

Guest Appreciation Day

Contest Conditions
September 27, 2026
River Rock Casino Resort



Qualified Entrant and Entry

- A qualified Entrant ("Entrant") is 19 years of age or older and has earned a ballot ("entry") by complying with the **"Contest Details for Guest Appreciation Day"** and **"How to Earn Entries into the Draws for Guest Appreciation Day"** sections below.
- The following persons are not eligible to participate in the contest and, thus, cannot be Entrants:
 - Employees of River Rock Casino Resort and its subsidiaries and affiliates, and the British Columbia Lottery Corporation ("BCLC"), as well as family and household members of same who reside at the same address;
 - Voluntary self-excluded (Gamebreak), River Rock Casino Resort site barred and BCLC provincial barred persons; and Residents of Quebec.
- Entrants and Entries must meet and adhere to all contest rules as outlined herein. Entrants and/or Entry who do not meet such rules will be disqualified and any potential prize will be forfeited.
- A qualified contestant ("Contestant") is any entrant who has been selected based on the **"Draw Procedure for the Guest Appreciation Day"** section embedded within.
- A qualified winner ("Winner") is a contestant who wins a prize by complying with the **"Prize Claiming Conditions for Guest Appreciation Day"** and **"General Conditions"** set out below.
- River Rock Casino Resort reserves the right in its sole discretion to determine whether any person is qualified to be an Entrant or disqualified to be an Entrant, and to disqualify any persons who, in the sole discretion of River Rock Casino Resort, act inappropriately at River Rock Casino Resort facilities or in connection with the contest, including but not limited to persons who interfere with, tamper with, or inappropriately affect the business of River Rock Casino Resort or the administration of the contest.
- Your information is collected and maintained through our **Personal Information and Privacy Policy**. See below for further details.

Contest Details for Guest Appreciation Day

- The Contest Period runs from **12:30PM PT to 8:30PM PT Sunday, September 27, 2026**.
- Draws will take place at **2:30PM, 4:30PM, 6:30PM and 8:30PM PT** for a total of **four (4)** draw times.
 - Entry ballots for the draws may be earned starting at 12:30PM PT on Sunday, September 27, 2026.
- Entrants can also swipe their Encore Rewards Card for a complimentary Food Item at either 12:30PM PT or 3:30PM PT on Sunday, September 27, 2026.
- The participating sites will be River Rock Casino Resort.

Prizing for Guest Appreciation Day

Swipe and Win Draws

- At each draw time, six (6) Entrants will be chosen to select their prize off the gameboard. The selected winner will choose one (1) of twenty-four (24) game pieces to reveal their prize.
 - Once the prize has been chosen, it will be removed from the board.
- The total value of the twenty-four (24) prizes is \$15,000, which will be awarded in Bonus Play.

Bonus Play Prizes	Quantity of Prizing Available
\$2,000	1
\$1,500	1
\$1,200	1
\$1,000	1
\$800	2
\$700	2

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\$675	4
\$300	12
Total Bonus Play Prizing: \$15,000 Total Number of Prizes: 24	

Bonus Play Prizing CMP Code: **RIC-GAD_SBP**

Free Food Item

- Each eligible guest will receive a maximum of one (1) complimentary surprise food item at either 12:30 PM or 3:30 PM.
- Complimentary food items are available while supplies last and will be distributed on a first-come, first-served basis.

How to Earn Entries into the draws for Guest Appreciation Day

There are **two (2) ways** to enter the **draws**: Earning Entry through Promotion Table, or with a “Self-Addressed-Stamped Envelope” alternative.

1. Earning Entry through Promotions Table

- One (1) Guest Appreciation Day ballot can be received by a guest who presents their Encore Rewards card at the promotion table during the promotional period:
 - Sunday, September 27, 2026, from 12:30PM – 8:25PM PT.
- Maximum of one (1) Entry can be earned during the promotional period above.
- A River Rock Casino Resort Employee **must** fill out the Entrant’s Encore Rewards number and their GAMW# on the ballot.
- Participants must be Encore Rewards members. Guests who are not members may sign up for free at Guest Services.

