

# FAQ'S



## How do I check my point balances or Level?

You can check your Status Points and Rewards Points anytime at a C&G Rewards Terminal, using our C&G Rewards App, during a food or beverage transaction, or by speaking with our friendly Reception team.

## How can I level up?

Level upgrades happen automatically based on the Status Points you earn.

## Can I move down a level?

Yes. Level downgrades are reviewed twice a year, on the first Tuesday of March and September, based on the Status Points you have earned in the previous six months.

## Do my C&G Rewards Points expire?

If you are in Joker or Jack, your C&G Rewards Points will expire on 30 June each year. Make sure to redeem them before this date to take full advantage. If you are Queen, King and Ace, your C&G Rewards Points do not expire.

## What if I don't want to participate?

Yes, you can opt out at any time. However, once opted out, you will no longer be able to earn or redeem points or access any benefits available through the C&G Rewards program, including member discounts and promotions.

# C&G REWARDS



## CAMPBELL & GEORGE

Full terms and conditions and player activity statements are available on request at reception.

Help is close at hand – GambleAware  
[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au) – 1800 858 858

Be in good company.

**We've shuffled the deck and the rewards are in your hands.**

Swipe, scan or insert your membership card when you eat, drink or play to earn Status Points and level up.



Have more questions?  
Visit our website

# ALL YOU NEED TO KNOW



# LEVEL UP



## BENEFITS

JOKER

JACK

QUEEN

KING

ACE

Status Points to unlock the next level	0 – 2,999	3,000 – 11,999	12,000 – 29,999	30,000 – 59,999	60,000+
Earn 1 C&G Rewards Point for every \$1 spent on food and beverage	✓	✓	✓	✓	✓
Earn C&G Rewards Points on gaming machines	✓	✓	✓	✓	✓
Earn C&G Rewards Points on functions		✓	✓	✓	✓
Swipe for the chance to win \$50 worth of Rewards Points every week at C&G	✓	✓	✓	✓	✓
Unlock daily rewards at our C&G Rewards terminals		<b>1 DAILY</b>	<b>2 DAILY</b>	<b>2 DAILY</b>	<b>3 DAILY</b>
Discount on food and beverage #	<b>10% OFF</b>	<b>12% OFF</b>	<b>15% OFF</b>	<b>20% OFF</b>	<b>50% OFF</b>
Redeem C&G Rewards Points for food and beverage ^	✓	✓	✓	✓	✓
Redeem C&G Rewards Points for raffle tickets, gift cards and membership renewal	✓	✓	✓	✓	✓
Complimentary room hire when booking a private function			✓	✓	✓
Surprise and delight bonuses		✓	✓	✓	✓
Exclusive app-only offers	✓	✓	✓	✓	✓
Members only giveaways and promotions	✓	✓	✓	✓	✓
Birthday gift	✓	✓	✓	✓	✓
C&G Rewards Points never expire			✓	✓	✓

### Getting started

If you are a C&G member, you're already in. Just swipe, scan or insert your membership card when you eat, drink or play. This is how you earn both Status Points and Rewards Points to start unlocking your rewards. You'll earn two types of points: Status Points and C&G Rewards Points.

Not a member yet? It's quick and easy to join next time you visit.

### Earning Status Points

Status Points determine your rewards level and are not redeemable. Every dollar you spend on food, beverage, raffle tickets and gaming, will earn you Status Points. As you accumulate Status Points and reach new levels, you will unlock higher rewards with even greater benefits.

### Collecting C&G Rewards Points

C&G Rewards Points are redeemable and are earned every time you eat, drink or play, by swiping, scanning or inserting your membership card. You will earn C&G Rewards Points for every dollar spent on eligible purchases. These points go straight into your rewards points balance and can be saved or spent however you like in-venue.

### Redeeming your C&G Rewards Points

You can redeem your C&G Rewards Points in-venue on everything from food and drinks to raffle tickets, gift cards, membership renewals and functions. However you choose to use them, your points make every visit more rewarding.

# Discount cannot be used in conjunction with any other offer. Beverage discount when purchasing alcohol is capped at 49% off.

^ Point redemption is limited to 100,000 points per 24-hour period.

Terms and conditions apply.