

ADELAIDE CASINO CASHLESS GAMING TERMS AND CONDITIONS

In these Terms and Conditions:

“**Adelaide Casino**” means SKYCITY Adelaide Pty Ltd t/as Adelaide Casino, its successors and assigns.

“**ATG**” means Automated Table Game equipment.

“**Cashless Balance**” means the monetary value of funds stored on a Player Card.

“**Cashless Gaming**” means the Adelaide Casino Cashless Gaming functionality.

“**Cashless Statement**” means an activity record of details of Cashless Transactions associated with a Player Card.

“**Cashless System**” means the complete range of electronic applications and databases operated by Adelaide Casino to provide Cashless Gaming at Adelaide Casino.

“**Cashless Transaction**” means any one or combination of a; “Load”, “Redemption”, “Download” or “Upload” using a Player Card.

“**CED**” means Cashless-Enabled Device – which includes EGMs and ATGs (as applicable).

“**CRT**” means “Cashier Redemption Terminal” – an automated device facilitating basic cashier transactions. A CRT does not allow gaming activity.

“**Customer**” means a person gaming at Adelaide Casino.

“**Day**” means any sequence of time defined by the Gaming System as the “Gaming Day” associated with any particular date, typically starting at 6:00:00am on any given calendar day and ending at 5:59:59am on the following calendar day.

“**Device**” means an EGM or ATG.

“**Download**” means the Cashless System drawing cashless funds stored from a Player Card to the credit meter of a CED.

“**EGM**” means Electronic Gaming Machine equipment.

“**Rewards Kiosk**” means an automated, self-service customer information interface.

“**Load**” means the act of a Customer adding funds to a Player Card for use in Cashless Gaming.

“**Member**” means a Customer who is a member of the Premier Rewards Programme.

“**Month**” (for the purpose of Cashless Statements) means a sequence of Days, commencing with the Day associated with the first day of a calendar month and finishing with the day prior to the first Day associated with the subsequent calendar month.

“**Non-Member**” means a Customer who has a Player Card which is identifiable by number only, with no associated personal details.

“**Personal Identification Number**” means the number that can be used to transact using your card. For Member cards this may be changed upon presenting acceptable photographic identification at the Rewards desk. (Please note: this is a generic number for Non-Member cards and is not a security measure).

“**Player Card**” means a card issued by Adelaide Casino to a Player for use in connection with gambling on a Device at the Adelaide Casino.

“**Premium Gaming Area**” means a Premium Gaming Area in accordance with section 3 of the *Casino Act 1997 (SA)*.

“**Redemption**” means the act of a Customer receiving payment by cash or cheque in exchange for monetary value held on a Player Card.

“**SKYCITY**” means SKYCITY Entertainment Group Limited.

“**Upload**” means the Cashless System drawing credits remaining on the credit meter of a CED back to a Player Card.

Amendments to Terms and Conditions

1. Adelaide Casino reserves the right to amend these Terms and Conditions from time to time. Any changes to these Terms and Conditions will be effective immediately. Current Terms and Conditions are available at the Premier Rewards desk and Adelaide Casino website.

Registration and general terms

2. Cashless Gaming allows Customers to Load funds to a Player Card at a Cashier Desk or CRT and Download those funds to a Device credit meter for gaming at Cashless-Enabled Devices (“CED”).
3. All Player Cards have access to Cashless Gaming functionality.
4. A Customer may access Cashless Gaming at Adelaide Casino via:
 - a. a Member Player Card (linked to the Premier Rewards Programme); or

