

Diamond Rewards

Terms and Conditions

- All benefits offered as part of the Diamond Rewards program relate to the gaming room unless specified (1: Barista made coffee is offered to gaming patrons only, 2 for 1 drinks are available in the gaming bar only unless specified)
- Free tea and coffee in the gaming room is only available to members in the gaming room and cannot be used in the bistro or other areas of the venue
- Barista made coffee is not a continual offer and is applicable to higher tiers at the discretion of the gaming room staff. 1 barista made coffee per visit unless offered by staff based on the demands of the department.
- 2 for 1 meal offer only applies in the bistro on a specified day (Thursday) unless promoted otherwise, further terms and conditions may apply and exclude race nights and public holidays. 2 for 1 does not apply to seniors meals, kid's meals or any already discounted meals such as Steak or Parma night.
- Customer information is not accessible to all staff at Tabcorp Park and is managed at the back end of a system used to record customer details to protect customer privacy. Customers may need to wait for an authorised person to approve and update details, tiering levels or point information.
- Offers are only applicable to the card holder and cannot be transferred or used by others
- Points will instantly be added to member cards as per promotions, usage and daily swipe. Should there be any issues with points please advise our staff who can have this rectified. Delays may occur if the system has a temporary malfunction.
- Member communication will primarily be via email and text messages- it is the customers responsibility to ensure their details are updated so we can communicate with them about offers and promotions.
- Customer statement- it is a requirement of Player Reward members to access their player reward statement yearly- the VCGLR demand that we suspend memberships where customers do not access this statement once a year. This statement can be accessed via the kiosk.
- Discounts off food and beverage apply to all advertised promotions unless T&C's state- not applicable with any other offer. Discounts apply in the bistro, functions and hotel.
- Members must present their card at the start of their transactions to receive discounts.
- Points can be redeemed for food and beverage within the venue and promotions via the kiosk.
- Points can be earned on all spend throughout the venue.
- Offers are made to specific tiers throughout the year as part of the reward and recognition. Not all tiers receive the same offers and higher tiers may receive more offers and entries into some promotions at the discretion of management.
- Tabcorp Park has a strict code of conduct and will not tolerate rude and abusive patron behaviour in the venue or directed to staff. Members may be asked to leave or have their membership cancelled if they continually behave in this manner and disrupt the operations at Tabcorp Park.

- Tabcorp Park values the welfare of our members- if you require assistance with gambling, or financial hard ship, please speak to one of our team who can advise you of the services available to assist you. Brochures and information is available at the gaming cashier and on our website under membership.
<https://www.tabcorppark.com.au/gamblers-code-conduct/>
- Discounts do not apply to already discounted meals or promotions I.e.: Steak or Parma night, senior's meals, kid's meals.
- Points expire on a rolling yearly basis (i.e. points earned in June will expire the following June) Points do not expire for our highest tier (black members)
- Redeemed points will utilise the oldest point's earnt.
- Membership tiers are awarded bi-monthly and cannot be managed by the gaming floor staff. An authorised manager needs to upgrade tiering once spend and points have been verified. Tiering points apply only once customers have been placed into their new tier and notified by Tabcorp Park.
- Member offers may not be available to new members on member's night. (Thursday) Customers may need to wait a day or more to receive their card due to departmental demands.
- Replacement member cards may incur a fee.
- Birthday offer- you will receive your birthday offer the first time you swipe within your birthday month. This offer is valid for 30 days from when you swipe and receive your voucher via the kiosk.
- Bonus birthday offer- you will receive your birthday bonus offer if you are in the 2nd – 4th tier, the first time you swipe within your birthday month. This offer is valid for 30 days from when you swipe and receive your bonus offer.
- Bonus points on machine play are offered as part of promotions throughout the year at management discretion – members will be notified of these offers and promotions via signage in the venue, email or kiosk.
- Join a friend bonus points are only offered if both parties are present at the time of signing.
- Food and beverage offers will be promoted via what's on, in venue signage, email or via the kiosk at relevant times at management discretion.
- Free courtesy bus is available at set times, based on availability of bus driver to accommodate requests. Set times for the courtesy bus are Thursday, Friday and Saturday evenings- bookings can be made via reception. Courtesy bus is only available to local residents of Melton however can be booked for wedding guests staying in the hotel to attend local venues and airport drop off – however fee's may apply.
- Courtesy bus- intoxicated or disruptive guests may be refused access to the bus service.
- Invitations to exclusive events- will be offered at the discretion of management and be advised to relevant tiers via email invite, text or post.
- Terms and conditions are subject to change without notice, however we will endeavour to advise members of changes as they occur and ensure that our member experience is a priority.