



**British Columbia Lottery Corporation (BCLC)**  
**Encore Rewards Account Clean Up Incentive**  
**May 1 – 31, 2025**

**DEFINITIONS**

**Bonus Play** means a credit awarded as Encore Rewards Points.

**Free Play** means a credit awarded as Encore Rewards Points.

**Participating Facility** means all British Columbia Casinos and Community Gaming Centres. Participating Facilities are subject to change without notice at BCLC's sole discretion.

**Prize** means two (2) \$10 in Bonus Play, equivalent to 4,000 in Encore Rewards points.

**Promotion** means Encore Rewards Account Clean Up Incentive.

**Promotion Period** means the period from May 1, 2025, 12:00AM PT to May 31, 2025, 11:59PM PT.

**Qualified Player** is an individual who is 19 years of age or older, resides in British Columbia, and is a valid Encore Rewards Member, but does not include:

- BCLC and Participating Facility employees; and
- Persons who are participating in BCLC's Voluntary Self Exclusion program, suspended, banned from a BC Casino or Community Gaming Centre, or PlayNow.com.

**How to Participate in This Promotion**

1. To claim a Prize, a Qualified Player (as defined in the Definitions section) must meet the following requirements:
  - i. Be an active Encore Rewards member.
  - ii. Visit Guest Services at a Participating Facility;
  - iii. Add or update their email address on file at Guest Services; and
  - iv. Opt-in to receive exclusive offers, contests, and information via email from Encore Rewards.
2. Once these steps are completed, the Qualified Player will be eligible to receive their First Prize from Guest Services.



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3. No purchase is necessary to participate in this Promotion.

**Eligibility Notes:**

- Players must update their information in-facility at Guest Services to participate.
- Players who update their email information online at CasinosBC.com or through any method other than visiting Guest Services at a Participating Facility will not be eligible to receive the Bonus Play Prize.
- If players already have valid email information but are not opted-in, opting in will make them eligible.
- If players already have valid email information and are opted-in, then they are not eligible.

**PRIZES**

4. Qualified Players are eligible to receive two (2) \$10 Bonus Play Prizes (a total of 4,000 Encore Rewards Points) during the Promotion Period. The Prize will be awarded in two steps:
  - i. **First Prize:** Visit Guest Services at a Participating Facility and receive the first \$10 Bonus Play (2,000 Encore Rewards Points) directly from Guest Services.
  - ii. **Second Prize:** The second \$10 Bonus Play Prize (2,000 Encore Rewards Points) will be sent via email. The emailed Prize can be redeemed for Bonus Play by inserting the member's Encore Rewards card or by using their Encore Rewards account at any slot machine or Electronic Table Game at any Participating Facility. The email for the Second Prize will be sent within 14 days after the conclusion of the Promotion Period. The email for the Second Prize will contain a code that must be redeemed 30 days from when the email was sent, otherwise the code expires.
5. If the Qualified Player has not met all the eligibility requirements, BCLC reserves the right to withhold the Prize.
6. Qualified Players may receive a maximum of one (1) First Prize and one (1) Second Prize during the Promotion Period.
7. A Second Prize will be credited to the Qualified Player's Encore Rewards account after they add or update their email information and opt-in to Encore



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Rewards email marketing. Qualified Players must have a valid email address on their Encore Rewards account and be opted-in to Encore Rewards email marketing to be eligible to redeem their Prize. If either condition is not met, they will not be eligible for a Prize.

- i. Qualified Players must redeem their Prize within 180 days after it is awarded. Prizes that are not redeemed within 180 days will expire and become void and cannot be redeemed for a Prize.
- ii. Points earned during this Promotion are awarded as bonus points and do not apply towards Encore Rewards membership level qualification.

