

Muckleshoot Casino Preferred Players Club Terms & Conditions

1. Member's use of the Preferred Players Club Card indicates acceptance of these Terms and Conditions.
2. Membership in the Preferred Players Club is free.
3. All individuals must be 21 years of age or older.
4. One Member per account.
5. Points will be added to a Member's Preferred Players Club account that represents value earned for qualified, tracked VGD and applicable Table Games play.
6. All point accumulations shall be subject to review and verification.
7. Management may request to see valid photo identification at any time when the Preferred Players Club Card is in use.
8. Only the account holder whose name appears on the Card may make transactions and account inquiries.
9. Account information is only available to the account holder when they make the request in person with valid photo identification at the Preferred Players Club.
10. Preferred Players Club Cards, points, and awards are non-transferable, including upon death and divorce.
11. Multiple Cards may be issued for Members who wish to play multiple machines at a time at management's discretion.
12. Lost or stolen Cards should be reported immediately to the Preferred Players Club.
13. Replacements Cards may be obtained upon presentation of valid photo identification at the Preferred Players Club.
14. Members may not distribute, loan, sell or in any way allow another person to use their Preferred Players Club Card.
15. It is the Member's responsibility to properly insert the Card when playing.
16. Muckleshoot Casino is not responsible for untracked play due to player negligence or improper insertion of the Preferred Players Club Card.
17. Insert your Card at the beginning of play at the VGD terminal for proper credit.
18. Present your Card at the beginning of play at Table Games for proper credit.
19. Management reserves the right to adjust point balances resulting from malfunction, operational or computer error, fraud or misuse of the Card.
20. Management reserves the right to confiscate Cards from Members who fail to follow these rules or have been barred from casino play by Muckleshoot Tribal Gaming and all accumulated value on the account may be forfeited.
21. Rules of specific promotions and point redemption programs vary (see Preferred Players Club for details).
22. Members may be required to present their Card for entry into Casino entertainment venues.
23. All points in an account will expire and shall be deleted from the system if no activity has occurred on that account for a period of one (1) year. Notification will be sent 30 days prior to any action taken via mail or email to the address listed on the account.
24. Management reserves the right at any time to change or revise policies, and/or benefits. Management shall provide 30 days advance notice of changes to point values and point redemption requirements.
25. In the event of a dispute, the decision of Muckleshoot Casino management is final.
26. Any Member dissatisfied with a decision/ruling may submit their complaint in the form of a written petition for relief to the Muckleshoot Gaming Commission within thirty (30) days of the disputed decision/ruling.
27. If you do not wish to be contacted or receive offers via mail, e-mail, or phone you must notify a Preferred Players Club representative at the Preferred Players Club.
28. Any information obtained from you will be maintained consistent with the Muckleshoot Casino Privacy Policy.