- b. a Non-Member Player Card.
5. Player Cards are the property of Adelaide Casino and must be returned on demand. If a Player Card is lost or stolen, Adelaide Casino must be notified immediately and the Casino may impose a charge for any replacement Player Card provided.
 6. Funds held on a lost or stolen Player Card are forfeited to Adelaide Casino after a period of 3 years. There is no security on a Non-Member card and these cards are treated by the Casino the same as cash or chips are treated (i.e. holder is the owner).
 7. Funds held on a Player Card against which no Cashless Transactions have been recorded for a consecutive period of 3 years are forfeited to Adelaide Casino.
 8. Cashless Gaming may be used in addition to other card-based features at Adelaide Casino, including the Pre-Commitment System and Premier Rewards Programme. Please refer to the applicable terms and conditions for further information about Premier Rewards.
 9. It is the responsibility of the Customer to inform Adelaide Casino staff immediately of a query or complaint regarding a Cashless Transaction or Cashless Balance.
 10. Adelaide Casino will take all reasonable steps to investigate and resolve Customer queries as soon as possible. The decision of Adelaide Casino following such an investigation is final.
 11. If any element of the Cashless System malfunctions or fails for any reason, Adelaide Casino will take all reasonable steps to assist in the correction of the issue.

Loading of funds to a Player Card

12. Customers may Load up to \$5,000 on a Player Card, but may not increase the value stored on the Player Card (other than by the Upload from a CED to the Player Card) above \$5,000.
13. The limits specified in clause 12 do not apply in Premium Gaming Areas.

Transfer of funds from Player Card Cashless Balance to a CED credit meter (Download)

14. To Download cashless funds from a Player Card for gaming, a Customer must be using a Player Card which is configured for cashless gaming and which is correctly inserted into the card-reader of a Device which is configured for cashless gaming.
15. The maximum individual Download value threshold from a Player Card to an EGM is \$500.
16. The maximum individual Download value threshold from a Player Card to an ATG is \$500.
17. The limits specified in clauses 15 and 16 do not apply in Premium Gaming Areas.

Redemptions

18. Redemptions over \$2,500 per Transaction must be paid by cheque. This limit does not apply in Premium Gaming Areas.
19. Redemptions may be made at the CRT using a PIN (please note there is no secure PIN on a Non-Member card).
20. Redemptions may also be made at the Cashiers desk (please note there is no secure PIN on a Non-Member card).

Transfer of funds from a CED credit meter to a Player Card (Upload)

21. Where a Player Card is withdrawn from an idle CED, all funds on the CED credit meter will Upload to the Player Card, irrespective of how the credit was accrued (e.g. whether coins, cashless value, points, gaming wins or TITO contributed to the CED credit meter balance).
22. The Upload of funds from a CED back to a Player Card can take a number of seconds.
23. Where value remains on the Device credit meter, it should be considered not to have been returned to the Player Card.
24. It is the responsibility of the Customer using the Player Card to ensure that the credit meter balance of the CED clears to zero when the Player Card is removed. If the credit meter balance on the CED does not change to zero after the Player Card is removed, it has not been returned to the Player Card.

25. If the "Collect" button is pressed at a CED while a Player Card is inserted, clause 19 will not apply. Instead, the Device default payment method (e.g. coin, TITO, hand pay) will be triggered and the CED credit meter will be reset to zero upon completion of payment.

Customer Communication and Cashless Statements

26. For every month in which there is Cashless Gaming activity, each Customer with a Member Player Card will be sent a Cashless Statement via their preferred communication method (Rewards Kiosk, post or email).
27. If no preferred communication method is specified, monthly Cashless Statements will be sent to the Rewards Kiosk. If a Cashless Statement has not been viewed by a Customer for 3 months the Customer's cashless account will be suspended until the Cashless Statement has been viewed. This does not apply if Cashless Statements are sent by post or email. It remains the customer's responsibility to ensure that Adelaide Casino's customer information is up to date.
28. Following a month of Cashless Gaming activity, a Customer with a Non-Member Player Card may request a Cashless Statement from casino staff.
29. In addition, following a month of Cashless Gaming activity, all Customers may access a screen-viewable Cashless Statement "on demand" at Rewards Kiosks, with the facility to email a Cashless Statement to a specified email address.

Collection and use of Cashless Gaming Data

30. Each Cashless Transaction will be recorded in the Cashless System against each unique Player Card number.
31. Members should refer to the Premier Rewards terms and conditions for information about Adelaide Casino's privacy policy and how their personal information is handled.