

FREQUENTLY ASKED QUESTIONS

HOW CAN I CHECK MY POINTS BALANCE?

You can check your Big Catch Rewards Points and Level Credits balances at any time by:

- Swiping your membership card at the rewards kiosk
- Inserting your membership card into a gaming machine
- Asking our friendly team members

WHAT REWARDS LEVEL AM I IN?

Your level is determined by the amount of Level Credits you have earned in the last six months. All members begin in the bronze level.

HOW DO I MOVE UP A LEVEL?

Once you reach the required Level Credits, you will automatically move up to the next level. You can then start enjoying new rewards of that level straight away!

CAN I MOVE DOWN A LEVEL?

Once you reach a new rewards level, you are then guaranteed to remain in that level until the next review date. Reviews are conducted on the 1st December, 1st March, 1st June and 1st September.

HOW LONG DO MY POINTS & CREDITS LAST FOR?

Big Catch Rewards Points are valid until 30th June each year. Any Rewards Points not redeemed will be automatically forfeited.

Level Credits are valid for six months from the date you earn them. Level Credits older than six months will expire on the 1st of each month.

BIG -CATCH- Rewards

Be rewarded every day
when you **DINE, DRINK & PLAY!**



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GET SOCIAL WITH US

@bluefinfishingclub



GAMBLE RESPONSIBLY

Blue Fin Fishing Club actively promotes the Responsible Service of Gaming and are committed to providing a safe and responsible gambling environment. If gambling is a problem for you, ask to speak to our gaming manager or contact the Gambling Helpline on 1800 858 858.

The Big Catch Rewards Program information is not intended for minors or persons excluded from gambling at this venue.

PRIVACY STATEMENT

Blue Fin Fishing Club is committed to the privacy of our members. While the information collected from Big Catch Rewards Program is essential in allowing us to provide superior products and services, we value our member's trust. Blue Fin Fishing Club ensures all activities related to the Big Catch Rewards Program shall remain strictly confidential. Blue Fin Fishing Club will take all reasonable steps to protect member's personal information from misuse, loss and unauthorised access.

TERMS & CONDITIONS APPLY

A full list of terms & conditions is available from Reception.

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WELCOME TO THE BIG CATCH REWARDS PROGRAM

The Big Catch Rewards Program is the Blue Fin Fishing Club's exclusive loyalty program for members.

Every time you use your membership card in club, you'll be rewarded with a catch of benefits, including discounts, promotions, rewards & more.

LEVEL CREDITS

Rewards levels are based on your activity across the club. Each time you use your card, you'll earn Level Credits to help you progress to the next rewards level.

REWARDS LEVEL LEVEL CREDITS REQUIRED

BRONZE

Entry Level

SILVER

50

EMERALD

300

RUBY

750

GOLD

1,500

DIAMOND

2,500

Benefits	Bronze	Silver	Emerald	Ruby	Gold	Diamond
Earn points on food & beverage purchases						
Earn points with gaming play						
Entry into member promotions						
Discounts on food & drinks	Member's Prices	Member's Prices	Extra 5%	Extra 10%	Extra 20%	Extra 40%
Birthday Rewards						
Monthly Gaming play points bonus(min)		10%	25%	50%	75%	100%
Daily Visitation Points		25	50	100	250	1,000
Taxi Vouchers						
Birthday Bonus Points		x2	x3	x4	x5	x6
Exclusive promotions						
Free ATM transaction fee						
Barista coffee & post mix soft drink						
Christmas gifts						
Leave of absence						
Non-expiration of bonus points						
Special event invites						

REEL IN MORE REWARDS!

EARN

Earn Big Catch Rewards Points instantly while playing the gaming machines with your membership card inserted. Or present your card to our friendly staff when making a purchase.

- One Reward Point per \$1 spend on food, beverage, bingo & functions
- One Reward Point per \$8 play on the gaming machines

SAVE

Reel in the savings! Simply present your membership card when making a purchase to enjoy special members pricing and discounts.

ENJOY

Use your Big Catch Rewards Points to enjoy all your favourite things – food, drinks, bingo, show tickets, or cash!

When making a purchase, simply present your membership card and let our staff know you'd like to pay using your Big Catch Rewards Points.

To redeem points for cash, see staff at the cashier or print a cash voucher through the rewards kiosk.

500 REWARDS POINTS = \$5 CASH
1,000 REWARDS POINTS = \$10 CASH
5,000 REWARDS POINTS = \$50 CASH