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11 November 2022

RE: We are Listening - Lakes Entrance Rewards Program

Dear Member,

During a scheduled review of the Clubs loyalty system last week, the Club moved a number of members between tiers.

This as per the Club Rewards program terms and conditions.

"Do I move down levels?"

"Every 6 months, in April & October, your points will be reviewed and if you have not earned the required number of points to maintain your tier, your tier will be adjusted accordingly"

However, we note that this has not been performed as per terms and conditions over the last two years due to Covid and as such, the adjustment has caught some members unaware and further, left these members feeling short changed.

So, to the purpose of this communication, we have listened to your response and after consideration have decided to reverse all moves (downwards). All member tiers will revert back to the same status as per Thursday 3rd November 2022.

Please note: The status quo will remain in place until 1st of April 2023 when again all members tiers will be re-evaluated and changed as per correct point accrual for the previous 12-month period.

Thank you

Yours sincerely

Not signed due to electronic transmission

Craig Norman
General Manager