

# MUCKLESHOOT REWARDS TERMS & CONDITIONS

1. Muckleshoot Rewards member's use of the Muckleshoot Rewards card indicates acceptance of these Terms & Conditions.
2. There are no fees or charges for membership.
3. Muckleshoot Rewards eligibility is limited to members 21 years of age or older.
  - a. Muckleshoot Casino employees are not eligible for membership.
  - b. Barred guests are not eligible for membership.
4. Muckleshoot Rewards membership is limited to one individual per account.
5. Valid photo identification is required for Muckleshoot Rewards sign-up.
  - a. New members may enroll at any Muckleshoot Rewards location or at self-enrollment kiosks.
6. Members of the Muckleshoot Rewards program agree to present valid photo identification to casino management upon request.
7. Muckleshoot Rewards cards are issued to each member and remain property of Muckleshoot Casino. Management reserves the right to confiscate cards from members who do not follow these rules or have been barred from casino play by Muckleshoot Tribal Gaming Agency (TGA).
  - a. Muckleshoot Casino reserves the right to forfeit any or all accumulated value on an account for which the card has been confiscated.
  - b. All points or accumulated values in the account of a member who receives a final barring determination for one (1) year or more shall be forfeited without further notice, effective on the date of the barring notice.
8. Account information is available to Muckleshoot Rewards members by inquiring in-person at any Muckleshoot Rewards location with a valid photo ID or using secure credentials online via the secure Player Portal.
9. Only the Muckleshoot Rewards member whose name is on the account is permitted to inquire about account information and/or request changes, or execute transactions using the card.
10. If a member does not want to be contacted or receive offers via mail, email, or phone the member must notify a Muckleshoot Rewards representative in person.
11. It is each member's responsibility to properly utilize their Muckleshoot Rewards card while in play.
  - a. Insert their card at the beginning of play at the VGD terminal for proper tracking.
  - b. Present their card to Table Games staff at the beginning of Table Games play to receive proper tracking.
  - c. Muckleshoot Casino is not responsible for untracked play due to member negligence or improper use of the Muckleshoot Rewards card.
12. Muckleshoot Rewards loyalty balances include base and bonus points ("EARNED"), and tier points (tier points have no monetary value).
13. Members accumulate tier points through tracked VGD and Table Games play and as a result are eligible to advance to higher tiers in the Muckleshoot Rewards program.
  - a. A member can advance to a higher tier at any time and will be eligible for the new tier benefits.
  - b. These tier points expire, and expiration dates are determined by casino management.
  - c. Tier point expirations will be executed at pre-determined and publicized intervals.
14. Select Muckleshoot Rewards tiers are eligible for point discounts on food redemptions within certain Muckleshoot Casino outlets.
15. Base and tier points are added to each member's Muckleshoot Rewards account as they are accrued, for qualified, tracked VGD and Table Games play.
  - a. Base points are redeemable at predetermined redemption values.
16. Base points in an account will expire and shall be deleted from the system one (1) year after they are earned. The qualifying base points will expire without direct written or verbal notification.
17. All base and tier points in the account of a member who is permanently barred or excluded from the Muckleshoot Reservation will expire on the effective date of the barring/exclusion and will be deleted. No written or verbal notification will be given.
18. Management reserves the right to adjust all point balances resulting from malfunction, operational error, computer error, fraud or misuse of card.
19. All point accumulations are subject to review and verification by property regulatory and audit procedures.
20. Muckleshoot Rewards cards, points and all awards are non-transferable, including upon death and divorce.
21. Multiple cards may be issued at management's discretion for Muckleshoot Rewards members who wish to play multiple machines simultaneously.
22. Replacement cards may be obtained at any Muckleshoot Rewards card printing kiosk, or at any Muckleshoot Rewards location with a valid photo ID.
23. Members may not distribute, loan, sell or allow other persons to use their Muckleshoot Rewards card. This may subject a member to termination of Muckleshoot Rewards membership, demotion of the member's account status, or forfeiture of member's benefits.
24. Management reserves the right to change, amend, suspend, cancel or terminate any aspect of the Muckleshoot Rewards program, its benefits and/or terms and conditions in whole or in part, at any time. Management shall provide 30 days advance notice of changes to point values and point redemption requirements.
25. Promotion rules and point redemption programs can vary. Please see any Muckleshoot Rewards location for all questions related to earning and redemption.
26. In the event of a dispute, the decision of Muckleshoot Casino management is final.
27. Any member dissatisfied with a Muckleshoot Casino management final 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.
28. Any personal information obtained from Muckleshoot Rewards members will be maintained consistent with the Muckleshoot Casino Privacy Policy.
29. Muckleshoot Casino is not responsible for lost or stolen cards.