



## Best Bet Club Membership Rules and Conditions

Must be 21 years of age or older to join. Must have a valid unexpired government issued photo ID to join.

Members must not be on a self-exclusion list. Members must bring this matter to our attention if they are.

Membership is a privilege granted by the Club Cal Neva. All rewards (comps, freeplay, points, etc.) are given as a prize, and are not a guaranteed entitlement that comes with membership.

Management reserves all rights to update, amend, or change the terms of these rules and conditions at any time with or without notice.

Management reserves all rights to settle disputes pertaining to these rules and conditions.

Players' cards/accounts are non-transferable. All comps, freeplay, points, and other promotions are non-transferable. All promotions are solely for the individual who earned them.

Players' cards are property of the Club Cal Neva and must be returned if requested.

Promotions and benefits are issued based on players' tracked gaming play.

Any questions about these rules can be sent to [customerservice@calneva.net](mailto:customerservice@calneva.net).

Management reserves the right to exclude anyone at any time for any reason. Management may revoke or deny any membership to anyone.

Must have a valid unexpired government issued photo ID to redeem comps, freeplay, points, and other promotions.

Any members caught violating these terms and rules may be excluded and have membership revoked.

**Management reserves the right to expire any and all rewards if no tracked play is registered every six (6) months. Player's accounts will be automatically deactivated after a period of 15 months of inactivity. At that time, all rewards (comps, points, freeplay) will become expired.**

By joining the Best Bet Club, you agree that we can contact you via text, email, phone, direct mail, or other means unless you have specifically opted out. If you opt out, you are acknowledging and choosing to possibly not to receive any future promotions.

Rev. February 10, 2017

Our Website Privacy Policy can be found at <https://www.clubcalneva.com/terms-privacy-policy/>

It is the Best Bet Club Member's responsibility to ensure that his or her card is accepted in the machine when inserted, and that the card remains in the machine for the entire time the member is gambling. Players should only remove the card when the reels are not spinning, all hands have been dealt, all keno spots have dropped, etc.. Removing a card mid-game may cause error. Points count downs are reset once a card is pulled from the card reader or the card is inactive for a period of time.

At table games and keno, it is the responsibility of the player to identify himself or herself at each game. Players should also present their players' cards when starting. ID may also be required. Minimum bets will vary and are required for rated table play.

Members are allowed only one account each.

Members are not allowed to give their card to another person for the purposes of gambling, comping, promotions, freeplay, or other reasons.

Members should keep their player's card secure at all times. If a member's card is stolen, it is the responsibility of the member to report it right away. The Club Cal Neva cannot return stolen promotions or rewards. The Club Cal Neva is not responsible for lost, stolen, or misused cards or the unauthorized use of them.

All players are required to set and remember their 4 digit security pin number when setting up their player's card.

Player's cards left in machines unattended may have their account deactivated for security reasons.

There are no new member benefits for signing up.

Players have 90 days to collect their winnings.

Ticket In, Ticket Out (TITO) Vouchers, or other earned rewards, may not be used to pay gratuities, restaurant bills, or other matters. TITO vouchers should be cashed at the main cashier cage or Everi ATM Kiosks. Vouchers with smaller denominations may be able to be cashed at some bars.

Points and Comp dollars may not be used for gratuities.

Points have no cash value. Points are only good for redeeming non-cash freeplay. Cash conversion of points is not allowed.

Points are not earned for table games.

Comps may occasionally be used to pay for entry into Club Cal Neva events that require paid admission. The event details will specify a comp price if they are being allowed for that event. Some events will not accept comps. These comp vouchers should be obtained at the Best Bets Club.

Comps cannot be converted to Freeplay.

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Player's accounts will become inactive after 15 months of inactivity. Unused comps, freeplay, points, and other promotions are forfeited and eliminated upon inactivity, cancelation or revocation of membership.

Promotions are limited to active player's accounts only.

Players who get trespassed (or 86'ed) from the Club Cal Neva will forfeit their account, freeplay, promotions, comps, and points.

Club Cal Neva management reserves the right to adjust any points balances that resulted from malfunction, fraud, operator error, or any other reason that it deems valid. Points and comps earned through this manner may also be adjusted.

Members are required to notify the Club Cal Neva of all contact information changes, including address. Failure to do so may result in not receiving promotions.

A Member's use of his or her Best Bet Club Card indicates acceptance of these rules and conditions.

The Promotions week runs Monday at 12:00am through Sunday at 11:59pm.

Players should always check at the Best Bet Club to see what offers they have available prior to gambling.

Any player caught double dipping, also known as trying to redeem multiple offers on one day when the offer specified "Limit 1 Offer Per Day. May not be combined with other offers." may have their account revoked.

**Freeplay may not be substituted for chips/action chips.**

Promotional offers may not be used the same day as other offers unless otherwise indicated.

**Players have 24 hours to use their freeplay from the time of redemption.** Freeplay will be loaded directly onto player's cards. Unused freeplay may be removed with no further compensation.

Freeplay is issued to individuals for different reasons and periods of time.

Club Cal Neva has a Tiered player ranking system. Players are placed into a Tier based on their tracked play, and may receive the rewards of that Tier if they meet all the criteria, including the requirements based on their geographical location and proximity to Club Cal Neva.

**Double Dollar Day Freeplay Disclaimer:** This promotion is available to qualified tiers. Players' tiers are the result of their tracked play, and tiers will automatically adjust every three hours. Players may redeem one Double Dollar Day per week, and will receive their weekly value based upon their tier at time of redemption. No refunds for Double Dollar Days. Players have 24 hours to use their freeplay from the time of redemption, even on a double dollar day. No change will be given for unused/expired amounts. Player's must pay in cash. Players must present their Best Bet Club Card and valid ID with the cash amount they have earned and their Best Bet Club Rep will double that money in Free Slot Play. Freeplay will be loaded directly onto players' cards. Limit 1 per week.

Player's accounts cannot be linked.

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All offers expire at month's end or at management's discretion.

**The max number of comps that an individual can earn and bank is \$500 at one time.** While the system will allow players to go over \$500 in comps, we reserve the right to reduce those balances to \$500 periodically or when we so choose. Players are encouraged to use their comps shortly after earning them.

If any of the preceding rules are found to be invalid, all other rules shall remain in full force and effect.