



## Bar, Gaming, TAB & KENO Frequently Asked Questions

**Q. What are you doing to remain CovidSafe?**

A. Currently we are operating under the industry approved CovidSafe plan which you will find on this link <https://www.covid19.qld.gov.au/government-actions/approved-industry-covid-safe-plans>

**Q. - Do you get a discount on drinks as a member?**

A. - Yes you do. The discount varies depending on the drink however a normal schooner of beer attracts a \$1.20 discount, a glass of wine \$1 discount and a bottle of wine \$2 discount so it pays to be a social member. It only costs \$10 per year or \$45 for 5 years to become a member at our club. See our Wine list by clicking here [www.coolumsurfclub.com](http://www.coolumsurfclub.com)

**Q. – Do you sell local beers?**

A. – Yes! We have a great range of local, national and international beers on tap for you to enjoy from an ice-cold beer glass.

**Q. – Do you get a view from the bar?**

A. – Yes! You'll find great views from anywhere in the club and our lounge area enjoys sweeping ocean views in a relaxed environment.

**Q. – What time are you open and what are the hours of operation for the Club?**

A. – As follows:

- **General Club Opening Hours:** Monday to Thursday 10am-9pm, Friday and Saturday 10am to late, Sunday 8am to 9pm
- **Bar, Gaming, TAB and KENO Hours:** Monday to Thursday 10am-9pm, Friday and Saturday 10am to late, Sunday 10am to 9pm

**Q. – Could you please tell me about your bar staff?**

A. – We employ highly trained staff, competent in safe and responsible service of alcohol and gaming. At any time in our venue, you will find bar staff with an RSA, RSG, RMLV or a Customer Liaison Officer to assist you with any matters you may have. Our staff endeavour to be able to answer any enquiries on the spot, over the bar with adequate knowledge and guidance.

**Q. – Do you sell Gift Cards?**

A. – Yes! They can be used in the Restaurant and or Bar and are valid for 3 years from purchase date. Simply click here to organise your gift card online [www.coolumsurfclub.com](http://www.coolumsurfclub.com) you can also purchase over the phone or at in person at reception.

**Q. – Do you sell take-away Alcohol?**

A. – Yes! We have a great selection of take-away available over the bar.

**Q. – Do you sell take-away kegs of beer?**

A. – Yes! Kegs can also be purchased for your special occasions.

**Q. - Do you have a gaming room?**

A. - Yes we have a modern gaming room with some fantastic new machines, lots of variety and lots of space and privacy. Our room features TITO (Ticket In Ticket Out) technology with our CRT (Cash Redemption Terminal) making it much more customer friendly to play our machines and go from one machine to the next by way of a ticket as opposed to using cash. We have a dedicated staff member looking after our gaming customer to assist you with all gaming enquiries and provide service to the machines. We also have a complimentary tea & coffee station. Members can gain points whilst playing our machines with your member's card inserted.

**Q. – What type of pokies do you have?**

A. – Our gaming room has a great variety of the latest and most exciting gaming machines literally at your fingertips. You'll find the latest Dragon Link, Dragon Cash, Lightning Link, Lightning Cash, Lock it Link, All Aboard as well as plenty of other new and exciting multi-denomination machines. With 48 machines to choose from, we're confident each press will impress.

**Q. – Do you have a player loyalty system?**

A. – It would be rude not to! Our player loyalty system is easy to set up and even more simple to use. Please ask our dedicated gaming staff member for assistance in this process if required. Activation and use of our loyalty system gives you as our valued patron, safe and secure gaming, where points are accrued in our gaming room while your card is inserted. These points can be redeemed either at our kiosk, or for food and beverage in our club, on top of already generous membership discounts

**Q. - Do you have a TAB?**

A. - Yes we have a new TAB wall comprising of 4 x 86" TV screens along with 2 Self Service Terminals and 4 Electronic Info Tabs to help give you all the information you require as well as dedicated TAB staff on Saturdays to make the best bet possible.

**Q. – Do you have KENO?**

A. – Yes we do. We have Keno available from the Bar as well as a Stand Alone Self Service Terminal. With the Introduction of Keno Mega Millions you can win over \$5 Million Dollars! Try it today.

**Q. – Do you have anywhere for smokers?**

A. – Yes, we have a very comfortable Designated Outdoor Smoking Area with great views of the ocean.

**Q. – Do you have an ATM?**

A. – Yes, we have two. One is located outside the main entrance and the other is located on the restaurant side of the Bar upstairs on the First floor.

**Q. – Do you accept AMEX?**

A. – Yes we do, along with MasterCard, Visa, Eftpos and cash

