

PRIVILEGES OF BEING LOYAL

	 WHITE 0-5,999 points	 RED 6,000-44,999 points	 BLACK 45,000-89,999 points	 EMERALD 90,000-149,999 points	 ULTIMATE 150,000+ points
Up to \$50 per day gaming credit transfer (to be used \$50 per day)	✓	✓	✓	✓	✓
Earn points around the destination for every eligible \$1 spent including the Sydney Coliseum Theatre bars and CHU Restaurant by China Doll	✓	✓	✓	✓	✓
Weekly point of sale point accrual bonus			5%	10%	15%
Redeem your points for purchases around the destination	✓	✓	✓	✓	✓
Invitation only complimentary dinners and special events (e.g. Chinese New Year, Gift Days)		✓	✓	✓	✓
Keno voucher rewards		✓	✓	✓	✓
Special member promotions (e.g. raffles)	✓	✓	✓	✓	✓
Milestone rewards and a \$500 Gift Voucher for every 50,000 points a member accrues over 150,001 points					✓
ENTERTAINMENT					
Pre-sale and special offers for Sydney Coliseum Theatre events (when available)	✓	✓	✓	✓	✓
Discount on Poker when paying by points	50%	50%	50%	50%	50%
FITNESS					
Complimentary One55 membership					✓
LIFESTYLE					
Discount at West HQ restaurants, bars & cafés		5%	10%	10%	10%
Discount at West HQ restaurants, bars & cafés when paying by points	50%	50%	50%	50%	50%
Food and beverage voucher to use on your choice of dining during your birthday month.	\$15	\$20	\$50	\$50	\$50
ACCOMMODATION					
Novotel Sydney West HQ discount	10%	10%	10%	10%	10%
Complimentary accommodation at Novotel Sydney West HQ			2 nights P/A*	4 nights P/A*	6 nights P/A*
Room and check in/out upgrades (when available)			✓	✓	✓
Complimentary Accor Plus loyalty program membership (upon application)			✓	✓	✓

*per annum.



Terms and conditions apply. See Customer Service for details. Player activity statements are available on request. West HQ practices the responsible service of alcohol. Help is close at hand GambleAware. gambleaware.nsw.gov.au. 1800 858 858 | If gambling is creating a problem in your life help is available. Contact the 24hr free confidential counselling service on 1800BETSAFE (1800 238 723). WHQ1176_0720

33 Railway Street, Rooty Hill NSW 2766
info@westhq.com.au | 02 9625 5500

WESTHQ.COM.AU



WEST HQ



WEST HQ LOYAL / FAQs

Please refer to the West HQ Loyal - Loyalty Programme T&Cs for further details.

Q. How do I earn points?

Points can be earned right across West HQ; in all restaurants, bars, cafes, Novotel Sydney West HQ. Present your card at the point of sale before completing the transaction.

Q. What can I get with my points?

Points can be used to purchase a wide range of items such as food and beverage at any of our cafés and restaurants*, raffle tickets, membership renewal, shopping gift cards, West HQ gift vouchers and more!

Q. How do I reach the next tier?

Tiering is based on points earned over a rolling 12 month period. Use your card at West HQ to accumulate points. You can find the points required to reach a new tier on the back page of this flyer.

Q. Can I ever go down a tier?

Yes. In January all memberships are assessed to ensure members are in the correct tier according to the points they have accumulated over the past 12 months. Tiering is calculated to move members up at the beginning of each month. This is communicated to you via email/SMS.

Q. Do my points expire?

All points expire on 31 December regardless of when you joined, unless otherwise communicated. Feel free to ask us how and where you can spend your points before they expire.

Q. How can I protect my points?

Please sign your card upon receipt. Members are responsible for the safe keeping of their loyalty card and points. Points should be treated as cash. Cards are protected with a PIN. Lost or stolen cards should be reported to Customer Service immediately for cancellation. All cards feature photo ID which is checked at every sale. The use of another person's card is prohibited.

Q. What does 1 point equate to in currency?

1 point earned = 1 cent.

Q. How do I redeem my free Novotel accommodation?

Simply present your card at Novotel Sydney West HQ or contact our friendly team on 02 9832 3888 to book your complimentary accommodation. Please note that the tier you are in states the maximum total number of complimentary nights allowable per calendar year. Complimentary nights cannot be added together from another tier as a result of moving from one tier to the next. Terms and conditions apply. Please see Customer Service for more details.

More questions?

Speak to our friendly Customer Service team or call us on 02 9625 5500 for more information.

*Excludes Sydney Coliseum Theatre Tickets.



PROGRAM BROCHURE

West HQ Loyal is a loyalty program for customers at West HQ. You can earn and redeem points, and access exclusive benefits across West HQ. Your benefits and rewards increase every time you enter a new tier of the program.

JOIN

Get immediate access to benefits and rewards across West HQ.

EARN

Swipe your card to access exclusive discounts and earn reward points. The more you earn, the more benefits you receive!

REDEEM

Redeem your points across West HQ to pay for food and drinks, shopping gift cards and much more.

**VISIT OUR FRIENDLY
CUSTOMER SERVICE
TEAM TO JOIN.**

WEST HQ LOYAL