

ARROW HEAD PLAYERS CLUB

TERMS & CONDITIONS



ARROW HEAD PLAYERS CLUB & Tier Program

1. Must be a minimum of 21 years old. Membership is free.
2. Jena Cash and points have no cash value.
3. Valid, acceptable, government-issued photo identification (ID) is required to become an Arrow Head Players Club member and to be eligible to receive program benefits.
4. Only individual persons are eligible for Arrow Head Players Club Tier Program membership. Corporations or other entities are not eligible to become an Arrow Head Players Club member or to accrue points earned from gaming machines or poker play.
5. No person who has been placed or has placed themselves on the list of individuals excluded from Jena Choctaw Pines Casino facilities (or included on the Louisiana statewide exclusion list) shall be eligible for Arrow Head Players Club membership or any associated benefits.
6. Arrow Head Players Club accounts and membership benefits are nontransferable under any circumstances, including death and divorce.
7. Use of the Arrow Head Players Club card to accrue points by anyone other than the cardholder will result in the forfeiture of the accrued points, and it may result in termination of the membership. The benefits of the program are intended for the use of the person named on the account.
8. All Arrow Head Players Club card tier status and benefits are based on gaming machine points earned January 1 through December 31. Tier upgrades and downgrades are evaluated on an annual basis.
 - To qualify for annual Gold Card status, members must earn 30,000 gaming machine points.
 - To qualify for annual Black Card status, members must earn 150,000 gaming machine points.
9. Members must qualify for annual tier status on January 1 to be eligible to participate in gaming machine tier point goals for that year.
10. Gaming machine points reflect toward tier status.
11. It is the Arrow Head Players Club member's responsibility to maintain the minimum gaming machine points required to continue to receive their current tier status.
12. Any Arrow Head Players Club points, comps and/or other rewards not redeemed will expire after 12 months of inactivity.
13. Arrow Head Players Club cards are the property of Jena Choctaw Pines Casino, and they must be returned upon request of Jena Choctaw Pines Casino.
14. Jena Choctaw Pines Casino reserves the right to deny application for membership. Jena Choctaw Pines Casino reserves the right to confiscate or terminate membership at any time and all associated benefits for violating Arrow Head Players Club Rules and Regulations; misusing the Arrow Head Players Club card or Arrow Head Players Club points; or engaging in any fraud, misrepresentation, any improper or unlawful conduct; or based on its sole discretion.
15. Management reserves the right to change, modify or cancel tier benefits.
16. Management reserves the right to deny or remove a guest from tier status based on management's discretion.
17. Jena Choctaw Pines Casino is not responsible for lost, stolen, misused or mutilated Arrow Head Players Club cards. This includes Arrow Head Players Club points, cash, and prizes or gifts due to loss or theft of the Arrow Head Players Club card.
18. During all gaming machine play, it is the member's responsibility when inserting his or her Arrow Head Players Club card into a gaming machine that it properly identifies the cardholder's name on the card reader to ensure that gaming machine points and play are registering in the Arrow Head Players Club guest account.
19. All Arrow Head Players Club points are subject to review and verification. Management reserves the right to adjust account status due to computer error, machine malfunction, operator error, fraud or misuse of the Arrow Head Players Club card.
20. Use of the Arrow Head Players Club card constitutes acceptance of the Arrow Head Players Club Rules and Regulations; and all applicable laws, rules and regulations.
21. Membership in the Arrow Head Players Club constitutes the member's consent to be contacted by Jena Choctaw Pines Casino about promotions and special events or activities sponsored by Jena Choctaw Pines Casino and/or its business affiliates.
22. All Arrow Head Players Club transactions must be performed by the member only and require a valid photo ID. Arrow Head Players Club account information shall be made available to the member after verifying identification information by telephone or email with management approval.
23. Winner(s) are responsible for all applicable taxes. Winners will receive a 1099 tax form (when applicable) provided by Jena Choctaw Pines Casino.
24. Arrow Head Players Club members must have a valid social security number to receive any promotional prizes or awards that require a promotional payout. If the Arrow Head Players Club member doesn't have a valid social security number, they will forfeit the prize or award.
25. Arrow Head Players Club members must be present during the promotional time of all Arrow Head Players Club Promotions to redeem and collect all prizes, gifts, rewards, etc. If the Arrow Head Players Club member is not present, they will forfeit any prize, gift, reward, etc.
26. Any patron who has any dispute, disagreement or other grievance with a Gaming Operation that involves currency, tokens or any other thing of value may seek resolution of such dispute from the following persons and in the following order: a member of the staff relevant to the Gaming Operation, the supervisor of the area of the relevant Gaming Operation in which the dispute arose, the manager of the relevant Gaming Operation or the Commission.
27. A current copy of the Arrow Head Players Club rules is available upon request at the Arrow Head Players Club desk inside Jena Choctaw Pines Casino. Arrow Head Players Club Rules and Regulations are subject to change at any time, with or without notice. Continued participation in the Arrow Head Players Club program constitutes the member's acceptance of any amendment to the Rules and Regulations of membership, whether or not the member was notified of the revision.
28. Arrow Head Players Club card benefits for Jena Choctaw Pines Casino team members are outlined in the Team Member Handbook.



BENEFITS & RULES

ENJOY *Exclusive*

**PROMOTIONS, DISCOUNTS
AND OFFERS.**



BENEFITS

BLUE

0
GAMING
MACHINE
POINTS

GOLD

30,000
GAMING
MACHINE
POINTS

BLACK

150,000
GAMING
MACHINE
POINTS

EARN & REDEEM GAMING MACHINE POINTS FOR FOOD	✓	✓	✓
EARN & REDEEM GAMING MACHINE POINTS FOR JENA CASH	✓	✓	✓
MONTHLY NEWSLETTER MAIL OFFERS*	*	✓	✓
BIRTHDAY OFFER*	*	✓	✓
BONUS ENTRIES BASED ON TIER		✓	✓
SPECIAL EVENT INVITATIONS BASED ON TIER		✓	✓
ADDITIONAL JENA CASH FOR ACHIEVING GAMING MACHINE POINT GOALS		✓	✓
EXCLUSIVE QUARTERLY DRAWINGS BASED ON TIER		✓	✓
POINT MULTIPLIER DAYS & PROMOTIONS BASED ON TIER		✓	✓
RESTAURANT DISCOUNT ON CASH PURCHASES		10%	15%
ANNUAL GIFT EVENT			✓
CASINO HOST			✓

*OFFERS, EVENTS AND PROMOTIONS BASED ON PLAY.

QUALIFYING *Gaming Machine Point Goals*

RECEIVE ADDITIONAL JENA CASH
WHEN YOU EARN THE REQUIRED
GAMING MACHINE POINTS

GOLD CARD	
GAMING MACHINE POINTS	JENA CASH
45,000	\$75
80,000	\$100
120,000	\$200

BLACK CARD	
GAMING MACHINE POINTS	JENA CASH
200,000	\$150
300,000	\$250
400,000	\$450

SEE THE ARROW HEAD PLAYERS CLUB FOR MORE DETAILS ON
QUALIFICATION OF GAMING MACHINE POINT GOALS.