



British Columbia Lottery Corporation (BCLC)

Encore Rewards Welcome Offer

November 14, 2023 – January 8, 2024

PROMOTION

At Participating F&B Facilities, New Encore Rewards Members will have the choice of a \$10 Free Play or a \$20 Food & Beverage Voucher as their welcome offer. At all other Participating Facilities, the New Encore Rewards Member will receive \$10 Free Play.

DEFINITIONS

Capitalized terms used in this Promotion have the meaning assigned to them in the Encore Rewards Terms and Conditions unless defined herein.

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

Encore Rewards Program or **Program** means the membership and tiered bonus rewards program established by BCLC.

Free Play means a \$10 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. Points redeemed for table games will be given as a free play voucher.

Food and Beverage Voucher means a \$20 credit for redemption at eligible food and beverage locations at Participating Facilities.

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.

Participating Facilities means all BC Casinos and Community Gaming Centres, including Participating F&B Facilities.

Participating F&B Facilities are:

Hard Rock Casino / Great Canadian Casino Vancouver	2080 United Blvd, Coquitlam, BC V3K 6W3
Starlight Casino	350 Gifford St, New Westminster, BC V3M 7A3

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

Promotion Period means the period from November 14, 2023, 12:00AM PT to January 8, 2024, 11:59:59 PM PT.

Qualified Player is an individual 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; and
- persons who are self-excluded or barred, or who self-exclude or are barred from a BC Casino, Community Gaming Centre or PlayNow.com during the Promotion Period.

OFFER CLAIM AND REDEMPTION PROCESS

Offer Claiming Process

To receive the Free Play or Food and Beverage Voucher, the Qualified Player must:

- be a New Encore Rewards Member
- sign up for Encore Rewards at Guest Services
- choose either the Free Play or Food and Beverage Voucher as the Qualified Player's welcome offer

The Food and Beverage Voucher can only be selected at Participating F&B Facilities. Guest services will give the New Encore Rewards Member the Food and Beverage Voucher in the form of a \$20 dining credit.

New Encore Rewards Members who sign up at a Participating Facility other than a Participating F&B Facility will only receive the Free Play.



British Columbia Lottery Corporation (BCLC)
Encore Rewards Welcome Offer
November 14, 2023 – January 8, 2024

Offer Redemption Process

To redeem this offer, the Qualified Player must complete the applicable process below.

Casino Games

- **eTable and Slot Redemption Process** – the Qualified Player must insert their Encore Rewards card into any eTable or slot machine at any Participating Facility with their PIN to redeem the Free Play.
- **Table Free Play Redemption Process** – the Qualified Player must notify Guest Services they would like to redeem the Free Play at a table game at any Participating Facility and will receive 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.com

A Qualified Player must log into their PlayNow.com account to redeem the Free Play as free play on Slots and Instants games. PlayNow.com account must be linked to the Qualified Player's Encore Rewards account in order to redeem Points.

Food and Beverage

To redeem the Food & Beverage Voucher at a Participating F&B Facility, a Qualified Player must:

- visit an eligible dining location, and present the Qualified Player's Encore Rewards card and the Food and Beverage Voucher to the server; and
- the server will redeem the Food and Beverage Voucher for payment of food or non-alcoholic beverages.

To earn Encore Rewards Points on dining, the Qualified Player's Encore Rewards card must be provided to the server prior to payment.

PROMOTION DETAILS

1. Qualified Players must redeem the Free Play at any Participating Facility or on PlayNow.com within 365 days from the date it is claimed. To redeem the Free Play, Qualified Players must follow the applicable Offer Redemption Process above.
2. Free play is automatically applied to the Qualified Player's Encore Rewards account once the Qualified Player opens a new Encore Rewards Account at a Participating Facility or picks up an Encore Rewards card for the first time.

A Qualified Player may only redeem one (1) of the two offer options: either a Free Play or a Food and Beverage Voucher. For example, if a Qualified Player selects the Free Play offer, the Food and Beverage Voucher offer will be unavailable. Food and Beverage Vouchers may be subject to additional terms and conditions specific to the Participating F&B Facility.

3. Food and Beverage Voucher may only be redeemed once and must be redeemed for full value. If redeemed for less than full value, remaining balance is forfeit. Food and Beverage Voucher is non-transferable and must be redeemed by the Qualified Player it is issued to.
4. Food and Beverage Voucher must be redeemed at the Participating Facility in which it was issued by January 31, 2024.
5. The dining venues at Participating F&B Facilities where the Food and Beverage Voucher can be redeemed may be limited by the Participating F&B Facility. Contact Guest Services for information on dining venue restrictions.
6. **Food and Beverage Voucher may not be used to purchase alcohol.**
7. Free Play, vouchers and Points have no cash value and cannot be redeemed for cash.



British Columbia Lottery Corporation (BCLC)

Encore Rewards Welcome Offer

November 14, 2023 – January 8, 2024

GENERAL CONDITIONS

1. BCLC is not liable for lost, stolen, damaged, unregistered or improperly inserted Encore Rewards cards, or any error or miscalculation. 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.
2. 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 membership revoked.
3. 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.
4. 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.
5. BCLC reserves the right to change or restrict Point earnings or other awards on specific slot machines, table games, or eTable games.
6. 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.
7. 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. Points cannot be earned on free play.
8. Qualified Players must notify BCLC of any omissions or discrepancies in Points balance within sixty (60) days of earning, receiving or using the applicable Points. BCLC may require Qualified Players to provide documentation in support of any requested correction.
9. 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.
10. 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 of its service providers.
11. 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.
12. All stated dollar amounts are in Canadian funds.
13. This promotion is subject to the Encore Rewards Membership Terms and Conditions as outlined on www.CasinosBC.com (the "Terms"). If there is a conflict between the Terms and these promotion conditions, the Terms will prevail.

PRIVACY NOTICE

14. Personal information related to your Encore Rewards 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 BC Casino or Community Gaming Centre, and their respective service providers both inside and outside of Canada:
 - to administer the Program, which includes distributing information about your Encore Rewards account;
 - to administer and communicate with you about your Encore Rewards account;



British Columbia Lottery Corporation (BCLC)
Encore Rewards Welcome Offer
November 14, 2023 – January 8, 2024

- subject to your 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;
- to administer contests and promotions;
- to administer responsible gaming programs, if you enroll in such program;
- for research, survey and statistical purposes;
- to customize the content and delivery of products, services, and marketing;
- to expedite enrolment in other products and services provided by BCLC and BC Casino or Community Gaming Centres that may be of interest to you;
- to maintain the security of www.CasinosBC.com and for investigative purposes; and
- 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.

15. By accepting these Terms, you agree that BCLC, or a BC Casino, or a Community Gaming Centre, 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 BCLC Customer Support Centre at 74 West Seymour Street, Kamloops, BC, V2C 1E2, telephone 1-866-815-0222 or www.bclc.com.