



## British Columbia Lottery Corporation (BCLC)

### Encore Rewards Welcome Offer

August 28 – November 13, 2023

#### PROMOTION DESCRIPTION

New Encore Rewards Members will receive \$20 in free play awarded as 4,000 Encore Rewards Points upon signing up for a new Encore Rewards membership. At Participating F&B Facilities, New Encore Rewards Members will have the choice of a \$20 free play voucher or a \$20 food & beverage voucher as their welcome offer. At all other Participating Facilities, the New Encore Rewards Member will receive \$20 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 for players in British Columbia.

**Free Play** means a \$20 CDN credit awarded as 4,000 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 CDN 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 are:** all BC Casinos and Community Gaming Centres, including Participating F&B Facilities.

**Participating F&B Facilities are:**

Parq	39 Smithe St, Vancouver, BC V6B 5E7
Hard Rock Casino	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 August 28, 2023, 12:00AM PT to November 13, 2023, 11:59:59 PM PT.

**Qualified Player** is someone who is 19 years of age or older, physically present in British Columbia, and 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 during the Promotion Period from a BC Casino, Community Gaming Centre or PlayNow.com.

#### OFFER CLAIM AND REDEMPTION PROCESS

##### Offer Claiming Process

To receive the \$20 Free Play or Food and Beverage Voucher, the 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.



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The Food and Beverage Voucher can only be selected at Participating F&B Facilities. New Encore Rewards Members who sign up at a Participating Facility other than a Participating F&B Facility will receive \$20 Free Play.

#### Offer Redemption Process

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

##### **Casino Games**

- **eTable and Slot Redemption Process** a Qualified Player inserts their Encore Rewards card into any eTable or slot machine at any Participating Facility with their PIN to redeem the 4,000 points as free play.
- **Table Free Play Redemption Process** a Qualified Player notifies Guest Services they would like to redeem the 4,000 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.com**

A Qualified Player logs in to their PlayNow.com account to redeem the 4,000 points 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 follow the below steps in order:

- Choose the Food and Beverage Voucher when signing up for Encore Rewards at Guest Services at Participating Facility offering the food and beverage voucher.
- Receive the Food and Beverage Voucher from Guest Services in the form of a \$20 dining credit
- Visits eligible dining location, and present the Qualified Player's Encore Rewards card and the Food and Beverage Voucher to the server.
- Server redeems 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 \$20 free play credit 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.
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.
3. A Qualified Player may only redeem one (1) of the two offer options: either free play or food and beverage. - For example, if a Qualified Player selects the \$20 free play offer, the \$20 Food and Beverage Voucher will be unavailable to them. Food and Beverage Vouchers may be subject to additional terms and conditions specific to the Participating F&B Facility.
4. 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.
5. Food and Beverage Voucher must be redeemed at the Participating Facility in which it was issued by November 30<sup>th</sup>, 2023.

6. 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.
7. **Food and Beverage Voucher may not be used to purchase alcohol.**
8. Vouchers and Rewards Points have no cash value and cannot be redeemed for cash.

#### **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 his or her 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. 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.
11. This promotion is subject to the Encore Rewards Membership Terms and Conditions as outlined on [www.CasinosBC.com](http://www.CasinosBC.com) (the "Terms"). If there is a conflict between the Terms and these promotion conditions, the Terms will prevail.

#### **PRIVACY NOTICE**

1. 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 BC Casino or Community Gaming Centre, and their respective service providers both inside and outside of Canada:



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- 1.1. to administer the Program, which includes distributing information about your Encore Rewards account;
  - 1.2. to administer and communicate with you about your Encore Rewards account;
  - 1.3. 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;
  - 1.4. to administer contests and promotions;
  - 1.5. to administer responsible gaming programs, if you enroll in such program;
  - 1.6. for research, survey and statistical purposes;
  - 1.7. to customize the content and delivery of products, services, and marketing;
  - 1.8. 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;
  - 1.9. to maintain the security of [www.CasinosBC.com](http://www.CasinosBC.com) and for investigative purposes; and
  - 1.10. 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.
2. 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.
  3. 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.

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](http://www.bclc.com).