



HIPPODROME REWARDS



TERMS AND CONDITIONS

- Customers must be at least 18 years of age to participate.
- Membership of the Hippodrome Loyalty Programme (the “Programme”) is free.
- Employees of the Hippodrome Casino are not eligible for the Programme.
- Only one membership of the loyalty Programme per person is permitted.
- Membership of the Programme is for individuals only.
- Hippodrome Casino reserves the right to deny or withdraw any participation in the Programme or a customer’s application.
- Membership and benefits are not transferable.
- It is a customer’s responsibility to notify Hippodrome Casino of any changes to their details, including, but not limited to, their change of name and address.
- All benefits and rewards are subject to availability.
- The benefits of the Programme are intended for the use of the person listed on the account.
- Cards may be used to track, play and accumulate points by the account member only.
- Points can only be earned and redeemed at the Hippodrome Casino.
- Points can be earned for all tracked slot/electronic machines, Roulette and card tables, restaurant, bar and entertainment.
- In the event of death this will result in cancellation of the Programme membership and forfeiture of the available points balance.
- In the event of bankruptcy this will result in cancellation of the Programme membership. Any outstanding points must be redeemed immediately.
- Hippodrome Casino reserves the right to modify or cancel this Programme at any time, for any reason.
- Individuals who are excluded from casino facilities, including through a government programme, by their own request, or those excluded by Hippodrome Casino are not eligible.
- Customers who become excluded through a government programme, by their own request, or are excluded by Hippodrome Casino could have their Programme membership and available points balance cancelled.
- All decisions regarding these terms and conditions lie solely with Hippodrome Casino, whose decisions are final and binding.
- The details of all Members are kept in files administered by: The Data Controller, Hippodrome Casino Ltd., Cranbourn Street, Leicester Square, London, WC2H 7JH and will be used for company purposes only.
- Hippodrome will only share details of members, including their personal data or details regarding their winnings/losses with Hippodrome partners, affiliates and in the case of co-branded loyalty cards, with their our associate partner for such co-branded loyalty cards.
- By participating in this Programme, participants agree to these terms and conditions which shall be governed in all respects by and construed in accordance with the laws of England and Wales and both parties each submit to exclusive jurisdiction of the courts of England and Wales.

TERMS AND CONDITIONS

EARNING

- Points are awarded subject to system availability.
- Customers must produce their card at time of visit to earn points.
- Points continue to be valid as long as customers continue to visit. Should a customer fail to visit for 6 months then their points will expire.
- To earn points for electronic gaming the card must be placed in the machine prior to gambling and left in there during play.
- It is the customers' responsibility to ensure the card is inserted properly in the machine.
- Customers must gamble on a machine to earn points (buying in and cashing out will not earn points).
- Expired points cannot be reclaimed at any time.
- Customers who opt out of the scheme forfeit all their available points.
- Any opted out customers who rejoin the scheme will not be able to reinstate any past accrued points at the time of opt out.
- No points will be earned on any reward transaction.
- Customers can earn points at the roulette and card tables by handing their card to the dealer when joining the game.
- While Hippodrome Casino will use all reasonable efforts to track a customer's average bet and length of play customers, as a condition of taking part in the Programme, agree that points are awarded based on the personal observation of Hippodrome Casino staff which may be subject to error.
- Should there be a dispute; Hippodrome Casino's decision will be final and binding in respect of discrepancies.
- Customers can only have one active account at any one time.
- Points cannot be added retrospectively.
- Hippodrome Casino reserve the right to adjust an account due to computer error, machine malfunction, operator error, fraud or other misuse of the card.
- Prize draw points will automatically be credited to a customer's account.

REDEMPTION

- A customer's identity must be verified prior to making a redemption
- No reward or points can be exchanged or transferred for cash.
- Customers can redeem their points for Table gaming, Slots, Food, Beverage and Entertainment.
- The management reserve the right to amend or change Programme redemptions at any time.
- Any rewards that are redeemed and are subsequently lost are the sole responsibility of the customer.
- Slots redemption tickets are eligible for play on any slots machine.
- Should a Slots redemption ticket become defaced or lost it cannot be replaced.
- Hippodrome Casino cannot be held responsible for, or have any liability for, third party products and services.

TIERS

- There are 5 tiers in the Programme;
- Gold
- Diamond
- Platinum
- Black
- Tribune (by invitation only)
- A customer needs to provide ID to join the Programme, .
- Hippodrome Casino will review a member's account every six months.
- Members who are upgraded will be notified if the member has given permission for their address to be used. If not the Hippodrome will endeavour to inform a member on their next visit. Members can pick up their new card at reception.
- Any member who does not fulfil the tier requirements can be offered membership at the lower tier. Members will be notified if the member has given permission for their address to be used. If not the Hippodrome will endeavour to inform a member on their next visit. Members can pick up their new card at reception.

