you for your loyalty with added benefits, special promotions and services.

All members earn loyalty points on every transaction within the Yaralla Sports Club group and at participating retail outlets. The more you spend in our community, the greater the rewards will be!

There are 3 levels to Y Rewards – GOLD, EMERALD and RUBY. Each level offers its own set of special benefits to qualifying members. All new members will be eligible for the Gold level. When you have earned the required number of status credits you will move up a level and enjoy added benefits.

## How to Earn Points

Earning points is easy with Y Rewards. Members can earn points on all point of sale purchases within the Yaralla Sports Club group plus purchases made at participating local retailers. You will need to **present your membership card / digital card** at the point of sale to earn rewards.

## How to Keep Track of Your Points

There are three ways you can view your points balance:

1. Download the **Yaralla App**
1. Swipe your physical membership card at the Yaralla Sports Club kiosk located in the gaming room
2. Speak to someone in our team at reception or in the Member's Lounge

## How to Turn Your Points into a Reward

You can use your Y Rewards points within Yaralla Sports Club and Yaralla Fitness Centre on just about anything!

You can treat yourself to free meals and drinks, gaming, raffles or a session at the gym.

# How it works...

## Status Credits

1 (one) Status Credit accumulated for every \$1.00 spent within the Yaralla Sports Club group

## Qualifying Status Credits

Ruby

Emerald

Gold

1500

500

Entry Level

## Benefits for Members

### Y Rewards Loyalty Points<sup>1</sup>

5

2.5

1

### Y Rewards Loyalty points accumulated for Keno spend (min. \$10 spend)

✓

✓

✓

### No points expiry

✓

✓

Points expire 31 January

### Birthday rewards

Bonus points available to spend on food and beverage during the month of your birthday

\$50

\$30

\$10

### Exclusive membership promotions

✓

✓

✓

### Special promotions and invitations - must be opted in to receive SMS and Email

✓

✓

### Accor LeClub

Free membership to the Accor loyalty program, earning rewards when you stay at any Accor hotel worldwide.

✓

✓

### Free Mantra Gladstone room upgrades<sup>2</sup>

✓

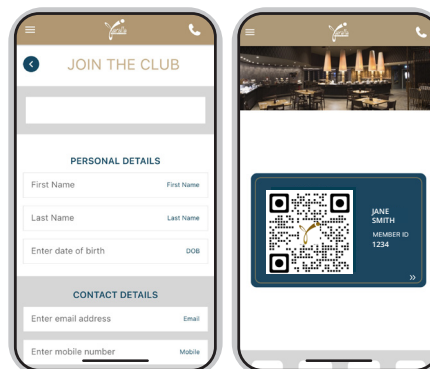
✓

### Complimentary post-mix soft drink at Gladstone Golf Club

1 per day

1 per day

All benefits are not available in conjunction with other promotional offers, see website for further details. <sup>1</sup>Accumulated for every \$1.20 spent on food and beverage, \$15 win in gaming, and \$10 spend on Keno (per transaction) within Yaralla Sports Club, Gladstone Golf Club and Yaralla Fitness Centre. Includes Yaralla Fitness Centre upfront memberships and merchandise. Excludes bottle shop, events and accommodation. 1 point earned for every \$5 spend at participating retail outlets (up to \$5,000 per transaction). <sup>2</sup>Subject to availability.



Scan the QR code to get the free Yaralla App, join the Club, track your rewards, and access your digital member card

