

ABOUT

1. Players earn Tier Credits based on game play over the course of a year.
2. Tier Credits start at zero on January 1 and accumulate until December 31 each calendar year.
3. When a player meets an Upgrade Threshold for a new Club Tier, they are immediately upgraded to their new Tier.
4. Downgrades are done twice yearly, on July 1 and January 1 each calendar year.
5. Tier Upgrades will be valid for a minimum of six months. Players will not be downgraded until the downgrade date following this minimum period.
6. A player who upgrades between January 1 and June 30 will be downgraded one Tier on January 1 each calendar year.
7. A player who upgrades between July 1 and December 31 will be downgraded one tier on July 1 of the following calendar year.
8. A player may re-qualify for their current Tier during the subsequent 6-month period and thus extend their downgrade date. For example, a player who maintains 10,000 Tier credits every six months will stay Tier 2 indefinitely.
9. A player is only ever downgraded one Tier per downgrade date.
10. Tier Credits are earned based on game played; General Slots: \$2 coin in = 1 Tier Credit, Video Poker Slots: \$4 coin in = 1 Tier Credit, Electronic Table Games: \$8 coin in = 1 Tier Credit (excluding craps and roulette), Table Games: \$0.16 Theoretical Win = 1 Tier Credit.
11. Tier Credits can be earned from any source and are added together to create the total Tier Credits amount towards upgrade.
12. The terms and conditions are valid starting May 2023 and are subject to change without notice.

1. Individuals must be 19 years of age or older to participate in the Rock Star Rewards program ("Program").
2. Membership is free and voluntary. Valid photo ID is required for all Rock Star Rewards transactions. Government issued photo identification is required for sign up.
3. The benefits of the Program are solely for the use of the person listed on the account ("Member").
4. To become a Member and to maintain membership, a patron must be a resident of Canada or the United States of America; not be inactive, self-excluded, archived or trespassed; and not be an employee of HR Ottawa, LP, its subsidiaries and affiliates (collectively "Hard Rock Ottawa"), the Ontario Lottery and Gaming Corporation ("OLG") or the Alcohol and Gaming Commission of Ontario ("AGCO").
5. By participating in the Program, Members agree to be bound by these Terms and Conditions ("Terms").
6. Members' personal information is collected, used and disclosed in accordance with the Rock Star Rewards Privacy Statement, which is set out below, and Hard Rock Ottawa's Privacy Policy, which is hereby incorporated into these Terms and is available at <https://www.rideaucarletoncasino.com/privacy-policy.htm>, and at the Hard Rock Ottawa Casino.
7. Members are permitted to hold one (1) single account. Members may only use their personal Rock Star Rewards card. Use of another person's card may result in suspension or revocation of membership.
8. Benefits are non-transferable. Rock Star Rewards card and all the benefits remain the property of Hard Rock Ottawa. Rock Star Rewards cards must be returned immediately upon request.
9. It is the Member's responsibility to properly insert their Rock Star Rewards card in the card reader when engaged in play. Any play accumulated without the card properly inserted will not generate Rock Star Rewards benefits.
10. It is the Member's responsibility to safeguard the security personal identification number (PIN) associated with the account. Each Member is responsible for any activity resulting in damages due to the Member's failure to protect their PIN or other account access information. Members may change their security PIN at any time at their discretion. Approved identification is required to change a PIN.
11. Hard Rock Ottawa is not responsible for lost or stolen cards, including any resulting misuse. Lost or stolen cards must be reported to Hard Rock Ottawa immediately.
12. Any Rock Star Rewards card or voucher that is mutilated, forged or altered is void.
13. Fraudulent use of the Rock Star Rewards card including but not limited to point chasing, card manipulation, team playing and any type of theft may result in the loss of membership and privileges. Membership may be revoked or canceled at any time at the discretion of Hard Rock Ottawa.
14. Hard Rock Ottawa reserves the right to adjust any account resulting from malfunction, operator error and/or failure.
15. Hard Rock Ottawa reserves the right to deactivate accounts and/or purge Tier points and other balances at any time. Accounts with no play activity for twelve (12) months or more will have points purged after the twelfth month of inactivity on the Member's account.
16. Employees of Hard Rock Ottawa and their families (family members that live with the employee), employees of vendors permanently assigned to work at the casino and their families (family members that live with the vendor), tour operators, their agents and employees, agents of advertising agencies and promotional companies and their immediate family members, as well as agents, successors and assignees may not participate in any Hard Rock Ottawa promotion whereby their winning would subsequently cause another Member to miss an opportunity to win a promotional prize or gift.
17. Hard Rock Ottawa reserves the right to deny anyone application for membership or revoke anyone's membership in the Program at any time in its sole discretion.
18. By joining the Program, Members are eligible to use the My PlaySmart program tool, when available, while playing electronic games (other than peer-to-peer poker) with their card. The terms and conditions of the My PlaySmart program tool, which form an agreement between Member and Hard Rock and OLG and are intended to be legally binding are set out at https://www.playsmart.ca/wp-content/uploads/2019/04/My_PlaySmart_Terms_and_Conditions-EN.pdf and are also available at the Rock Star Rewards desk. By using the My PlaySmart program tool, Members accept and agree to these terms and conditions as they may be amended from time to time.
19. See Rock Star Rewards desk for information and rules on specific promotions and events.
20. In order to be eligible to receive exclusive benefits, promotions, bonuses, special events, event invitations, complimentarys, newsletters and membership information, Members are responsible for notifying a Rock Star Rewards desk representative of any name, address, phone number, e-mail and/or consent changes. Hard Rock Ottawa is not responsible for delayed, incomplete, lost or misdirected correspondence.
21. Hard Rock Ottawa reserves the right to cancel, change or alter this Program in whole or in part, as it deems appropriate, including, but not limited to, making changes or alterations to these Terms relating to the accommodation of participants in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.
22. Hard Rock Ottawa, each of its vendors, any entity involved in the development, production, administration, or fulfillment of the Program, OLG, and each of their respective officers, directors, agents, representatives, successors and assigns (collectively, the "Released Parties") assume no liability whatsoever in relation to the Program, including, without limitation any failure(s), malfunction(s) or other problem(s) of any nature whatsoever. By participating in the Program, each Member releases the Released Parties from any and all liability in connection with this Program, the Member's participation herein and/or the awarding and use/misuse of a benefit or any portion thereof.
23. This Program is subject to all applicable federal, provincial and municipal laws and shall be governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. The parties hereby consent to the exclusive jurisdiction and venue of the courts located in Ontario in any action to enforce (or otherwise relating to) the within terms of the Program. Void where prohibited or restricted by law. All decisions regarding interpretation of the Terms and administration of the Program rest with Hard Rock Ottawa Management, whose decisions are final and binding on all Members without right of appeal.
24. Individuals with self-excluded or trespassed status as determined by Hard Rock Ottawa and/or OLG, are not eligible to participate in any of Hard Rock Ottawa's promotions. Any self-excluded person detected at the facility will be removed and trespassed.