



## British Columbia Lottery Corporation (BCLC)

### Encore Rewards Welcome Offer

April 1, 2024 – March 31, 2025

#### PROMOTION DESCRIPTION

New Encore Rewards members will receive \$10 in Free Play awarded as 2,000 Encore Rewards Points upon signing up for a new Encore Rewards membership.

#### DEFINITIONS

**Encore Rewards Account** means the account an Encore Rewards Program member has due to their membership in the Encore Rewards Program.

**Encore Rewards Points** means the points rewarded to individual members of the Encore Rewards Program by BCLC.

**Encore Rewards Program** means the membership and tiered bonus rewards program established by BCLC for our players residing in British Columbia.

**Free Play** means a \$10 CAD credit awarded as 2,000 Encore Rewards Points for redemption on qualified gaming devices, such as slots or electronic table games, or at Guest Services at a BC Casino for table games. Encore Rewards Points redeemed for table games will be used as a Free Play voucher.

**New Encore Rewards Member** means an individual who:

- signs up for the Encore Rewards Program during the Promotion Period; and
- has not previously signed up for the Encore Rewards Program at any time.

**Offer Claiming Process** is when the Qualified Player visits a Participating Facility and a Participating Facility staff awards the Free Play into the Qualified Player's Encore Rewards Account OR when the Qualified Player logs into their Encore Rewards Account online at CasinosBC.com and selects the offer from the "My Offers" tab that awards the Free Play into the Qualified Player's Encore Rewards Account.

**Offer Redemption Process** is when the \$10 Free Play is awarded in Encore Rewards Points to the Qualified Player's Encore Rewards Account by a player or a Participating Facility staff while undertaking one of the following Encore Rewards Points redemption processes:

- **eTable Free Play Redemption Process:** Qualified Player inserts their Encore Rewards card into any qualified eTable machine at any Participating Facility with their PIN to redeem the Free Play;
- **Slot Free Play Redemption Process:** Qualified Player inserts their Encore Rewards card into any qualified slot machine at any Participating Facility with their PIN to redeem the Free Play; or
- **Table Free Play Redemption Process:** Qualified Player notifies Guest Services they would like to redeem 2,000 Encore Rewards Points at table games at any Participating Facility and then receives a voucher for Table Free Play. The Qualified Player will give this voucher to the Dealer, and it will be placed on the table as a bet.
- **PlayNow Casino Free Play Redemption Process:** Qualified Player logs into their Encore Rewards Account on PlayNow.com website and follow the steps outlined on the My Encore Rewards page to redeem the Free Play token.

**Participating Facility** means BCLC's Casino Service Providers that participate in this promotion.

**PIN** means a personal identification number set up by a Qualified Player to redeem Encore Rewards Points.

**Promotion Period** means the period from April 1, 2024, 12:00AM PT to March 31, 2025, 11:59PM PT.



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**Qualified Player** is someone who is 19 years of age or older, and is a New Encore Rewards Member, but does not include:

- BCLC and Participating Facility employees, as well as family and household members who reside at the same address; or
- Persons who are self-excluded, suspended or banned from a BC Casinos or Community Gaming Centre.

#### PROMOTION DETAILS

1. Qualified Players must redeem the Free Play at any Participating Facility or online within 365 days from the date it is claimed. To redeem the Free Play, Qualified Players must follow the Offer Redemption Process.
2. Qualified Players are eligible for the Free Play offer once the Qualified Player:
  - a. opens a new Encore Rewards Account at a Participating Facility;
  - b. opens a new Encore Rewards Account by signing up on CasinosBC.com and picks up an Encore Rewards card for the first time at a Participating Facility; or
  - c. opens a new Encore Rewards Account by signing up via PlayNow.com on My Encore Rewards page.

#### GENERAL CONDITIONS

3. BCLC is not liable for lost, stolen, damaged, unregistered or improperly inserted Encore Rewards cards, or any error or miscalculation.
4. 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 and may have their Encore Rewards Program membership revoked.
5. BCLC reserves the right to not award any Encore Rewards Points 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, electronic table malfunction, fraud, deception, misrepresentation or misuse.
6. BCLC may, at its sole discretion, and without liability to any individual, participant, or Qualified Player, alter, amend, suspend, or cancel this promotion at any time.
7. BCLC reserves the right to change or restrict Encore Rewards Point earnings or other awards on specific slot machines, table games, or eTable games.
8. 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 or any Participating Facility.
9. Each participant 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 they can be contacted.
10. Qualified Players shall indemnify and save BCLC harmless from and against any and all actions, claims or demands brought by the Qualified Player, including costs incurred by BCLC in defending such actions, claims or demands against BCLC which arise out of or are in any way connected to this promotion.
11. 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 and Conditions.
12. Participants must notify BCLC of any omissions or discrepancies to your Encore Rewards Point balance within 60 days of earning, receiving or using the applicable Encore Rewards Points. BCLC may require participants to provide documentation in support of any requested correction.
13. BCLC will not be liable for and may adjust or cancel your Encore Rewards Point balance where Encore Rewards Points have accrued due to malfunction, operator error, misrepresentation, fraud, misuse or any other reason BCLC deems valid.



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14. All BCLC decisions are final and binding. BCLC reserves the right to disqualify any individual or Qualified Player that does not comply with these terms and conditions.
15. This promotion encompasses all other Encore Rewards Membership Terms and Conditions as outlined on [www.CasinosBC.com](http://www.CasinosBC.com).

#### **PRIVACY NOTICE – In British Columbia**

- Personal information related to your Encore Rewards Account 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:
  - a. to administer the Encore Rewards Program, which includes distributing information about your Encore Rewards Account;
  - b. to enable access to a BC Casino or Community Gaming Centre;
  - c. to administer and communicate with you about your Encore Rewards Account;
  - d. if you consent, to distribute relevant content, offers and promotional communications relating to BCLC's and the BC Casino or Community Gaming Centres' products and services to you;
  - e. to administer contests and promotions;
  - f. to administer responsible gaming programs, if you enroll in a program;
  - g. for research, survey and statistical purposes;
  - h. to customize the content and delivery of products, services and marketing;
  - i. to expedite enrolment in other services provided by BCLC and BC Casino or Community Gaming Centres that may be of interest to you;
  - j. to maintain the security of [CasinosBC.com](http://CasinosBC.com), and for investigative purposes;
  - k. to enforce agreements, to comply with applicable laws and legal processes, including providing information as required by our regulators, law enforcement or other agencies; and
  - l. to support public health recommendations or requirements.
- 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.
- BCLC is committed to protecting your privacy. 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).