2. “Self-Addressed Stamped Envelope” Entry (“SASE Entry”)

- No purchase necessary. Anyone may request one (1) Entry in writing by delivering a self-addressed, stamped envelope (which must be received during the Contest Period) to “**Guest Appreciation Day**” c/o **River Rock Casino Resort Guest Services, 8811 River Road, Richmond BC, V6X 3P8**. The Entry must include their full name, Date of Birth, phone number, and Encore Rewards number. The entrants are responsible for ensuring that entries arrive on time; as set out below, River Rock Casino Resort is not responsible for any lost, misdirected, or incomplete entries.
- Entries by the SASE Entry are limited to one (1) Entry per Entrant for the Contest Period.

Ballot Tracking

- Ballots removed from Guest Services must be recorded on the “Ballot Inventory Tracking” spreadsheet.
- Team members must indicate the number of ballots removed, the date removed, the corresponding serial numbers, and the updated ending balance, along with their department, initials, and GPEB.

Draw Procedure for the Guest Appreciation Day

Two (2) registered River Rock Casino Resort gaming employees will conduct draws:

- **The draw barrel will be sealed one (1) minute prior to the draw time.**
- Six (6) entrants will be selected at random through the ballots that were entered.
- Once players are selected, the Drawn Entrants’ names will be announced via PA system multiple times and Contestant is required to identify themselves within two (2) minutes of the first announcement.
 - If any winners fail to make themselves known for the draw, unlimited redraws will occur until six (6) winners. Within each redraw, winners will be given (2) minutes to claim their prize.
 - If the same Entrant is drawn more than once, there will be a redraw.
 - Entrant(s) that are redrawn during a redraw will not be eligible to participate during the same draw time.
 - Example: If Player A was drawn at 2:30PM PT draw and does not show up after two (2) minutes, and Player A was drawn again during the redraw, they will not be eligible to claim the prize. Another player must be drawn for the 2:30PM PT draw time.

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- **Winners must present their Encore Rewards card and Photo ID.**
- Security will perform security checks on the drawn contestant for eligibility verification.
- Upon verification of security check, the Player will fill out the Prize Redemption Form and will be awarded their prize.
- Bonus Play prizes will be loaded on the players' card within thirty (30) minutes of completion of the draws.

Prize Claiming Conditions for Guest Appreciation Day

- To become a Winner, a Contestant must:
 - be nineteen (19) years old or older on the date on which the prize is granted.
 - Present valid government issued photo ID establishing the identity of the holder in the sole discretion of River Rock Casino Resort, such as a driver's license, passport, or citizenship card.
 - Correctly answer without mechanical or external assistance a mathematical skill-testing question to be administered by the draw coordinator, and
 - Complete a BCLC Winner's Release form and/or the River Rock Casino Resort Winner's Release form before prize is released.
- **An entrant can win a maximum of one (1) time per draw day.**
- Earned ballot(s) must be deposited into the correct / assigned draw barrel prior to the start of the draw.
- Earned ballot(s) must be deposited at the same participating site as where it was received. The site's logo is shown on the back of the ballot.
- An eligible ballot will include Entrant's First Name, Last Name and Encore Rewards Number. If any of these three (3) fields are not included, the ballot will be deemed invalid and a redraw will occur.
- Entries that have alterations to the Encore Rewards Number (scratched out, tampered) will not be eligible.
- Entries that are drawn, that are not eligible (i.e., incomplete ballots or winners that have won the maximum number of times) will not be entered back into the draw barrel.
- Entries that are drawn will not be entered back into the draw barrel after each draw.
- Entrant(s) that are redrawn during a redraw will not be eligible to participate during the same draw time.
- Undrawn entries automatically roll over to all subsequent draws.
- Prizes must be accepted as awarded, no substitutions, exchanges, refunds, or transfers.
- **Earned ballots will be emptied from the draw barrel at the end of the promotion at 8:30PM PT.**
 - Ballots emptied must be stored in a secure bag and separated by promotional draw date.
 - A tag must be placed on the stored bag with the promotion name, draw date, and draw times.
- The draw location and draw barrel will be nearby Guest Services.
- Entrant(s) must be present to win.

