

# CHRISTCHURCH CASINOS LIMITED LOYALTY PROGRAMME

## TERMS AND CONDITIONS

1. Membership of the Loyalty Program is FREE and available to applicants of 20 years of age or over only, Photo identification (including proof of age) and residential address or other evidence acceptable to Christchurch Casinos Limited is required before an application is accepted or a card is issued.
2. Christchurch Casinos Limited reserves the right to refuse any application for Membership or to cancel any Membership at any time for any reason at its discretion (including without limitation if a member is trespassed in any area of the property or agrees to bar him/herself from entering the property or is subject to an exclusion notice under the Gambling Act 2003) and cancellation of membership includes forfeiture of any accrued points or benefits.
3. His or her signing of the membership application and/or first use of the membership card mean that the Member has read and understood these terms and conditions and accepts them and confirms the eligibility of membership, which may be amended from time to time.
4. An individual may hold only one membership at any one time and Members cards, benefits and offers are available for the Members use only and are not transferable and remain the property of Christchurch Casinos Limited at all times. Cards must be returned to Christchurch Casinos Limited on demand, including upon the cancellation of membership.
5. When the member chooses their own PIN Code 4 digit (non-sequential) they are responsible for the security of this information and keeping this PIN code confidential and must not disclose this 4 digit PIN code to anyone other than a Christchurch Casinos Limited (CCL) licensed employee for the purpose of membership verification.

Christchurch Casinos Limited will not be responsible or liable for any disclosure of a Members PIN outside of these circumstances or use of a Members PIN by another person.

PIN Codes can be changed at any time by the Member at the Players Club desk, proof of identification may be required if the Member cannot recall their PIN.
6. Christchurch Casinos Limited is not responsible for any loss suffered by a Member due to the misuse, loss or damage of cards. Lost or stolen cards must be reported to Christchurch Casinos Limited immediately and Christchurch Casinos Limited may impose a charge for the replacement of a card.
7. The Member further agrees to advise Christchurch Casinos Limited of any change of address or other contact details as provided by the Member on the membership application form.
8. Any information provided by Members and the collection of information relating to and derived from the Members transactions will be collected and maintained by Christchurch Casinos Limited consistent with its privacy policy.

The information may be used by Christchurch Casinos Limited or any other Participant for the purposes of; planning, market research, administration of the Loyalty Programme, the provision or performance of services related to the Loyalty Programme, sending communication to the Member, the meeting of any legal or financial requirements as may be required under relevant legislation, including without limitation the Gambling Act 2003.

Members have the right to request access to and correction of the information held by Christchurch Casinos Limited about them by contacting Christchurch Casinos Limited in writing.
9. Members may resign from the Loyalty Programme and cancel their membership at any time.
10. Death of a Member will result in cancellation of Membership and forfeiture of any Points or benefits.
11. Christchurch Casinos Limited reserves the right to amend the Players Club membership terms and conditions at any time including but not limited to; application criteria, the number of tiers within the programme, qualification requirements for tiers, accrual rates of points or rewards, redemption of points, the expiration period for points or rewards.
12. Members authorise Christchurch Casinos Limited to contact, if applicable, the NZ Transport Agency, the Department of Internal Affairs, or any other source required to verify, obtain or disclose information about the member; including without limitation for the purpose of the Anti-money Laundering and Countering Financing of Terrorism Act 2009 or to comply with any laws, rules or regulations in New Zealand or any other country.
13. If a Players Club Membership card is not used for a period of 12 months or more, the card and membership will automatically expire. A card is deemed to be 'used' when it fulfils one of the requirements in clause 15 below.
14. In order to accumulate all possible points or rewards it is a Member's responsibility to ensure that their card fulfils the requirements in clause 15 below.
15. Do any of the following to "use" your card:
  - a) Correctly insert in a gaming machine card reader before any play commences (the card is recognised when the lights surrounding the card reader are green and the My Account icon is present on the bottom bar of the screen)
  - b) Present to the appropriate Christchurch Casinos Limited employee prior to playing a table game;
  - c) Present to Christchurch Casinos Limited service staff when completing food or beverage transactions.

Christchurch Casinos Limited is not responsible and will not accept any liability for Card or system failure due to circumstances out of its control, for a member not supplying or correctly entering the membership card for "use" and is under no obligation to provide the member with Points under any of these circumstances.
16. Members cannot earn and redeem points in the same transaction. Points earned can be used immediately in a subsequent transaction.
17. Unless otherwise allowed by Christchurch Casinos Limited Points are valid for 12 months from the date of accrual, they are redeemed on a first earned, first redeemed basis, points not used within 12 months of accrual will be automatically expire.
18. Any points accrued for any purchase or money spent by a Member that is then reimbursed or refunded will be deducted from the Members points balance.
19. Only Points earned from gaming play qualify towards tier upgrade. Any points earned in food or beverage purchases, or awarded as prizes or in promotions or gifted to the member are not considered towards qualification for membership upgrade.
20. Points are not transferable and are only redeemable by the account holder; proof of identification may be required.
21. Points can only be redeemed for activities within Christchurch Casinos Limited.
22. Unless otherwise allowed by Christchurch Casinos Limited Promo dollars and Dining dollars are valid for 6 months from the date of accrual, they are redeemed on a first earned, first redeemed basis, Promo dollars and Dining dollars not used within 6 months of accrual will be automatically expired.
23. Rewards provided in the Loyalty Programme and not transferable, refundable nor exchangeable for cash, except in circumstances whereby Christchurch Casinos Limited at its discretion may offer a cash redemption as a reward.
24. Christchurch Casinos Limited reserves the right to cancel, remove or substitute rewards including but not limited to; points, dining dollars, promo dollars at its discretion and is not responsible and will not be liable for any loss arising from such.
25. Membership upgrade is neither automatic nor guaranteed and is conditional upon the Members acknowledgment in writing that the members play levels are at a responsible level and that they nor anyone else is being harmed by their level of play.
26. Christchurch Casinos Limited and its employees accept no responsibility for any damage or loss incurred by Members, either directly or indirectly relating to their Membership.
27. Players Club Loyalty Programme is a trade promotion and not a gaming activity. Any decisions made by Christchurch Casinos Limited in relation to the operation of the Players Club Loyalty Programme are final.
28. Any Member found to be misusing their card, behaving inappropriately or fraudulently (as determined by Christchurch Casinos Limited at its discretion) or breaching these terms and conditions will result in Christchurch Casinos Limited taking action as it deems appropriate, including but not limited to cancellation of membership and forfeiture of any related points, rewards or benefits.
29. To the maximum extent permitted by law, Christchurch Casinos Limited nor any of its related companies nor their officers nor employees shall in any circumstances assume any obligation or incur any liability to a Member or to any other person whatsoever in relation to or for any loss, damage or other harm of any kind (including gambling losses) or otherwise caused or exacerbated by, or arising from or connection with, any problem gambling by a Member of Christchurch Casinos Limited.
30. Definitions
  - a. Benefits; the rewards of goods and services facilities (including without limitation Dining dollars, tickets or vouchers) provided from time to time under the programme that can be obtained by the member through the purchase of goods or services and/or gaming play.
  - b. Card; the card issued to the member in connection with his or her membership.
  - c. PIN; the personal identification number for use with the card.
  - d. Points; means loyalty points earned by a member from the purchase of goods or services by Christchurch Casinos Limited under the terms and conditions of the loyalty programme.
  - e. Participant; a service provider to Christchurch Casinos Limited.
  - f. Programme; Christchurch Casinos Limited loyalty rewards programme administered by Christchurch Casinos Limited and called the "Players Club" and other such names as may be determined.