

SOCIAL CLUB FREQUENTLY ASKED QUESTIONS

- Q: WILL MY COMP DOLLARS STILL BE AVAILABLE?**
- A: Yes, but with a new name and new ways to use them! Any Comp Dollars on your existing account will carry over as Player Points redeemable across all properties. Like Comp Dollars, Player Points will expire after 6 months of inactivity on your account.
- Q: HOW DO I EARN TIER CREDITS AND UPGRADE?**
- A: Tier Credits are earned while playing any game using your Social Club Card. Credits can be earned over a 12-month period, March 1, 2017 through February 28, 2018 (March 1, 2017 at 6 AM through February 28, 2018 at 5:59 AM) and will determine your Social Club membership status. Once you earn enough Tier Credits, you will be automatically upgraded to the next level. The more points you earn, the higher the status you will achieve. The Social Club will also award Cardholders with Daily Tier Credit Bonuses.
- Q: WILL I STILL RECEIVE THE SAME SLOT, TABLE AND FOOD REWARDS?**
- A: Play and Food rewards can vary based on account activity. Under the Social Club, Free Slot Play, Match Play and Free Table Seats will still be issued to qualifying accounts and are redeemed the same way. Some dining coupons will be replaced by paperless account credits that will be loaded to your Social Club account automatically. These credits are then redeemed at select point-of-sale outlets like Player Points. Available Promotional Food Credits will be communicated via mail and email.
- Q: WHAT ABOUT MY OTHER CLUB BENEFITS?**
- A: The Social Club will continue to offer tier-based benefits like express lines, designated parking, sweepstakes multipliers, lounge access and more. Refer to the new Benefits Chart to see what you are eligible for.
- Q: WILL I STILL BE CHAIRMAN OR SELECT?**
- A: No. All Player Club Members will be assigned a new tier under the Social Club. You have one year to maintain, upgrade or downgrade tier levels.



ENJOY ENDLESS POSSIBILITIES
EARN AND REDEEM PLAYER POINTS AT ANY OF OUR THREE LOCATIONS!

SOCIAL CLUB FREQUENTLY ASKED QUESTIONS

- Q: HOW DO I BECOME A MEMBER OF THE SOCIAL CLUB?**
- A: By signing up at the Social Club at one of our three properties! You will enter into the club at the Member level. Being a Social Club Cardholder automatically enters you into promotions while you play at any Seneca Resort & Casino property. You will earn rewards while you play like Player Points redeemable for dining, shopping, tickets and hotel stays! Social Club Cardholders can qualify for even more exclusive offers and complimentary benefits.
- Q: WHAT ARE THE NEW CARD TIERS?**
- A: Member, Player, Pro and Advantage
- Q: WHAT IS A PLAYER LEVEL IN THE SOCIAL CLUB, AND HOW DO I BECOME ONE?**
- A: Earn 150 Tier Credits within the 12-month qualifying period to step into increased benefits, including discounts on food and retail, and Player Point redemption for Slot Play. Social Club Cardholders will also be recognized with exclusive promotional days for point multipliers and more!
- Q: WHAT IS A PRO LEVEL CARDHOLDER, AND HOW DO I BECOME ONE?**
- A: Earn 750 Tier Credits within the 12-month qualifying period to begin enjoying what experiencing really means! From top tier event invitations to golfing and cruises, Pro Cardholders have truly taken a step into distinction.
- Q: WHAT IS AN ADVANTAGE LEVEL CARDHOLDER, AND HOW DO I BECOME ONE?**
- A: Earn 2,000 Tier Credits within the 12-month qualifying period to obtain the most exclusive level of Social Club membership. Advantage Cardholders will enjoy the biggest multipliers and discounts, as well as 1 to 1 Player Point redemption for Slot Play. A Casino host is waiting to personalize your Seneca Resorts & Casinos getaways and show you what complimentary really means.
- Q: WHAT DO I EARN AS I PLAY USING MY NEW SOCIAL CLUB CARD?**
- A: Social Club Cardholders will earn Tier Credits & Player Points as they play their favorite games. Each point earned at the slot machine or table game will add 1 Tier Credit AND 1 Player Point to your account.
- Q: HOW DO I REDEEM PLAYER POINTS?**
- A: Player Points can be redeemed much like Comp Dollars at any point-of-sale location or at any slot machine for Slot Play. The amount you can redeem may be based on your card rank. See the Benefits chart for full redemption details.

