

FAQ's

How do I earn tiering credits and get into levels?

Easy! Just use your membership card when purchasing beverages, meals from Smithy's Brasserie or when playing gaming machines

What are Tiering credits?

Tiering credits are earned throughout the club but have no monetary value. They are used only for determining membership levels

How do I know what level I am in?

When you swipe your card at our Members Kiosk, your level will be shown on screen. You can also ask any of our Gaming Hosts or Customer Experience Supervisors

When do I move up a level?

Levels are reviewed on the first business day of each month. Movements are based on the accrual of tiering credits during the previous three months

Can I drop out of a level?

Dropping of levels will occur quarterly in January, April, July and October. This is based on your accrual of tiering points during the three months prior

Can I opt out of Bowlo rewards?

You can opt out of Bowlo Rewards at any time, just by speaking with one of our Customer Experience Supervisors. Your membership card will still be valid for entry into the club and cashless gaming

What are Bonus points?

Bonus points can be earned and won throughout the club. They can be spent at the bar, Smithy's Brasserie, and our Gift Card terminal. Bonus points have a value of 1 point = 1 cent

Checking my Bonus points

Bonus points can be checked at our Members Kiosk, on gaming machines, at any bar, or at Smithy's Brasserie. Alternatively, ask any of our friendly team members and they will be able to assist you

Do Bonus points expire?

Yes, all bonus points expire at close of business on 30th June. Members in the Lime & Orchid levels are exempt from points expiry

MEMBER REWARD BENEFITS



	BLUE	ORANGE	WHITE	LIME	ORCHID
BIRTHDAY REWARDS	✓	✓	✓	✓	✓
DISCOUNTED FOOD & BEVERAGE	✓	✓	✓	✓	✓
KIOSK REWARDS	✓	✓	✓	✓	✓
MEMBERS ONLY PROMOTIONS	✓	✓	✓	✓	✓
DISCOUNTED EVENTS	✓	✓	10%*	20%*	30%*
DISCOUNTED ROOM HIRE	✗	10%	25%	50%	100%
MEMBER VISITATION POINTS @ KIOSK	10	20	30	50	100
TIER SPECIFIC PROMOTIONS	✗	✓	✓	✓	✓
SURPRISE & DELIGHT OFFERS ~	✓	✓	✓	✓	✓
DISCOUNT FOR FULL POINT PURCHASES (BEVERAGE ONLY)	✗	5%	10%	20%	30%
NO BONUS POINT EXPIRY	✗	✗	✗	✓	✓
BONUS POINTS#	✓	✓	✓	✓	✓
VIP PARKING	✗	✗	✗	✓	✓

* further discount from members prices

bonus points earned through spending at bar, Smithy's Brasserie and play on gaming machines

~ Rewarded at the Club's discretion