

FREQUENTLY ASKED QUESTIONS

What is card based play? Card based play offers the convenience of a 'gaming account' that allows you to store and move funds around the gaming room.

Do I have to do anything different when playing? No, pick a machine, insert your card and play. When you are ready to change machines, simply press collect and move to the next machine.

Will MyCash effect my reward points, steak points or rating grade? No.

How do I register for a MyCash account? Existing Magpies Sporting Club members have a MyCash account linked to their membership card. Activate through the Vector Units on the Gaming Machines, at the Kiosk or Cashier.

Do I need to be a member to use MyCash? No. If you want the convenience but not the commitment, MyCash offers a visitor card. Please see our gaming staff for details.

How safe are my funds? MyCash is safe & reliable.

How do I set my PIN? Choose your 4 digit PIN when activating your MyCash account. You can reset your PIN any time through the Vector Units on the Gaming Machines or visit the Kiosk or Cashier.

How do I add funds to my account? Funds can be added by inserting money into a gaming machine when your card is inserted, at the Cash Redemption Terminal, at the Cashier or at any Cash Register throughout the club.

What is the draw down limit? Draw down is the credit transferred from your card to the machine at start of play. You can choose a drawdown limit at the Kiosk, a minimum of \$1 and a maximum of \$100.

Do I need to enter a PIN each time to start playing a new machine? No, a PIN is only required at initial activation, unless you decide to take advantage of the security of a 'Card Activity Time Out'.

If I forget the PIN can I still access my money? Yes. The Cashier can reset a PIN when they are satisfied you are the rightful owner of the account. Legal identification such as a drivers license may be required.

How do I withdraw funds from my account? Withdrawals from your account can be made at the Cash Redemption Terminal or Cashier.

Do I have to set a spend limit? No, setting a spend limit is optional.

What if I leave my card in the gaming machine? MyCash has a security lock out feature where your PIN is required after 2 minutes of inactivity on the machine.

Can I use MyCash to buy food or drinks? Yes, MyCash can be used to purchase food or drinks at any Cash Register throughout the Club.

What if I lose my card? You must report stolen or lost cards to us immediately just as you would report a lost ATM Card to your bank. Your card will be cancelled and you will be issued a new card.

Can I get access to my balance and information? Yes, you can through the Vector Units on the Gaming Machines, or swipe your card at the Kiosk or visit the Cashier.

What if there is a power outage? Your account data is stored on servers located in Brisbane, a power outage will not cause loss of funds.

TERMS & CONDITIONS

The following terms and conditions apply to your use of a card based gaming account established with Magpies Sporting Club (the venue being referred to below as us or we):

1. Consent. By establishing an account with us you consent and agree to these terms and conditions.
2. Minimum age. You must be 18 years of age or over to establish an account with us.
3. Account use. This includes the playing of gaming machines in our venue and purchasing food or drinks. You must present your account card and provide a valid PIN or other verification information to withdraw funds from your account at our venue.
4. Rules. In all instances the use of your account and the use of gaming machines by you in our venue are governed by the rules ancillary to gaming. You may inspect a copy of the rules referred to above at our venue. To the extent of any inconsistency between these terms and conditions and the relevant rules, the relevant rules prevail.
5. Security. It is your responsibility to keep your account PIN and other verification information secure. You should not record this information on your account card nor keep it with your account card. We accept no responsibility for loss suffered as a result of your failure to keep such information secure.
6. Lost card. If your account card or your account PIN or other verification information is stolen or lost, you should report it to us immediately by notifying a Cashier. Any loss suffered from the misuse of your account prior to such notification is your liability.
7. Charges. Charges incurred by us arising from dishonoured deposits or from the transfer of funds to your account will be charged to your account.
8. Currency. All references to currency in these terms and conditions and in your account are references to Australian dollars.
9. Variation. These terms and conditions may be varied by us at any time without notice to you. You may access the current terms and conditions at our venue.
10. Privacy. In line with the Privacy Act, no player information is shared with any third party without the express permission of the player associated with that account. Our privacy policy with respect to your account is displayed in the Cashier area. If you have any questions regarding our approach to privacy, please contact us at the Cashier or see our friendly staff.

gambling
help line
1800 858 858

For enquiries
Phone (07) 49 656 100
Glenella Road, Mackay
gaming@magpiesmackay.com.au
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MAGPIES
SPORTING CLUB

THE WAY OF THE FUTURE

GO CASHLESS



WHAT'S MYCASH?

MyCash is a convenient card based gaming system that allows you to move between the gaming machines at without needing to cash out or wait for an attendant. MyCash can also be used to purchase food and drinks at any Cash Register throughout the Club.

When you move around the gaming room and insert your card into a gaming machine your credits will be transferred onto the machine (the amount is dependent on your set draw down limit). These credits are then played. At the end of the play session any residual credits on the machine will be transferred back to your account.

Take your credits with you!

This exciting cashless technology is available on all of our Gaming Machines and Cash Registers.

BENEFITS OF MYCASH

- No waiting for payouts
- Easy to play and move between machines
- Your funds conveniently stored on your membership card
- Purchase food and drinks
- It's safe & reliable with PIN protection
- It allows us more time to provide you with excellent customer service

Using MyCash enhances your gaming experience, it's so EASY!

ACCOUNT TYPES

All MyCash cards issued at Magpies Sporting Club will only work at Magpies Sporting Club. There are two types of MyCash accounts available:

Standard

A standard account is linked to a Magpies Sporting Club membership card. A name, address and date of birth is required. The card and account are active for as long as your membership at Magpies Sporting Club is active. An account of this type will allow deposits & withdrawals at the Cash Redemption Terminal or Cashier. A standard account has a maximum \$10,000 balance with a \$5000 daily withdrawal limit.

Visitor

A visitor account allows you to remain anonymous and when presented after the day of issue will need PIN validation at the Cash Redemption Terminal before playing a machine. Visitor accounts can have a maximum \$2000 balance.

Activate your MyCash account through the Vector Units on the Gaming Machines, at the Kiosk, or at the Cashier.

WITHDRAWALS & DEPOSITS

Withdrawals from your account can be made at the Cash Redemption Terminal or Cashier.

Deposits to your MyCash account can be made by inserting notes into a Gaming Machine with your card inserted, at the Cash Redemption Terminal, at the Cashier or through a Cash Register.

You can access your balance, recent play and transaction statements through the Vector Units on the Gaming Machines, or simply swipe your card at the Cash Redemption Terminal.

USING MYCASH

ACTIVATE MYCASH

Visit the Kiosk, Cashier or ask our friendly staff to activate your MyCash account. You will need to choose a 4 digit PIN to activate.

ENTER PIN

START PLAYING

Insert card into the gaming machine.

ADD CREDIT

Deposit by inserting cash into the Gaming Machine, at the Cash Redemption Terminal, at the Cashier or through a Cash Register.

END SESSION

End session by hitting Take Win and Collect - your credits will be transferred to your MyCash card. Remove your MyCash card from the gaming machine.

MOVE

Move around the gaming room as you please, your credits are on your MyCash card.

BUY FOOD AND DRINKS

Use your MyCash card to purchase food and drinks at any Cash Register throughout the Club.

Contact our friendly gaming staff for any MyCash queries.