General Conditions

- All times are local Pacific Time.
- Gaming day is from 7:00am PT to 6:59am PT.
- Void in whole or part where prohibited by law.
- Odds of winning depend on number of eligible entries received.
- All draws and prize awards will be made with two (2) registered gaming employees of River Rock Casino Resort present.
- Eligible participants may not enter on behalf of non-BC residents or a third-party with an intent to share the prize or distribute prizes outside of BC.
- All non-winning, disqualified and/or winning Entries will become the property of River Rock Casino Resort. River Rock Casino Resort is not responsible for lost, misdirected, misplaced, illegible or damaged entries or entries submitted after the contest deadline. In making the prize available to a winning Entrant, River Rock Casino Resort makes no representations or warranties whatsoever either expressed or implied, oral or written, in respect of the prize.
- River Rock Casino Resort, in its sole discretion, will be responsible for overseeing and conducting the Draws under surveillance coverage, and ensuring the Entrants and Contestants are qualified to participate in this contest. All decisions of River Rock Casino Resort will be final and binding.

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- Only River Rock Casino Resort employees can access the deposited entry forms.
- River Rock Casino Resort may require Recipient to sign and return to River Rock Casino Resort, within a designated time period, a release of liability and consent to publicity form, and any other documentation as reasonably required, as a pre-condition to receipt of the prize.
- The Recipient shall be responsible for the payment of all taxes, gratuities, and resort fees, as applicable, that may be associated with the prize.
- River Rock Casino Resort shall not be liable to the winning Entrant nor to any other person for loss or damage to person or property resulting from or connected with acts or omissions of the River Rock Casino Resort and/or the prize supplier.
- River Rock Casino Resort reserves the right, in its sole discretion, to withdraw, terminate or modify all or any part of this contest, or the eligibility or Entry of any person, that River Rock Casino Resort considers, in its sole discretion, to negatively affect the administration, security, fairness, integrity or proper conduct of this contest. In the event the contest is terminated early or modified, a notice will be posted on River Rock Casino Resort's website.
- River Rock Casino Resort and each Entrant acknowledge and agree that River Rock Casino Resort, in its sole discretion, has the right to amend any condition of this promotion, or cancel this promotion, without prior notice and without liability to any person. All decisions of River Rock Casino Resort are binding.
- River Rock Casino Resort has the right to publish the name, location, and a recent photograph of the Winner without remuneration. By submitting an entry, you are deemed to have granted to River Rock Casino Resort a royalty-free, worldwide, transferable, sub-licensable, irrevocable and perpetual license to use, copy, distribute, transmit, display, edit, delete, modify, adapt, publish and translate, create derivative works of, publicize, or promote your name, likeness, location and photograph for advertising or publicity purposes in any and all media anywhere in the universe without further consideration including, without limitation, (a) promoting this contest and future contests conducted by River Rock Casino Resort, and (b) promoting any products or services manufactured, distributed, offered or supplied by River Rock Casino Resort or BCLC.
- All entrants release and discharge, and agree to indemnify, save and hold harmless BCLC and its directors, officers, employees, affiliates, agents, and representatives (the "Releasees") from and against any and all actions, claims or demands (including costs incurred by BCLC in defending such actions, claims or demands) which they may now or hereafter have against the Releasees, or any of them, arising directly or indirectly out of, or which are in any way connected to, this contest.

Personal Information and Privacy Policy

Your personal information is collected and used by River Rock Casino Resort in accordance with British Columbia's Freedom of Information and Protection of Privacy Act. It will be used for River Rock Casino Resort's research purposes and to administer this contest. Your information will not be sold, shared with third parties, or used for soliciting purposes. If you have any questions about this, please write to River Rock Casino Resort at River Rock Casino Resort Guest Services, 8811 River Road, Richmond BC, V6X 3P8.