

FAQ For Members - ClubLINKS Cards

What is my ClubLINKS Card?

Your ClubLINKS Card is your Membership Card, which identifies you as a Club Member. Depending upon your Membership category, your ClubLINKS Card may also be an Access Card that you will need to swipe to gain access to restricted areas of the Club. Lastly, your ClubLINKS Card is a "smart card", so you can conveniently access funds deposited by you into your House Account i.e. Clubhouse Levy.

What is a House Account and why should I activate mine?

The Club has set up a House Account facility for each Member and engaged ClubLINKS to administer these accounts. Members may activate their House Accounts by depositing funds, which can then be spent at the Golf Shops, Bars and Restaurants at either Sandhurst Club or Sanctuary Lakes Club. Funds deposited into a Member's House Account remain the Member's property at all times. The House Account and ClubLINKS Card are designed to allow Members to conveniently make purchases at each Club without cash.

How do I receive my ClubLINKS Card/s?

Cards are issued once the Club has received confirmation of (1) settlement of a property, (2) Residential Nomination has been processed or (3) all requirements are met by New Golf Applicants. Cards are then issued along with new member induction package.

How many cards can I have?

Golf Members are entitled to 1 card. Resident Members may have up to 6 ClubLINKS Cards. The Club provides the first 2 cards free of charge. All subsequent cards will incur a \$25.00 application fee. Additional Cardholders must reside at the Resident Member's principal place of residence and provide proof of residence with the application.

I have children. Can they have a ClubLINKS Card?

Yes, children 16 years and over can apply for an additional card.

How can I apply for additional ClubLINKS Cards?

Additional Card Request Forms are available via ClubLINKS, by visiting Reception at the relevant Club.

Can a ClubLINKS card be issued in the name of a company?

No, company names cannot be printed on ClubLINKS cards. Companies that own a Golf or Residential Share must nominate a person whose name will appear on the card and only that person can receive the benefits of the ClubLINKS card.

I'm renting a property. Can I have a ClubLINKS Card?

Yes, your landlord has the option to sign over their Residential Members' rights to a tenant by completing a Residential Nomination form which is available from the Club reception or website. You will be issued with 2 free cards and further additional cards (four in total) can be obtained through ClubLINKS at a cost of \$25.00 per card. Temporary cards for tenants' use of the gym and health club will not be issued.

How do I obtain the discount? Simply present your ClubLINKS Card to the Club staff member at the time of your purchase. Both Clubs offer 10% off the retail price for Cardholders.

What do I do if my ClubLINKS Card is lost or stolen?

Upon completion of a Replacement Card Request Form and payment of the \$25.00 replacement card fee, we can cancel your card and reissue you with a Replacement Card. Replacement Card forms are available from Club reception, website or by contacting ClubLINKS on 1300 880 809.

How do I pay for the Additional Card Application Fee and the Replacement Card Fee?

Application & Replacement Card Fees can be paid by cash, credit card or cheque payable to Sandhurst Club Ltd or Sanctuary Lakes Resort. Payment is required with your application.

Where can I use my ClubLINKS Card?

Your ClubLINKS Card can be used at Sanctuary Lakes Club and Sandhurst Club.

What is the ClubLINKS Preferred Supplier program and why is it important to me?

There are many ClubLINKS Preferred Suppliers, each offering valuable home Goods and Services, exclusively for Sanctuary Lakes and Sandhurst Residents and Golf Members. Their Goods & Services can all be categorised as those that a typical homeowner is likely to need. We have negotiated generous discounts on behalf of individual Residents, by capitalising on the scale of both groups of Residents.

How do I get further information about ClubLINKS and my ClubLINKS Card?

Simply call ClubLINKS at any time of day (or night) on 1300 880 809 and our friendly staff will attend to your enquiries. Alternatively, check out www.clublinks.com.au.