**GENERAL CONDITIONS**

8. BCLC is not liable for lost, stolen, damaged, or unregistered Encore Rewards cards.
9. Encore Rewards cards must not be transferred. If an Encore Rewards Member distributes their Encore Rewards card to other players, they will not be eligible to participate in this Promotion or receive a Prize and may have their Encore Rewards membership revoked. The person who uses another person's Encore Rewards card is also disqualified from participation in this Promotion and is not eligible to receive a Prize.
10. BCLC reserves the right to not award any Prize in the event that the integrity of all, or a part, of the Promotion is compromised. Such a compromise shall include, but is not limited to, computer error, slot machine malfunction, fraud, deception, misrepresentation or misuse.
11. BCLC may, at its sole discretion, and without liability to any person, or Qualified Player, alter, amend, suspend, or cancel this Promotion at any time.
12. BCLC shall not be liable to any person for loss or damage to person or property resulting from or connected with acts or omissions of BCLC, any Participating Facility, or a service provider.
13. Each Qualified Player is responsible for ensuring that their Encore Rewards Member profile is accurate and up-to-date and has current and correct contact information, including a telephone number and email address at which the Qualified Player can be contacted.
14. IN NO EVENT WILL BCLC, A PARTICIPATING FACILITY OR THEIR RESPECTIV DIRECTORS, OFFICERS, EMPLOYEES, CONTRACTORS, AGENTS, REPRESENTATIVES OR AFFILIATES (TOGETHER, THE



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**“RELEASED PARTIES”**) BE LIABLE FOR, AND EACH ENTRANT HEREBY RELEASES THEM FROM, ANY DAMAGES, LOSSES OR OTHER AMOUNTS OF ANY KIND WHATSOEVER, WHETHER IN CONTRACT, TORT, OR OTHERWISE, ARISING FROM OR IN CONNECTION WITH THIS PROMOTION OR A PRIZE. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE RELEASED PARTIES WILL NOT BE LIABLE FOR DIRECT, GENERAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, SPECIAL OR ANY OTHER LOSSES OR DAMAGES, EVEN IF A RELEASED PARTY SHOULD HAVE BEEN AWARE THAT SUCH LOSS OR DAMAGE COULD OCCUR.

15. Encore Rewards Points earned in this Promotion must be accepted as awarded, cannot be transferred, have no cash value, and must be redeemed in accordance with the Offer Redemption Process and Encore Rewards Terms & Conditions.
16. Players must notify BCLC of any omissions or discrepancies to their Point balance within sixty (60) days of earning, receiving or using the applicable Points. BCLC may require Players to provide documentation in support of any requested correction.
17. BCLC will not be liable for and may adjust or cancel your Point balance where Points have accrued due to malfunction, operator error, misrepresentation, fraud, misuse or any other reason BCLC deems valid.
18. In the instance of system error of Point transactions, adjustments will not be made to player accounts where the difference (in favour of or against the player) is less than one (1) dollar within a single Gaming Day.
19. All BCLC decisions are final and binding. BCLC reserves the right to disqualify any person that does not comply with these terms and conditions.
20. This Promotion and any person's participation in it are subject to the Encore Rewards Membership Terms and Conditions as outlined on [www.casinosbc.com](http://www.casinosbc.com)

**PRIVACY NOTICE**

21. Personal information related to your Program Membership will be collected in accordance with the Freedom of Information and Protection of Privacy Act, British Columbia and will be used, accessed, disclosed and stored by BCLC, or a Participating Facility, and their respective service providers both inside and outside of Canada:



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- i. to administer the Program; which includes distributing information about your Encore Rewards account;
- ii. to administer and communicate with you about your Encore Rewards account;
- iii. subject to your consent, to distribute relevant content, offers and promotional communications relating to BCLC's and the Participating Facility's products and services to you;
- iv. to administer contests and promotions; British Columbia Lottery Corporation (BCLC) Encore Account Cleanup Incentive May 1 – May 31, 2025
- v. to administer responsible gaming programs, if you enroll in such program;
- vi. for research, survey and statistical purposes;
- vii. to customize the content and delivery of products, services and marketing;
- viii. to expedite enrolment in other products and services provided by BCLC Participating Facilities that may be of interest to you;
- ix. to maintain the security of CasinosBC.com, and for investigative purposes; and
- x. to enforce agreements, to comply with applicable laws and legal processes, including providing information as required by regulators, law enforcement, public health authorities or other agencies.

22. By accepting these Terms, you agree that BCLC, or a Participating Facility, and their respective service providers may use, access, disclose and store your personal information both inside and outside Canada for the above purposes.

If you have any questions about the collection or use of your personal information, please contact the BCLC Customer Support Centre at 74 West Seymour Street, Kamloops, BC, V2C 1E2, telephone 1-866-815-0222 or [www.bclc.com](http://www.bclc.com).