

Frequently Asked Questions

How do I set my PIN?

When you sign up as a Reef Rewards Member a PIN is automatically assigned to you. You may change the PIN at the Swipe Kiosk at any time.

Do I have to enter my PIN every time?

You will be required to enter your PIN on the key pad on the gaming machine if you have not used your member card at any Swipe Kiosk or gaming machine in the 15 minutes after your last transaction.

What if I forget my PIN?

If you forget your PIN, please see the friendly staff at the Reef Rewards Desk.

Will my points and machine wins be on the same card?

Yes, you can see your points balance on the gaming machine or at the Swipe Kiosk. To check your cash balance, simply insert your card into any gaming machine.

What if I lose my card?

It is important that you report a lost card to The Reef Hotel Casino immediately.

How do I get a Visitor (or anonymous) Card?

Please ask a staff member if you wish to have a Visitor (or anonymous) Card. You do not have to sign up for a Visitor Card. Visitor Cards are valid for play for up to 48 hours from the last transaction performed on the card.

TERMS AND CONDITIONS INFORMATION FOR MEMBER CARDS

- Membership Cards are only issued if The Reef Hotel Casino is satisfied with your proof of identity, place of residence, you are at least 18 years old and you are not an excluded person.
- You are only permitted to hold one membership card.
- Membership Cards must be used at least once every 12 months to remain valid.
- Current Reef Rewards Members are eligible to participate in the Reef Rewards scheme and promotions conducted by The Reef Hotel Casino.
- The security of the card is the responsibility of the player. You will be issued with a PIN but The Reef Hotel Casino recommends that you change your PIN. You are responsible for your PIN and must take precautions to protect it. Our staff members can assist you at any time.
- You are responsible for any losses incurred as a result of your failure to keep your card or PIN secure. The Reef Hotel Casino is not responsible for any lost / stolen cards or cash.
- You must report stolen or lost cards to The Reef Hotel Casino immediately.
- Details of your gambling activity are kept private in accordance with the Privacy Act 1988.
- Member Cards are not permitted to hold more than \$9,999. If this amount is exceeded you will need to adjust the balance of the card at the Cash Desk before your card will operate in a gaming machine.
- Before leaving a gaming machine, please ensure that the credit meter is \$0.
- The redemption of cash must be completed by the card holder and your Reef Rewards Membership Card must be presented. Photo identification may be requested and must be provided. For any payouts exceeding \$9,999 adequate identification must be provided.
- The Reef Hotel Casino reserves the right to refuse to redeem the balance of any card including, but not limited to, instances where cards are illegible, unreadable, altered, counterfeit or generated in error.

INFORMATION FOR VISITOR CARDS

- Instead of a Member's Card, a player may request and be issued with a Visitor Card which is valid for a period of 48 hours from the date of the last transaction performed on the card.
- A Visitor Card will only be issued if The Reef Hotel Casino is satisfied that you are at least 18 years of age.
- Visitor Cards are not eligible to participate in the player reward schemes.
- You are responsible for any losses incurred as a result of your failure to keep your card secure. The Reef Hotel Casino is not responsible for any lost / stolen cards or cash.
- Visitor Cards are not permitted to hold more than \$2,000. If this amount is exceeded, you will need to adjust the balance of the card at the Cash Desk before your card will operate in a gaming machine.
- For any payouts exceeding \$9,999 adequate identification must be provided.
- Before leaving a gaming machine please ensure that the credit meter is \$0.
- The Reef Hotel Casino reserves the right to refuse to redeem the balance of any card including, but not limited to, instances where cards are illegible, unreadable, altered, counterfeit or generated in error.

