

Points2Play FAQ'S

1. What is Points2Play?

Points2Play is the program which allows players to convert their Player Points to Free Play Credits through your player account on slot machines.

2. How do I convert my points in Points2Play?

Players must insert their players card and select the points to credits option. They then select the dollar amount they would like to convert, enter their players PIN and confirm the amount of points to be converted.

3. What value are points converted using Points2Play?

Points are converted at face value (i.e. 1 point = \$0.10 or 100 points = \$10)

4. What is the maximum number of points I can convert on a daily basis?

Points2Play have a daily maximum of 20,000 points (\$200).

5. How much play do I need to earn a point?

Points earned for the following products are as follows: \$20.00 played in slots = 1 point

10. Can I convert Player Points to Free Play to be used at Table Games or other games?

Free Play is not available for use at Table Games or VLTs.

12. Where do I convert my points with Points2Play?

Players can convert their points by inserting their Rewards Club card into a slot machine and selecting the point's conversion option on the screen.

13. Do I earn points when I use Free Play?

Points are not earned when Free Play is played.

14. I don't know my PIN – how can I find out?

If you do not know your PIN to access your player account to convert points using Point Play, please visit the Rewards Club and a Gaming Representative will assist you.

15. Once I convert Points with Points2Play, do I have to use it all in one session?

Once you add Free Play to your account using Points2Play, the Free Play Credits do not expire and you can use it whenever you like.

16. Can Player Points be transferred to another player?

Rewards Club card benefits, including Player Points, are not transferable.

17. Can someone access my account and Free Play with my Player Card?

Your PIN protects your player account; please ensure you have a unique PIN that is kept confidential to protect your player account. Red Shores assumes no liability for any loss or damage as a result of misuse of the card.

18. What should I do if I have lost my Club Card?

If you have lost your Rewards Club card, please visit the Rewards Club desk for a new card and change your PIN to protect your account.