



## ONTARIO LOTTERY AND GAMING CORPORATION

### SUPER PLAYER CLUB PROGRAM RULES

1. Members must be 18 years of age or older to participate in SUPER PLAYER CLUB (SPC) and must comply with all terms and conditions of membership, including these Rules. Employees of Bingo Centre Service Providers (BCSPs) participating in SPC are not eligible to play Bingo and receive SPC points at the site they work at.
2. Once a completed and signed application has been submitted to and accepted by Ontario Lottery and Gaming Corporation (OLG), the member is eligible to receive SPC benefits which may include but are not limited to direct mail, point collection, rewards, SPC Bucks, bonuses, special events, event invitations, newsletters and promotional offers (collectively and separately the "benefits")
3. The SUPER PLAYER CLUB card is available for use at all participating Bingo centres that participate in OLG's SUPER PLAYER CLUB loyalty program. The expanded program (points awarded on all Bingo games) is available only at those SPC participating locations opting to offer the expanded SPC program. For a list of Bingo Centres visit [www.superplayerclub.ca](http://www.superplayerclub.ca). For further information contact the OLG Support Centre at 1-800-387-0098.
4. *AT OLG-PARTNER ELECTRONIC BINGO CENTRES:* For each one dollar (\$1.00) CDN spent on eligible BLB game strip(s), 10 points will be accumulated to the SPC card membership number. For each one dollar (\$1.00) CDN spent on eligible Regular Play, 1 point will be accumulated to the SPC card membership number. For each one dollar (\$1.00) CDN spent on eligible Specials, 1 point will be accumulated to the SPC card membership number. For each one dollar (\$1.00) CDN spent on eligible PLAY ON DEMAND (POD) games, 1 point will be accumulated to the SPC card membership number. SPC Points will be awarded to the nearest dollar spent, rounded down for fractional dollars spent.

*AT BINGO CENTRES PARTICIPATING IN BIG LINK BINGO GAMES:* For each one dollar (\$1.00) CDN spent on eligible BLB game strip(s), 10 points will be accumulated to the SPC card membership number.

To record points, members must present their SPC card at the time of their Bingo gaming purchase at a Point-of-Sale machine. In the case of the SPC system is unavailable at the time of the Bingo purchase, the SPC card and/or purchase receipt along with any eligible BLB game strip(s) must be scanned at any participating SPC location within fourteen (14) days from date of purchase (inclusive of day of purchase). For point collection purposes, only those game strips purchased through the POS will be eligible for SPC points. Any strip(s) scanned after the two-week period will not be eligible for SPC points.

Failure on the part of the participating SPC Bingo centre to transmit data may result in the member not receiving SPC benefits. Qualification for receiving rewards (SPC Bucks) is based on points properly accumulated during recorded Bingo play. SPC Points accumulated through misuse of the card or fraud are not valid and will be forfeited. OLG reserves the right to review player profiles and respective transactions and remove points awarded in an improper manner if abuse is proven.

5. Only scheduled and approved games (BIG LINK BINGO, PLAY ON DEMAND, Regular games and Specials) and their respective strip(s), in paper or electronic form, at Bingo centres

participating in SPC are eligible for SPC points. At the end of each business day, all completed purchases (not including refunds or voids made) recorded on a member's account will be considered eligible for SPC points. Any duplicate recordings will not be awarded points. In the case of BIG LINK BINGO, the first incident of the strip being scanned will be considered the eligible transaction. Cancelled BLB game strip(s) are not considered valid and no points will be rewarded on such strip(s) even in the event that it is scanned. Eligible transactions recorded with a valid SPC card will be awarded points. Points will accumulate to the SPC card membership number that is scanned with the strip.

