



MOSAIC HOTEL MEMBERSHIP APP FREQUENTLY ASKED QUESTIONS

What happens to my points that I have already accrued?

Your points will transfer to the new Mosaic app when you sign in with your mobile number.

What if my points don't transfer over?

No stress. Chat to a friendly staff member, or email hello@mosaichotel.com.au and we'll process it manually.

Why are you launching a new app?

So you can earn and redeem more easily and stay up to date on what's happening at the Mosaic. Plus- it looks pretty!

When is the app live?

The app is live! Join as soon as possible to redeem our launch offers, including a free drink in the new Beer Garden and Bar and our launch competition.

Do we need to do anything?

Yep, just download the new App (Apple or Android) sign in with your mobile number, and you're in. Your points will follow you.

Can I continue to use my card?

Yes, your existing membership card (green, Mosaic M) will continue to function, but by downloading the App, you will get notifications straight to your phone about unlocking the best value from your membership.

Will I still earn points the same way?

Yes, everything is the same, however, now you can add your membership to your phone.

How do I redeem points?

Open the Mosaic Hotel app, check your balance, and scan at the till, staff will help apply your points.

Is there a sign-up bonus?

Sure is! New member's receive a \$5 sign-up bonus that will be loaded within 24 hours of joining. PLUS a free pint of Stone and Wood, or glass of Mr Riggs wine, redeemable in the Beer Garden until the 19th of July. T&Cs apply

What if I have two accounts?

No drama. We can merge duplicate accounts, just contact us with your details.

Do my points expire?

Points expire after 12 months. Please see T&Cs for more information.

Is the App free?

Absolutely. Free to download on iOS and Android.

What device does it support?

Recent versions of iOS (13.0 +) and Android (8.0 and up)

If you're unsure, try downloading, if your phone's too old, staff can still help you earn and redeem with our Mosaic green member card. Please see a staff member to get a physical card.

Will I get better discounts and in-venue special offers?

Yep, sharper member pricing across the Mosaic, plus app-only offers, a birthday bonus, and early access to specials. You can also enjoy perks from X-Golf and the wider Footy Park Precinct.

I'm stuck logging in—help!

Make sure you're using the mobile number linked to your old app. If you still can't get in, see staff or email hello@mosaichotel.com.au and we'll verify you.

How do I delete my old app?

Once you've moved over and confirmed your points, simply delete your old app from your phone.

How do I earn points and status in the Gaming Room?

To earn Member points in the Gaming Room, you will need a physical card, linked to your Mosaic Membership. Speak to staff about getting a card, it's a quick process.

[View full list of T&Cs](#)