

# FIDDLER REWARDS, FAQs

## **How much will it cost me to join?**

Membership into the Fiddler Rewards program is free

## **Why should I become a member?**

Regular membership promotions include Happy Hour every day, Membership BBQ each Friday afternoon, and monthly food & beverage specials.

Members are allocated 50 points per day when they swipe their membership card at the membership kiosk located in the VIP Lounge. In addition, the kiosk issues Random Acts of Kindness vouchers for food & beverage, as well as Birthday vouchers to members in the month of their birthday.

## **How do I become a member?**

Guests can sign up on-line, in venue through the staff at the VIP Lounge or at special event pop ups.

## **Are there any restrictions on becoming a member?**

As The Fiddler is a licensed venue all members must be 18 years of age and are required to show current identification when having the card and is being activated in the VIP Lounge.

## **How do I know what is available to members?**

Members will receive SMS or emails (depending on what preference they have indicated when signing up) detailing member promotions and rewards each month as well as the occasional personal random act of kindness promotions throughout the year.

## **I belong to a sporting club that is sponsored by The Fiddler.**

Members who are part of our Sponsored Sporting Groups can have a membership card which is linked to that sporting group. These cards are available in the VIP Lounge or from the individual sporting groups or when signing up at special event club pop ups. These cards are activated and used the same way as normal membership cards. If you have both a regular Fiddler members card and you are part of a sponsored club, head to the VIP Lounge and staff will transfer all of your details and points over to your sports clubs membership card. It is recommended to have your sport clubs membership card over the regular Fiddler member card as clubs occasionally have club specific promotions. The Fiddler also give back to the sports clubs based on the spend recorded from each sport clubs membership cards.

## **How does the points system work?**

Points are accrued by having your card swiped at the kiosk each day you visit and at the tills whenever food or beverages are purchased anywhere in the venue. Points can also be accrued if you play the poker machines. Once enough points have been accrued they can be used to purchase food or beverages at a discounted price within the venue, or to purchase goods from the showcase located in the VIP Lounge.

Using your points to purchase food and beverages within the venue will give you a minimum of 10% discount on the items you have purchased.

## **How do I know how many points I have?**

Any staff member at any till can advise you of your points balance by swiping your membership card.

## **What do I do if I lose my card?**

Cards that are found at the venue are returned to the VIP Lounge and placed in the lost card box. Members can collect their lost cards from here the next time they are at the venue. Members who have lost their card elsewhere can collect a new card from the VIP Lounge where staff will transfer all their existing information, points and data to a new card.

## **My card won't work properly in the membership kiosk?**

For any issues where a card is not working properly at the till, the membership kiosk or in the poker machines the see the Attendants in the VIP Lounge who will endeavour to rectify all membership issues on the spot. It may be as simple as the card being damaged or faded over time making it hard to read. Staff can simply exchange with a new card with all your existing data transferred.

**Please contact the venue if you have any further queries regarding the Fiddler Rewards program.**