SOCIAL CLUB TIERS CAN CONVERT PLAYER POINTS FOR SLOT PLAY AT THE FOLLOWING RATES:

	PLAYER POINT	DAILY CAP
ADVANTAGE	1 : 1000	\$1 Slot Play : \$2,500
PRO	1.5 : 1000	\$1 Slot Play : \$1,000
PLAYER	1.75 : 1000	\$1 Slot Play : \$500

Player Points can be exchanged for Slot Play right at the game.

- Q: HOW DO I EARN TIER CREDITS AND UPGRADE?**
- A: Tier Credits are earned while playing any game using your Social Club Card. Credits can be earned over a 12-month period, and will determine your Social Club membership status. Once you earn enough Tier Credits, you will be automatically upgraded to the next level. The more points you earn, the higher the status you will achieve. You will earn 1 tier credit for every Player Point earned. The Social Club will also award Cardholders with Daily Tier Credit Bonuses.

SOCIAL CLUB FREQUENTLY ASKED QUESTIONS

- Q: WHAT ARE DAILY TIER CREDIT BONUSSES?**
- A: Points must be earned between 6 AM and 5:59 AM the following calendar day.

BONUS TIER CREDITS ARE AWARDED AUTOMATICALLY AT THE END OF THE GAMING DAY

EARN	TOTAL BONUS CREDITS AWARDED
20 Credits	20
30 Credits	60
50 Credits	150
75 Credits	300

- Q: HOW DO I GET UPGRADED?**
- A: Once you have earned the required number of Tier Credits, your account will upgrade automatically. If you reach the next tier threshold because of your Tier Credit Bonuses, the upgrade will occur on your next visit. Play at least 1 point to activate the upgrade.
- Q: HOW LONG DOES MY CLUB STATUS LAST?**
- A: By reaching the required Tier Credit thresholds, you will be upgraded for the remainder of that period.



