

## SOCIAL CLUB BY SENECA FREQUENTLY ASKED QUESTIONS

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

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 that are redeemable for dining, shopping, event tickets, and hotel stays! Social Club cardholders can qualify for even more exclusive offers and complimentary benefits.

### Q: WHAT ARE THE CARD TIERS?

A: Member, Player, Pro and Advantage

### Q: WHAT IS A PLAYER LEVEL IN THE SOCIAL CLUB BY SENECA, 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 conversion to 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 experiencing what complimentary really means! From top tier event invitations to golfing, 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 attain the most exclusive level of Social Club by Seneca membership. Advantage cardholders will enjoy the biggest multipliers and discounts, as well as 1 to 1 Player Point conversion to Slot Play. A Casino Host is waiting to personalize your Seneca Resorts & Casinos getaway and show you what complimentary really means.

### Q: WHAT DO I EARN AS I PLAY USING MY 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 dollars at any point-of-sale location or converted at any slot machine for Slot Play. The amount you can redeem may be based on your card tier. See the Benefits Chart for full redemption details.

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

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

Player points can be converted to 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 by Seneca 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 point earned. The Social Club by Seneca will also award cardholders with Daily Tier Credit Bonuses.

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### Q: WHAT ARE DAILY TIER CREDIT BONUS?

A: Points must be earned between 6 AM and 5:59 AM the following calendar day.

### BONUS TIER CREDITS ARE AWARDED AUTOMATICALLY

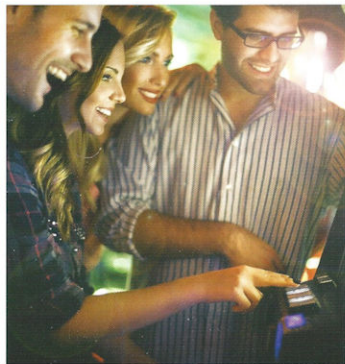
EARN	TOTAL BONUS CREDITS AWARDED
20 Credits	20
30 Credits	60
50 Credits	150
75 Credits	300

### 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 trip. After 1 point that trip to activate the upgrade.

### Q: HOW LONG DOES MY CLUB STATUS LAST?

A: By reaching the required Tier Credit threshold, you will be upgraded for the remainder of that qualification period.



## SOCIAL CLUB BY SENECA 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 an 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 Seneca Gaming Corporation.
- To redeem Player Points and benefits, SC card and valid, government-issued photo ID must be presented.
- SC Accounts with 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 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. Seneca Gaming Corporation is not responsible for lost, stolen, or misused SC cards or comps redeemed.
- 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 designee 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.

MARCH 2018 – FEBRUARY 2019

## WELCOME TO SOCIAL CLUB BY SENECA!



## A WHOLE NEW WORLD OF REWARDS



## 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.



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

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

- Priority express line access
- VIP lounge access
- Complimentary event 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
- Two free rounds 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:

- Convert Player Points for Slot Play
- Annual 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 BY SENECA • BENEFITS CHART • SEE WHAT'S WAITING FOR YOU

PROMOTION ELIGIBILITY	MEMBER				PLAYER				PRO				ADVANTAGE			
	0 TIER CREDITS	150 TIER CREDITS	750 TIER CREDITS	2,000 TIER CREDITS	0	1	2	3	0	1	2	3	0	1	2	3
Sweepstakes Multiplier (on select sweepstakes)		2x	3x	4x												
EARN & REDEEM WHILE YOU PLAY																
Tier Credits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Player Points can be redeemed for...	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Volume & Quick Bites Dining	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1
Fine Dining: The Western Door, Ko, la Casca, Patria	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1
Lounges	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1
Retail	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1
Hotel	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1
Club Share	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	1:1	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 Conversion to Slot Play	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Earn Holiday Shopping Points (redeemable at select events)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REWARDS & COMPLIMENTARIES																
Buffet Discounts	*2 OFF	*2 OFF	*2 OFF	*2 OFF												
Complimentary Drinks while Playing at Niagara/Allegany	0	0	0	0												
Complimentary Drinks while Playing at Buffalo	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 (on the day of your Birthday)	15	115	125	150												
Complimentary Hotel Offers (based on play)	0	0	0	0												
Complimentary Coat Check	0	0	0	0												
Fashion Outlets 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%												
Golf at Hickory Stick	0	0	2 FREE ROUNDS/MTH	4 FREE ROUNDS/MTH												
Discounts at Hickory Stick (rounds, cart rental, retail)	0	0	10%	15%												
Discounts at your favorite regional businesses	0	0	0	0												
Exclusive Cash Rates for Meetings/Banquets	0	0	10%	15%												
VIP PRIVILEGES																
Player Point Multiplier (on select promotional dates)	0	0	0	0												
Annual Tier Gift	0	0	0	0												
Annual Celebration Dinner	0	100	200	400												
Invitations to Exclusive Top-Two Tier Events/Giveaways	0	0	0	0												
Complimentary Cruise on Select Cruise Line (based on play)	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												
Priority Valet Pick-Up Service	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 (overnight 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 CHOICES

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



## REWARD YOURSELF!

Play to earn 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, promotions and more!



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 by Seneca. 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
	<b>1 PLAYER POINT = \$1</b>

\*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.

## GET THE REWARDS YOU DESERVE

Discover the Social Club by Seneca where you always get more for your play at your favorite Seneca destinations.

### TIERS

Member, Player, Pro & Advantage



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.

CREDIT BONUSES



## USE POINTS FOR SLOT PLAY

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

