

Grand View Hotel Cleveland

Membership Terms & Conditions

1. Introduction and Acceptance of Terms

Grand View Hotel Cleveland operates a loyalty membership for our valued guests (the "GV Membership"). These Terms and Conditions ("Terms") govern your rights and obligations as a GV Member.

By signing up to become a GV Member, using your membership card, or otherwise participating in the GV Membership, you confirm that you have read, understood, and agree to be bound by these Terms. Use of your membership card at any time constitutes acceptance of these Terms as they stand.

Signing up to become a GV Member is free of charge. Only one membership per person is permitted. You must be 18 years of age or older to become a GV Member.

By becoming a GV Member, you agree to receive marketing communications from Grand View Hotel Cleveland via SMS and email. This is how we'll keep you in the loop on exclusive member-only promotions, events, and offers you won't find anywhere else. You can opt out of these communications at any time by following the unsubscribe link in any email, replying STOP to any SMS, or by contacting us directly at the hotel.

Grand View Hotel reserves the right to amend these Terms at any time without prior notice. Any changes will be made available at the property and on our official website. By continuing to use your GV Membership following any amendment, you accept the revised Terms.

The decisions of Grand View Hotel management in relation to the operation of the GV Membership are final and binding in all matters.

2. Eligibility and Enrolment

2.1 Eligibility Requirements Membership is open to individuals who are aged 18 years or older, hold valid government-issued identification, provide accurate personal information during enrolment, are not currently suspended from the GV Membership, and comply with all applicable laws and regulations. Grand View Hotel Cleveland reserves the right to refuse any application for membership without explanation.

2.2 Enrolment Membership may be obtained by completing the online registration form and/or visiting the Gaming Desk at the Grand View Hotel. Membership is personal and non-transferable. Only one account per individual is permitted. All details provided during enrolment must be legible and accurate.

3. Membership Benefits

As a GV Member, you will have access to exclusive benefits including member-only promotions, events, rewards, and offers. Loyalty benefits and privileges are determined by Grand View Hotel Cleveland and may vary or change without notice.

All vouchers, discounts, and rewards are for the use of the named GV Member only and cannot be used or claimed by another person.

4. Points Accumulation and Redemption

4.1 Earning Points GV Members earn points on eligible spend across gaming and point of sale (POS) purchases at Grand View Hotel Cleveland. Earn rates are based on your membership tier as follows:

POS Spend — all tiers earn 1 point per \$1 spent.

Gaming Turnover:

- Diamond — 1 point per \$1 turnover
- Platinum — 1 point per \$2 turnover
- Gold — 1 point per \$3 turnover
- Silver — 1 point per \$5 turnover
- Social — 1 point per \$10 turnover

It is the member's responsibility to ensure their membership card is properly inserted into the card reader prior to play or purchase. Points will not be awarded for any spend or turnover recorded without the card correctly inserted.

4.2 Bonus Points From time to time, bonus points may be issued in addition to standard points under specially advertised promotions or competitions. Bonus points, prizes, and promotions are subject to change without prior notice.

4.3 Points Expiry Points expire automatically 12 months after the date of accrual. Points cannot be transferred between member accounts.

4.4 Redemption 100 points = \$1 redeemable value. Redeemed points cannot be reinstated.

4.5 Management Rights Management reserves the right to adjust points of any member resulting from system malfunction, operational error, or misrepresentation. Grand View Hotel Cleveland accepts no responsibility for loss of points due to malfunction of the loyalty system.

5. Privacy and Data Collection

By enrolling, you consent to the collection and use of your personal information in accordance with the Grand View Hotel Privacy Policy, available on our website. Your data may be used to administer your membership, process transactions, personalise your experience, and comply with legal obligations. You may access, correct, or request deletion of your data by contacting us directly.

6. Member Responsibilities and Conduct

6.1 Accurate Information Members must ensure all information provided to Grand View Hotel Cleveland is accurate and current. Grand View Hotel is not liable for loss of benefits resulting from inaccurate information. All details must be legible.

6.2 Account Security Members are responsible for maintaining the confidentiality of their account credentials and must notify Grand View Hotel immediately of any unauthorised access. GV Members cannot authorise another person to use their membership card or claim prizes, rewards, or benefits on their behalf.

6.3 Card Loss, Theft or Damage It is the member's responsibility to notify Grand View Hotel Cleveland of any change of address or if their membership card is lost, stolen, or damaged. Grand View Hotel Cleveland accepts no responsibility for any loss or damages incurred by members directly or indirectly relating to their membership card. A replacement card fee of \$2 applies for lost cards.

6.4 Prohibited Conduct The following activities constitute grounds for suspension or termination: providing false or fraudulent information, earning points through fraudulent means, selling or transferring membership benefits or points, misusing GV Membership benefits, and engaging in conduct harmful to staff or other guests.

6.5 Self-Exclusion and Barring In the case of self-exclusion or barring, all bonus points are forfeited immediately.

6.6 Death of a Member In the case of the death of a GV Member, all membership benefits, privileges, and points lapse automatically.

7. Termination and Suspension

7.1 Cancellation by Member Members may cancel their GV Membership at any time by emailing Grand View Hotel Cleveland at bookings@gvh.com.au or by visiting the Gaming Desk in the venue. All accumulated points will be permanently forfeited upon cancellation.

7.2 Termination by Grand View Hotel Grand View Hotel Cleveland reserves the right to terminate a GV Membership without notice for any reason, including but not limited to: failure to comply with these Terms, abuse of any membership privilege, supplying misleading information or misrepresentations, or no membership activity being recorded for a period longer than 24 months. All points and benefits will be forfeited upon termination.

7.3 Discontinuation of GV Membership Grand View Hotel Cleveland reserves the right to discontinue the GV Membership with no less than 90 days' written notice, during which members will have the opportunity to redeem outstanding points.