SOCIAL CLUB RULES & REGULATIONS

SC = Social Club

- Must be 21 years of age or older to participate. Membership is free to join. Limit (1) membership account per person.
- Valid email address and government-issued photo ID with proof of age and expiration date is required to obtain a SC Card.
- Benefits are intended for the use of the person listed on the account and have no cash value.
- Membership is nontransferable and may be cancelled at the discretion of the Seneca Gaming Corporation.
- To redeem Player Points and benefits, SC Card and valid, government-issued photo ID must be presented.
- SC accounts with no activity (i.e. no point earnings) for 180 consecutive days are subject to deactivation, and any unredempted Player Points, comps or offers may be forfeited, expired and purged any time thereafter.
- Points earned through promotions (i.e. Point Rewards, Point Bonus, Point Multipliers, etc.) cannot be used toward Tier Card qualification or entry into tournaments, events or other promotions.
- It is the member's responsibility to properly insert the SC Club Card into the machine when playing slots. When playing table games, please present your SC Card to a dealer to ensure proper rating.
- Management reserves the right to adjust point balances and/or an account/membership status due to computer error, machine malfunction, operator error, fraud or other misuse of the SC Card.
- Qualification for the Advantage, Pro and Player level is based on point accumulation (Tier Credits). Tier credits can be earned in a one-year qualification period from March 1 to February 28. Tier Credits are reset to zero at the beginning of each qualification period. Management reserves the right to revoke, modify or revise the qualification at any time without prior notice.
- Seneca Advantage, Pro and Player discounts on dining are valid for the cardholder and up to three guests, and discounts on Spa & Salon are valid for the cardholder and one guest. Some restrictions may apply and may be outlet-specific.
- Each cardholder is responsible for selecting a Personal Identification Number (PIN) for his or her SC account. Each cardholder must keep this PIN confidential and secure, and is responsible for any activity on his or her account when the account is accessed by using this PIN.
- Seneca Gaming Corporation will collect and use the personal information on a cardholder's account for marketing/promotional and other business-related purposes.
- In order to be eligible for SC benefits, direct marketing promotions, incentives, and rewards, cardholders are responsible for notifying Seneca Gaming Corporation of any name, address, phone number or email change(s). Seneca Gaming Corporation is not responsible for lost or misdirected correspondence. SC Cards remain the property of Seneca Gaming Corporation. The Seneca Gaming Corporation is not responsible for lost, stolen, or misused SC Cards or comps/redemptions.
- Management reserves the right to revoke, modify, amend or revise this program or qualifications for receiving coupons, discounts, offers, points, invitations and compliments, at any time, without prior notice.
- Fraudulent use of the SC Card, including point theft, will result in loss of SC membership, and all privileges may be permanently revoked.
- Seneca Gaming Corporation and/or its designers may use names, pictures, and likenesses of cardholders for promotional purposes without further compensation.
- Cardholder's use of the SC Card indicates acceptance of the foregoing rules and all the terms and conditions of the SC.
- Individuals prohibited from gambling by the Seneca Gaming Authority (SGA) or State Gaming Officials (SGO) will not be eligible to participate in the SC Card program.
- Seneca Gaming Corporation's advertising agencies and promotional companies shall be ineligible to participate. Employees of Seneca Gaming Corporation may participate as outlined in the Team Member Gaming Policy # 7010 2000.
- In consideration of, and as a strict condition of, an individual's participation in this promotion, winners, heirs and personal representatives hereby waive and release all rights, claims, demands and/or causes of action against Seneca Gaming Corporation.
- All benefits will be awarded in compliance with all SGA and SGO rules and regulations promulgated there under.
- Other restrictions may apply.

NOTHING ELSE COMES CLOSE

SENECA RESORTS & CASINOS

Three extraordinary destinations that offer everything you could possibly desire. From incredible pampering to live table games and Vegas-style slots, lavish rooms & suites, delicious dining, exciting nightlife and natural splendor unlike anything you've ever experienced before. All that, plus a Social Club to match.

WELCOME TO SOCIAL CLUB BY SENECA!



A WHOLE NEW WORLD OF REWARDS



SIGN UP TODAY!
MEMBERSHIP IS FAST, EASY & FREE!

Step by the Social Club and present a valid, government-issued photo ID.

ENHANCE YOUR STATUS

The More You Play, the More You Get

ADVANTAGE

Our new VIP tier is designed to give you all the rewards and privileges you deserve. At this level, the Advantages are seemingly endless, including:

- Priority line access
- VIP lounge access
- Complimentary beverages at concerts
- Designated Host
- All associated benefits listed on Benefits Chart and online

PRO

This tier is where Pros come to play and enjoy a wide array of exclusive perks like:

- Complimentary concert tickets
- A free round of golf every month at Hickory Stick
- Exclusive rates for meetings and banquets
- All associated benefits listed on Benefits Chart and online

PLAYER

Players are always welcome at this level, where you can experience a selection of rewards, including:

- Redeem Player Points for Slot Play
- Annual tier gift
- Dining, retail and spa discounts
- All associated benefits listed on Benefits Chart and online

MEMBER

The entry-level card allows you to start earning and redeeming right away, and you are eligible for promotions, tournaments, and discounts at the buffet.

- All associated benefits listed on Benefits Chart and online

ENJOY ENDLESS POSSIBILITIES
EARN AND REDEEM PLAYER POINTS AT ANY OF OUR THREE LOCATIONS!



See Benefits Chart for more information, and visit SenecaCasinos.com for the complete list.

