

Frequently Asked Questions

What Rainbow Rewards level will I be in?

Your Rainbow Rewards level is determined by the amount of Rainbow Points you earn over 6 months. Each level provides discounts, bonus points and special offers to reward you!

Existing members will be awarded a Rainbow Rewards level based on their current accrued points. All new members will begin at the entry level; Blue. You can check your rewards level by using the member's kiosk.

What happens to my current points?

Existing member's loyalty points will be transferred over to Rainbow Points in your Rainbow Rewards level.

How Do I Earn Rainbow Points?

Earn 1 point for every \$1 spent on Food & Beverage

Earn 1 point for every \$5 turnover on the Pokies

Earn 5 points for every \$1 spent on Bingo

Earn 5 points for every \$1 spent on Raffles

Visitation Bonus – swipe your card through kiosk for a chance to win bonus points

How do I redeem my Rainbow Points?

Redeeming your Rainbow Points is simple! Just present your loyalty card when ordering food or beverages and tell the staff you want to use your points. If you want to get cash instead, just speak to the gaming staff or you can redeem through the members kiosks. The value of the transaction will be deducted from your points where each point is worth 1c (100 points = \$1)

Example:

500 points = \$5 Beverage

1000 points = \$10 Meal

2000 points = \$20 Pokies Play

5000 points = \$50 Show Ticket

Can I move into the other Rainbow Rewards levels?

Absolutely, we review all levels regularly and once you qualify for the next level, we will notify you about your additional privileges. You may also move down a level if you do not maintain the required points for that level.

How long do I have my Rainbow Points for?

You have 12 months to redeem your points within the Club from the time you earn, any unused points will be purged.

Do I have to participate in Rainbow Rewards?

All Bundaberg RSL Members are eligible to join the rewards program; however you may opt-out at any time. Note that you will no longer receive point accrual or participate in promotional activity.

Terms and Conditions

1. Rainbow Rewards is only available to financial members of Bundaberg RSL.
2. The reward or benefit cannot be transferred or assigned to any other person other than the member.
3. Management will resolve any dispute, which arises from a member's connection with Rainbow Rewards, at its own discretion.
4. To accumulate bonus points, you must either:
 - (i) Have your membership card inserted and accepted for play in Bundaberg RSL gaming machines while you play, or
 - (ii) Present your membership card when making purchases at the point of sale terminals.
5. It is the responsibility of the member to ensure their membership card is properly inserted in the gaming machines and is accumulating bonus points.
6. Management will not be liable for any unauthorised use of a member's membership card and the subsequent accumulation or redemption of bonus points.
7. Bonus points earned must be redeemed within 12 months of the date they were accrued.
8. Redemption of bonus points must be done in person by the member and a signed membership card must be presented.
9. Photo ID may be requested.
10. Non-financial members will immediately surrender any rewards or benefits they have accumulated.
11. Bundaberg RSL is not responsible for lost or stolen membership cards.
12. In the event, a membership card is lost or stolen, the member must report it immediately to management.
13. Bundaberg RSL reserves the right to correct any balance of points resulting from malfunction operator error, fraud and/or other causes.
14. Bundaberg RSL may revise, suspend or terminate Rainbow Rewards at any time without notice. In the event Rainbow Rewards ceases to operate, all benefits accumulated, which have not been exchanged for rewards or benefits, will be cancelled within 30 days of issuing notice to members.
15. Bundaberg RSL is not and will not be held responsible or liable for a member's accumulated benefits should a technical or other fault cause the accumulated benefits to be lost or altered.
16. Membership levels are granted solely at the discretion of Management.
17. Participation in Rainbow Rewards indicated acceptance of the terms and conditions of Rainbow Rewards.

Privacy Notice

Bundaberg RSL is committed to the privacy of members. While the information collected from Rainbow Rewards is important in allowing us to provide superior products and services, our most important asset is our member's trust. Information collected by Rainbow Rewards will not only be safeguarded according to strict standards and security, it will only be used to improve our services to you the member. Bundaberg RSL will take all reasonable steps to protect the members personal information which we hold from misuse, loss and unauthorised access, modification and disclosure.



Bundaberg & District RSL & Citizens Memorial Club Inc

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We are committed to providing a safe and responsible gambling environment. This information is provided for members, guests and bonafide visitors and not intended for minors or excluded persons.

Welcome to



Real Value,
Real BENEFITS - Everyday!



Welcome to the Rainbow!

We have designed the Rainbow Rewards Program to say thank you for your loyalty and to give you more of what you love at our Club.

Using your Rainbow Rewards Membership Card, you can start earning *Rainbow Points* instantly, giving you access to everyday discounts, special promotions and rewards with real value, real benefits – everyday!

There are 4 Rainbow Reward Levels

- Blue - Entry Level
- Green - 21,000 Rainbow Points
- Yellow - 60,000 Rainbow Points
- Red - 180,000 Rainbow Points

4 steps to using Rainbow Rewards

1. Every member is automatically registered for free
2. Show, Swipe or Insert your card with every dollar you spend at the Club
3. Earn *Rainbow Points* and enjoy the exclusive privileges and discounts
4. Redeem your points for cash, food or beverage at the Club!

Join the Rainbow Today!

Become a member of the Club or complete the application form to receive your Rainbow Rewards Card and start earning *Rainbow Points* straight away!

Blue Rewards	Rainbow Rewards	Green Rewards	Rainbow Rewards
Earn Rainbow Points for every \$1 spent at the Club	Standard Rainbow Points	Earn Bonus Points on top of standard Rainbow Points	Standard Rainbow Points plus 16% bonus points
Bar & Beverage Discount	10%	Bar & Beverage Discount	15%
Café Bar Discount	5%	Café Bar Discount	10%
Quay 17 Bistro Discount	5%	Quay 17 Bistro Discount	10%
Complimentary Tea, Coffee and Softdrinks from Vending Machine	2 per day	Complimentary Tea, Coffee and Softdrinks from Vending Machine	2 per day
Birthday Rewards	Bonus 1,000 points Member Birthday Draw Additional 1,000 points by visiting on your actual birthday	Birthday Rewards	Bonus 1,000 points Member Birthday Draw Additional 1,000 points by visiting on your actual birthday
Entry into Member Promotions	Yes	Entry into Member Promotions	Yes
Entry into Major Club Promotions	Yes	Entry into Major Club Promotions	Yes
Bingo Rewards	Yes	Bingo Rewards	Yes
Visitation Bonus	Yes	Visitation Bonus	Yes

Unlock Green Rainbow Rewards
The more points you earn, the more you enjoy!

Unlock Yellow Rainbow Rewards
The more points you earn, the more you enjoy!

Earn 16% more Rainbow Points
Complimentary services and discounts
Entry into club promotions, draws and more!

Earn 33% more Rainbow Points
Increased discounts on food, beverage and shows
Birthday rewards and VIP special events
Complimentary services and discounts
Entry into club promotions, draws and more!