THE REEF HOTEL CASINO

CARD PLAY



THE REEF
HOTEL CASINO



www.reefcasino.com.au



T: 4030 8888 | E: guestservices@reefcasino.com.au

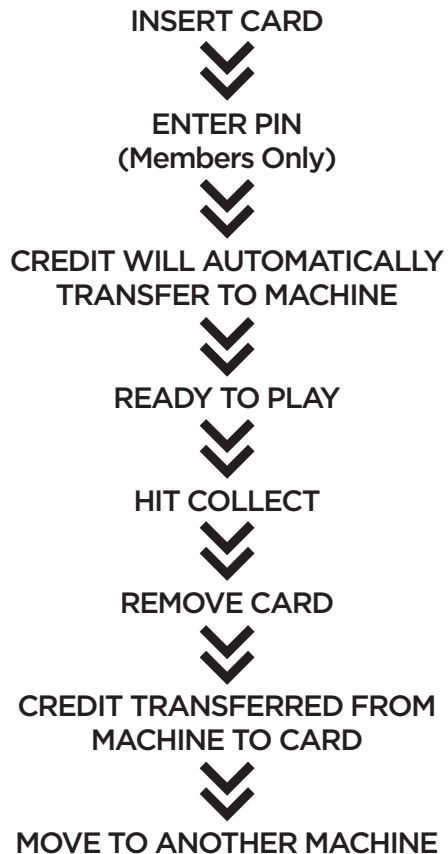
The Reef Hotel Casino supports responsible gambling. Need help? Call the Gambling Help Line on 1800 858 858

CARD PLAY

CARD PLAY is a transfer card system that allows you the flexibility of transferring credits and cash out on gaming machines without waiting for a payment slip.

HOW DO I USE CARD PLAY?

Using CARD PLAY is easy, convenient and secure. You have the flexibility to play or break from play without having to wait for a payment slip.



Points To Remember

- Hit collect before removing your card from the gaming machine
- Treat your member card as you would your ATM card
- Before you leave the machine, wait for credits to transfer to your card and credit meter is \$0

What Are The Advantages Of Card Play?

- It is secure with PIN protection (Members Only).
- You will find it easy to play and move between machines.
- Convenience - keep your funds, wins and points together on your Reef Rewards Card.
- Our friendly staff are available to assist you at anytime.

What Do The Screen Messages Mean?

The CARD PLAY system is designed to keep you informed at all times. Each machine has a small readout screen that displays several status messages. Here are a few examples:

- ACCOUNT BUSY** ➤ This message will appear if the players account is busy. For example, funds are still transferring to their card from the previous machine.
- MAX PIN RETRIES EXCEEDED** ➤ This message will appear if a member has entered their PIN incorrectly 3 times.
- ACCOUNT TOO HIGH SEE CASHIER** ➤ This message will be displayed if a members card balance has exceeded \$9,999 or an anonymous card balance has exceeded \$2,000. The player will need to reduce their balance at the cashier before they can use their card in an EGM.
- TC AMY \$400
TC TSFR \$119.99** ➤ TC Amt is the Card Balance
TC TSFR is the amount transferred
- CANCEL CREDIT & CALL ATTENDANT** ➤ This message will appear if a Cancel Credit has been generated on the EGM. The reason for the message is so the member realises the money on the credit meter will not transfer to their card.
- PLEASE WAIT** ➤ This message will appear if the transfer is still being processed. For example, a member inserts their card and takes it out again straight away. The system needs time to process the transfer.
- CARD IN USE** ➤ This message will appear if the players card is still being processed. For example, it may be locked and need to be cleared through Floor Q.

DIFFERENT CARD TYPES



LOYALTY POINTS	X	✓
PROMOTIONS	X	✓
TRANSFER FROM EGM TO CARD	UNLIMITED AMOUNT	UNLIMITED AMOUNT
VALID FOR	48 HRS FROM LAST USE	12 MTHS FROM LAST USE
AUTOMATIC TRANSFER TO EGM	\$2,000	\$9,999
SECURITY	ANONYMOUS	PIN PROTECTED
MAX. CARD BALANCE	\$2,000	\$9,999

There are two type of cards available to players, the *Reef Rewards Card* and the *Visitor (or anonymous) Card*.

The additional features of the *Reef Rewards Card* are that the card is PIN protected and it enables you to keep rewards points and cash together on the same card.