SOCIAL CLUB • BENEFITS CHART

SEE WHAT'S WAITING FOR YOU

PROMOTION ELIGIBILITY	MEMBER 0 TIER CREDITS	PLAYER 150 TIER CREDITS	PRO 750 TIER CREDITS	ADVANTAGE 2,000 TIER CREDITS
Sweepstakes Multiplier		2x	3x	4x
EARN & REDEEM WHILE YOU PLAY				
Tier Credits	0	0	0	0
Player Points can be redeemed for...	0	0	0	0
Volume & Quick Bites Dining	1:1	1:1	1:1	1:1
Fine Dining: Western Door, Kai, La Cascata, Patria	1:1	1:1	1:1	1:1
Lounges	1:1	1:1	1:1	1:1
Retail	1:1	1:1	1:1	1:1
Hotel	1:1	1:1	1:1	1:1
Social Club Store	1:1	1:1	1:1	1:1
One Stop Gas Cards (\$50)	85 points	85 points	75 points	70 points
Gift Cards; Seneca Resorts & Casinos	2:1	2:1	2:1	2:1
Gift Cards; Best of Buffalo Dining	2:1	2:1	2:1	2:1
Seneca Travelers Rewards Gift Cards	2:1	2:1	2:1	2:1
Player Point Redemption for Slot Play	0	0	0	0
REWARDS & COMPLIMENTARIES				
Buffer Discounts	*2 OFF	*2 OFF	*2 OFF	*2 OFF
Complimentary Drinks while Playing at Niagara/Allegany	0	0	0	0
24/7 Online Access to Social Club Account	0	0	0	0
Exclusive Pre-Sale Access for Select Concerts (via email)	0	0	0	0
Promotional Free Play or Match Play Offers (based on play)	0	0	0	0
Birthday Card in Slot Play (any one day in your Birthday Month)	1x	1x	2x	5x
Complimentary Hotel Offers (based on play)	0	0	0	0
Fashion Outlet Niagara Falls Savings Pass	0	0	0	0
Concert Ticket Offers (based on play)	0	0	0	0
Dining, Retail & Spa Cash Discounts	10%	10%	10%	15%
Complimentary Drinks while Playing at Buffalo	0	0	0	0
Invitation to Exclusive Top-Two Tier Events	0	0	0	0
Golf at Hickory Stick	0	2 FREE ROUNDS/MTH	4 FREE ROUNDS/MTH	0
Exclusive Cash Rates for Meetings/Banquets	0	0	10%	15%
VIP PRIVILEGES				
Complimentary Coat Check	0	0	0	0
Tier Credit Multiplier (on select promotional dates)	0	0	0	0
Annual Tier Gift	0	0	0	0
Annual Celebration Dinner	0	100	250	500
Complimentary Cruise on Select Cruise Line (based on play)	0	0	0	0
Complimentary Valet Service	0	0	0	0
Complimentary Pick-Up	0	0	0	0
Hotel Turn-Down Service (w/amenity)	0	0	0	0
VIP Concierge Access	0	0	0	0
Priority Express Line Service	0	0	0	0
Personalized Service from Casino Host	0	0	0	0
Complimentary Access to Advantage Lounge	0	0	0	0
Preferred Seating at Concerts	0	0	0	0
Automatic Room Upgrade when available	0	0	0	0
1 Hour Early Check-In/Late Check-Out (based on availability)	0	0	0	0
Complimentary Event Beverages at Concerts	0	0	0	0
Fitness Club Access (evening stay not required)	0	0	0	0
Preferred parking spaces	0	0	0	0

Benefits may be based on play and are subject to availability.

ALWAYS MORE CHOICE!

Redeem your Player Points for dining, entertainment, hotel, spa, retail merchandise and more. It's your choice!



REWARD YOURSELF!

Play to earn free hotel stays, meal offers, Free Slot Play, Free Table Play, complimentary show tickets, invitations to exclusive events, and more!



Offers, invitations and complimentary based on level of play.

REWARDS IN YOUR INBOX

You're just an email away from exclusive specials, deals, and promotions, plus our monthly e-newsletter. In addition, you can opt-in to receive pre-recorded phone messages with even more offers.



*Valid email address required. Offers and exclusive promotions are based on level of play.

