

ACCESS

YOUR LIFE

FREQUENTLY ASKED QUESTIONS

WHY HAVE YOU INTRODUCED A NEW LOYALTY PROGRAM?

After five years, MyRewards will be replaced by Access. This new program has been developed following continuous feedback from our members. We listened to what our members really wanted from the program, which is centred around more flexibility and usage of points.

WHAT ARE THE BENEFITS OF THE NEW LOYALTY PROGRAM?

Benefits of each tier can be found on our website from November 6, 2019. Our friendly staff will be on hand to assist should you have any questions.

DO I RECEIVE A DISCOUNT AT FINS?

Whilst we pride ourselves on providing great member benefits, including food and beverage discounts, we have had to remove the member discount provided in Fins. Our prices are very competitive in the marketplace and are most of the time cheaper than the larger bottle shop chains, so there are still great savings to be made.

WHAT HAPPENS TO THE GREEN, BLUE AND ORANGE VOUCHERS FOR FOOD AND BEVERAGE PURCHASES?

We have simplified these vouchers to two voucher types (Green and Blue) and extended the ability to convert these vouchers to Access Points for ALL members regardless of Tier. By converting these vouchers, members have more flexibility in how they choose to use their points. Access Points can be used for all food and beverage purchases or be redeemed for cash (minimum \$5 required). This allows you more freedom to use the points how you really want, and not be bound by restrictions.

BLACK OPAL IS BY INVITATION ONLY. HOW DO I GET ACCESS TO THAT TIER?

Members will occasionally be invited to the Black Opal tier. Qualification for this tier is based on over 50 different metrics, including lifetime member value, frequency of visitation, spend, purchase behaviour and more.

WHY DO I NO LONGER RECEIVE COMPLIMENTARY BARISTA COFFEE AND SOFT DRINKS?

We have introduced Access Bonus Credit to replace this benefit. Access Bonus Credit is applied to your membership card on the first of each month and is awarded based on your prior month's visitation and card use in the Club. This credit can be used for any food and beverage purchase, not just café beverages (excluding takeaway product from Fins), and is valid until the end of the month.

I HEARD YOU HAVE A SMARTPHONE APP, WHAT IS IT AND HOW DO I GET IT?

Southport Sharks launched the Sharks App in 2019. This App provides you with the ability to be rewarded in more ways including bonus prizes, special App-only cash draws and games on your smartphone. Since the launch, we have given out over \$12k worth of cash and prizes. Shortly, birthday vouchers will be accessible via the App, meaning more value, no lost mail and easier access to your vouchers.

MORE DISCOUNTS, MORE OFTEN

In the last year, we've spoilt our members with discounts at our new hotel, Mantra at Sharks. We also introduced the United Fuel card, allowing members to receive discounted fuel at participating United Petroleum outlets.

We're working to bring our members more discounts from our partners and third parties.

We are excited to announce that we'll shortly be launching more promotions, more games on our Jackpod and Colossus system, and games on our App - giving you more ways to win frequent prizes and be rewarded as you should.

In early 2020, we'll be launching a new and exciting benefit that will be an amazing addition for all Southport Sharks members. We'll share more about this news soon!

With all these inclusions, Southport Sharks are proud to continue as the most rewarding hospitality venue in Queensland.