

Rapid Rewards Players Club Rules and Regulations

1. Members must be 19 years of age or older to obtain a membership and participate in the benefits of the Rapid Rewards Players Club (RRPC) at the Great Blue Heron Casino (GBHC), and must comply with all terms and conditions of membership, including these rules.
2. Valid government issued photo identification, or PIN (Personal Identification Number) when applicable, must be presented for all RRPC transactions, including signing-up for membership, cashback for Premium and Elite level slot players, point redemption for slot players, coupon redemptions, promotional gifts or drawings, complimentaries, resetting PIN and obtaining replacement cards.
3. Slot Reward Points are earned through rated play and are redeemable for free slot play and other benefits based on your tier level. Your tier level is based on the amount of earned Tier Level Credits. Tier level Credits are also earned through rated play and only determine your membership tier level.
4. Qualifying periods for your membership tier level are February 1st – July 31st and August 1st – January 31st. The number of Tier Level Credits you earn in each period determines your status. Tier Level Credits are reset at the beginning of each six month period. Preferred is 0-3,499 Tier Level Credits, Premium is 3,500 – 29,999 Tier Level Credits, and Elite is 30,000+ Tier Level Credits.
5. To record slot play, it is the responsibility of the member to properly insert the RRPC card into the slot machine card reader for the duration of play. The RRPC member must ensure that the light surrounding the card insert slot turns green and is accepted for play and that the member's name and reward points are displayed.
6. Table game ratings are recorded towards Tier Level Credits, which determine membership tier level only. Table game ratings and complimentaries are based on your tier level and are awarded only at the discretion of designated GBHC staff, are for promotional purposes only, and have no cash value.
7. It is the responsibility of the member to present the RRPC card to the Gaming Inspector to ensure proper rating tracking.
8. Each RRPC member is entitled to only one (1) unique account number, which is issued upon enrolment. GBHC may limit or increase the number of RRPC cards or replacement cards issued to any member. All RRPC cards are the property of GBHC.
9. GBHC reserves the right to deny any application for RRPC membership and membership may be revoked or cancelled at the sole discretion of GBHC. The RRPC card must be returned at the time of revocation or cancellation of membership. At the moment of revocation or cancellation, all slot reward points and table game ratings accumulated in the member's account, at the discretion of GBHC, will be forfeited.
10. Any slot reward points or table game ratings accumulated through misuse of the card or fraud are not valid and will be forfeited as per rule 9.
11. The RRPC card is available only for use at GBHC by RRPC members. The RRPC card and the rewards and benefits are not transferable. Rewards and benefits must be redeemed by the member in person, only at GBHC.

12. In the event of death of a member, all outstanding table ratings, slot offers, slot reward points and benefits become null and void. Nevertheless, GBHC may in its sole discretion agree to transfer the deceased member's slot reward points balance to the RRPC account of a surviving spouse or next of kin of the deceased member. The surviving spouse, or next of kin, as applicable, must satisfactorily meet the terms of GBHC's in-house policy, which may include (a) providing evidence that they are entitled to the deceased member's assets, and (b) being an RRPC member if applicable.
13. GBHC makes no representations about the use of the RRPC card and shall not be liable for any loss or damage, however caused, suffered by any person as a result of the use or misuse of the card.
14. GBHC is not responsible for lost or stolen cards. Lost or stolen cards must be reported to a RRPC representative. GBHC, at its discretion, may replace lost or stolen cards.
15. GBHC assumes no liability, except for the redemption of properly accumulated slot reward points and benefits in accordance with these rules.
16. GBHC is not responsible for operational errors or malfunctions with respect to the RRPC program, including defective cards.
17. GBHC reserves the right to adjust reward points and benefits as a result of operational errors, fraud or malfunction.
18. GBHC reserves the right, without notice, to cancel the RRPC program or modify the terms and conditions of the RRPC program in any way, including but not limited to the rewards accumulation rules, the redemption process and minimum activity levels, etc. at any time.
19. RRPC accounts with no activity for over 365 days will be considered "inactive" and unredeemed slot reward points, will be forfeited.
20. Any personal information provided through participation in the RRPC program is collected pursuant to the Ontario Lottery and Gaming Corporation Act, 1999 and is intended to be used for the following principal purposes, and for any further purposes reasonably necessary to give effect to these purposes: (a) to administer the RRPC loyalty rewards program; (b) for customer service; (c) for the protection of GBHC assets; (d) sharing the information with third parties including police services for investigation or audit purposes; (e) to comply with legal requirements; (f) assisting GBHC in managing its games and in maintaining the integrity thereof; (g) to support Responsible Gaming programs; and (h) for consumer research initiatives conducted by GBHC or by a third party research agency in cooperation with GBHC. Personal information shall only be retained by GBHC for as long as necessary to fulfil the above purposes.
21. Any personal information provided through participation in the RRPC program is collected pursuant to Canada's Personal Information Protection and Electronic Documents Act and Canada's Anti-Spam legislation and is intended to be used for the following principal purposes: assessing your eligibility for rewards and benefits based on current or future loyalty programs; marketing and advertising, including providing you with valuable information and other gaming related emails and/or mail out correspondence; understanding your interests; responding to your concerns and improving service delivery; for GBHC's internal business purposes and in connection with any necessary customer conduct reviews; and to comply with legal

requirements. For further information or to obtain a copy of GBHC's privacy policy, contact a RRPC representative at GBHC or call 1-888-29 HERON. Personal information shall only be retained by GBHC for as long as necessary to fulfil the above purposes.

22. In order to be eligible for exclusive RRPC rewards and benefits, such as (i) emails regarding promotions, bonuses, special events, event invitations, newsletters, and (ii) direct mail promotions that may contain the same type of content, participants are responsible for completing in full and signing the enrolment form as proof of having expressly opted-in for emails and any other form of communication and shall notify a RRPC representative of any name, address, email or phone number change(s). Participants may withdraw their consent at any time by contacting a RRPC representative.
23. In determining whether a member is entitled to receive RRPC slot rewards and benefits or table game discretionary rewards, GBHC is entitled to rely upon, and the member is bound by, the information recorded in the computerized gaming management system. No rewards and/or benefits shall be granted or issued unless they are validated by GBHC, by using the information obtained from the computerized gaming management system.
24. These Rules supersede all previously existing RRPC rules. GBHC may amend these Rules at any time in any manner. By signing the enrolment form and agreeing to participate in the RRPC program, all members agree to comply with and be bound by these official Rules.

Patrons with self-excluded or trespassed status, as determined by GBHC will not be eligible to participate in this or any GBHC promotion; and if detected at our gaming property will be removed and trespassed. See a RAPID REWARDS PLAYERS CLUB representative for details.

Effective August 2, 2016