STILL THE BEST VALUE

You earn every Player Point faster with the Social Club. Sure, other casinos might say you're getting more points at their place, but those points are worth pennies. Here is all the math you need to know:

*SLOTS	\$170 COIN-IN = 1 PLAYER POINT
**VIDEO POKER	\$350 COIN-IN = 1 PLAYER POINT
***TABLE GAMES	APPROX. FOUR (4) HOURS OF TABLE PLAY AT \$25 AVG. BET = 9 PLAYER POINTS
VIDEO TABLE GAMES	\$700 Coin-In = 1 Player Point
	1 PLAYER POINT = \$1

*Applicable on most standard games. Actual amounts may vary.
**Some video poker games require more coin-in than \$350 to earn 1 Player Point.
***Actual earnings based on game type, time played and average bet.

MORE THAN EVER BEFORE

Say hello to the Social Club, the new way to get more for your play at your three favorite destinations.

NEW TIERS

Member, Player, Pro & Advantage



SOCIAL CLUB FREQUENTLY ASKED QUESTIONS



Q: WHAT'S NEW?

A: More Card Tiers, longer timeframes to qualify and enjoy the benefits more than ever before! All Social Club Cardholders will benefit from Daily Tier Credit Bonuses designed to get you upgraded faster. Player, Pro and Advantage Cardholders have anytime Player Point Conversions for Slot Play right at the game.

Q: HOW DO I BECOME A MEMBER OF THE SOCIAL CLUB?

A: All Players Club Members will be automatically enrolled in the Social Club as well as all new signups. All new signups will start at the Member level. Signing up is still free! Being a Social Club Cardholder automatically enters you into promotions while you play at any Seneca Resort & Casino property. You will earn rewards while you play like Player Points redeemable for dining, shopping, tickets and hotel stays! Social Club Cardholders can qualify for even more exclusive offers and complimentary benefits.

Q: WHAT IS A PLAYER LEVEL IN THE SOCIAL CLUB, AND HOW DO I BECOME ONE?

A: Earn 150 Tier Credits within the 12-month qualifying period (March 1, 2017 until February 28, 2018) to step into increased benefits, including discounts on food and retail, and Player Point Conversions for Slot Play. Social Club Cardholders will also be recognized with exclusive promotional days for point multipliers and more!

Q: WHAT IS A PRO LEVEL CARDHOLDER, AND HOW DO I BECOME ONE?

A: Earn 750 Tier Credits within the 12-month qualifying period (March 1, 2017 until February 28, 2018) to begin experiencing what complimentary really means! From top tier event invitations to gifting and cruises, Pro Cardholders have truly taken a step into distinction.

Q: WHAT IS AN ADVANTAGE LEVEL CARDHOLDER, AND HOW DO I BECOME ONE?

A: Earn 2,000 Tier Credits within the 12-month qualifying period (March 1, 2017 until February 28, 2018) to attain the most exclusive level of Social Club membership. Advantage Cardholders will enjoy the biggest multipliers and discounts, as well as 1 to 1 Player Point Conversions for Slot Play. A Casino Host is waiting to personalize your Seneca Resorts & Casinos getaway and show you what complimentary really means.

Q: WILL MY PLAYERS CLUB CARD STILL WORK?

A: Yes! Your account number will even remain the same. Your previous Players Club Card will still track all of your play at any Seneca Resort & Casino while you game and allow you to redeem your offers. At your convenience visit the Social Club to pick up your new card.

Q: HOW DO I REDEEM PLAYER POINTS?

A: Player Points can be redeemed much like Comp Dollars at any slot machine for Slot Play or at any point-of-sale location. The amount you can redeem may be based on your card tier. See the Benefits chart for full redemption details.

NEW EARNING/ REDEEMING PERIODS

Longer timeframes give you more time to qualify and enjoy your benefits.



UPGRADE FASTER

Daily Tier Credit Bonuses put you on the fast track to the next tier.



USE POINTS FOR SLOT PLAY

Turn your points into the start of your next hot streak.

