

SARACEN
CASINO RESORT®

**PLAYER'S CLUB
RULES & CONDITIONS**

SARACEN CASINO RESORT

1 Saracen Resort Drive • Pine Bluff, AR 71601



Player's Club Rules and Conditions

The Saracen Casino Resort's (SCR) Player's Club program is a membership program offered to all patrons that are 21 years old and above. Club membership and the Player's Club card are free of charge.

1. Player's Club membership is available to persons at least 21 years of age presenting a valid government issued photo identification (refer to Procedure #S6320.15 Universal ID Acceptance for information regarding acceptable forms of ID) (refer to Procedure #S6200.20.01 Player's Club Operating Procedures for information regarding enrollment into the Player's Club).
2. Player's Club membership enables a Player's Club member to participate in promotions, special events, rewards, casino discounts, and other special events and activities.
3. Player's Club accounts, cards, and points are non-transferable, including death, divorce, or disability.
 - a. Player's Club cards may be used to track play and accumulate Player's Club points by the Player's Club member only.
 - b. A Player's Club member must not share or allow any other person to use their Player's Club card.
 - c. Player's Club benefits are valid only to those Player's Club members who have earned them through their own individual use.
 - d. Points earned by someone other than the account holder are null and void.
4. Player's Club benefits are based on level of play on an annual basis beginning January 1 and ending December 31 each year. The following are the Player's Club card status tiers:
 - a. The Red Card status is free to anyone that is 21 years of age or older with no tier credits required;
 - b. To qualify for Silver Card status, the Player's Club member must earn 7,500 to 19,999 tier credits;
 - c. To qualify for Gold Card status, the Player's Club member must earn 20,000 or more tier credits;
 - d. Chairman's Card status is by invitation only.
 - i. Chairman's Card status level players must maintain their level of play based on historical level of play. If a Chairman's Card status level player is unable to maintain the required amount of play, the player will be moved to the appropriate Player's Club Card status level based on tier credits earned during the 12-month earnings time frame.

- ii. The Player Development (PD) Department and SCR management reserve the right to exclude players' Chairman status based on behavior which would restrict the invitation.
 - iii. Once a player has been invited to Chairman Card status, the Player Development Director or above will upgrade the player accordingly.
 - e. No person who has been placed or has placed themselves on the list of individuals excluded from SCR will be eligible for Player's Club membership or any associated benefits.
 - f. SCR reserves the right to deny application for membership or terminate membership at any time in its sole discretion.
- 5. Player's Club points are awarded for rated eligible slots play and table play only.
 - a. Player's Club points cannot be earned on free gaming play (Free Slot Play or Free Table Games Play) awarded by SCR.
 - b. It is the Player's Club member's responsibility to ensure that the Player's Club Card is accepted in the card reader when inserted into a slot machine.
 - i. If the Player's Club Card is inserted into the slot machine correctly, the slot machine will display a green light in the card acceptor.
 - ii. If the Player's Club Card is inserted incorrectly, the slot machine will display a red light in the card acceptor.
 - c. SCR is not responsible for points not earned while a Player's Club Card is abandoned or invalid.
 - d. Point Earning:
 - i. Slot machine: \$5 Coin In = 1 Point
 - ii. Video Poker machine: \$10 Coin In = 1 Point
 - iii. ETG machine: \$20 Coin In = 1 Point
 - iv. Table Play point earnings are based off the Player's Club member's table play rating, which relates to the player's average bet, time played, house advantage, and average hands per hour.
 - v. SCR maintains the right to assign games to appropriate categories at any time.
 - e. Player's club points can be redeemed at the following centers or for the following benefits.
 - i. The Post
 - ii. Legends Bar and Grill
 - iii. Quapaw Kitchens Buffet
 - iv. Red Oak Steakhouse
 - v. Player's Club Rewards Program
 - vi. Convert Points to Free Slot Play
 - f. When redeeming Player's Club points at any outlet, redemption is 1 point = \$0.01 in available spend.
 - g. Unredeemed Player's Club points, comps and/or other rewards will expire after 12 months of inactivity or 12 months from the last date of play. If the Player's

Club member returns after the Players Club points, comps, and/or other rewards have expired, they will not be returned to the account.

- h. All Player's Club points are subject to review and verification. SCR management reserves the right to adjust account status, points, or Free Slot or Table Games Play due to computer error, machine malfunction, operator error, fraud, non-payment of services or misuse of the Player's Club card.
 - i. Each Player's Club member must select a 4-digit Personal Identification Number (PIN) in order to use the card for accessing Free Slot or Table Games Play or other Player's Club member benefits.
 - i. A Player's Club member's PIN is not to be shared with any other person. It is the responsibility of the Player's Club member to keep their PIN confidential and secure. Player's Club members are responsible for any activity on their Player's Club account when the account is accessed using the PIN.
 - ii. If a Player's Club member enters an incorrect PIN three (3) times, the account will lock automatically, and the Player's Club member will be unable to access his or her Free Slot or Table Games Play or other benefits until the card is reset.
 - 1. To reactivate the card, the Player's Club member must appear in person with valid government issued photo identification at the Player's Club (or Cashier's Cage when Player's Club business operations are closed).
 - iii. SCR is not responsible if a Player's Club member leaves his or her Player's Club card in a machine unattended while the PIN is active.
 - j. SCR is not responsible for lost or stolen Player's Club cards, including any resulting misuse of the card or its benefits. Player's Club members are responsible for promptly notifying the Player's Club if a card is lost or stolen.
 - k. Player's Club Cards remains the sole property of SCR at all times and must be returned upon request of SCR. The Player's Club card and Player's Club member benefits are void where prohibited or restricted by law. SCR reserves all rights and may alter or cancel this program at any time for any reason, with or without notice.
6. All Player's Club transactions must be performed by a Player's Club representative, PD employee, or SCR marketing management only and require valid photo identification.
- a. Player's Club account information can be made available to the Player's Club member by telephone or e-mail by the Player's Club Manager or above only after verification of the guest.
7. SCR reserves the right, in its sole discretion, to confiscate the Player's Club card and terminate a Players Club member's membership and all associated benefits for violating Player's Club rules and conditions, misusing the Player's Club card or Player's Club points, or engaging in fraud, misrepresentation, or any improper or unlawful conduct.

8. Winner(s) are responsible for all applicable taxes. Winners will receive a W2-G and/or a 1099 tax form, when applicable, provided by Saracen Development, LLC.
9. A current copy of the official Player's Club Rules and Conditions is available upon request at the Player's Club counter or online at SaracenResort.com. Player's Club Rules and Conditions are subject to change at any time with or without notice. Continued participation in the Player's Club program constitutes the Player's Club member's acceptance of any amendment to the Rules and Conditions of membership whether or not the Player's Club member was notified of any revision.
10. SCR may, at its discretion, provide access to Player's Club account details, promotions, offers, etc., through a mobile application (Player's Club App).
 - a. To access the Player's Club App, a player must have a valid Player's Club card and Player's Club membership in good standing.
 - b. A player will only have access to their own Player's Club membership information and offers within the Player's Club App.
 - c. Any information provided in the Player's Club App is subject to verification. Any conflict of information between the Player's Club App and the SCR Casino Management Software (CMS) shall be resolved by using the information within the CMS.
 - d. For assistance with the Player's Club App, a player should speak with a member of the Player's Club staff.