6. For purchases that fall toward the end of a calendar quarter but the member's card is not scanned until the start of the second quarter, points will be allocated to the second quarter point total, when the card was scanned.
7. At the end of each calendar quarter, OLG or its representative will calculate the amount of points accumulated to an SPC card membership number in that quarter. For each increment of 300 points accumulated in that quarter, one (1) SPC Buck will be automatically issued and forwarded to the address provided by the member on the application. The maximum point redemption per calendar quarter is 7,500 points. SPC member points will be allocated to the member's account in the calendar quarter in which they are received by OLG's central computer system. The maximum dollar amount of SPC Bucks issued per calendar quarter is \$25. Any points remaining after the calculation of the incremental 300 point levels will be carried forward and will remain on the member's account. If a minimum reward level of 300 points is not achieved in the calendar quarter no SPC Buck(s) shall be issued and the points will be carried to the next calendar quarter. After four calendar quarters of not earning enough points to be eligible for an SPC Buck redemption, points are forfeited and will no longer be available on the account for redemption. The member's account will remain on the SPC database and OLG will retain a record of the member's transaction history and points issued. SPC Bucks are subject to the terms and conditions indicated on the SPC Bucks and as otherwise published by OLG.
8. SPC accounts with no activity for a consecutive twelve (12) months will be considered inactive and may not receive certain benefits including but not limited to, the current quarter's newsletter.
9. Valid government issued photo identification must be presented to create a new Super Player Club account. Valid government issued photo or non-photo identification must be presented to obtain replacement cards.
10. OLG reserves the right to deny any application for SPC membership, and membership may be revoked or cancelled at the discretion of OLG. Upon revocation or cancellation of membership accumulated points will be forfeited. The card must be returned at the time of revocation or cancellation of membership.
11. SPC card and benefits are not transferable. SUPER PLAYER CLUB card and club benefits, including points and rewards, are not transferable, provided OLG may, at its sole discretion, agree to transfer the points to the SUPER PLAYER CLUB account of the surviving spouse of a deceased member. The monetary equivalent of the outstanding point balance of the deceased member may be made payable to the Estate or surviving spouse, upon the Estate or surviving spouse satisfactorily meeting the terms and conditions established by OLG. The SPC card can only be used by the named cardholder. SPC Bucks must be redeemed by the member in person and only at participating SPC Bingo centre locations. OLG makes no representations about the use of the card and shall not be liable for any loss or damage, however caused, suffered by any person as a result of the use or misuse of the card. All cards are the property of OLG.
12. OLG is not responsible for lost or stolen cards. Lost or stolen cards must be reported to a participating SPC customer service representative or directly to OLG Support Centre at 1-800-387-0098. OLG, in its discretion, may replace lost or stolen cards.

13. OLG assumes no liability except for the redemption of properly accumulated points in accordance with these Rules. OLG is not responsible for the failure to accumulate and/or loss of SPC points due to interruptions caused by OLG, operational errors or malfunctions with respect to the SUPER PLAYER CLUB program, including defective cards. OLG reserves the right to adjust point balances as a result of operational errors or malfunctions.
14. OLG reserves the right to cancel, discontinue, suspend or interrupt the SPC program, in whole or in part, or modify the terms and conditions of the SPC program in any way, including point accumulation rules, the redemption process, maximum activity levels, membership status and member mailings, including but not limited to member mailing status, at any time and without prior notice. OLG reserves the right to limit the maximum SPC Bucks issued per SPC member in a given calendar quarter. For program information visit [superplayerclub.ca](http://superplayerclub.ca).
15. Any personal information provided on the application form is collected pursuant to the Ontario Lottery and Gaming Corporation Act, 1999 and is intended to be used by OLG, its contracted Bingo Centre Service Providers (BCSPs) and Bingo Centre partners, and third party service providers for all of the above named companies for the following principal purposes: assessing your eligibility and delivering any rewards based on current or future loyalty programs; for marketing and advertising; for market research; for OLG's internal business purposes and in connection with any necessary customer conduct reviews; and to comply with legal requirements. Member's signature is required to receive any information from SPC, including SPC Bucks.  
  
From time to time OLG and/or its BCSPs may partner with third party companies for marketing and advertising purposes, including but not limited to communicating promotions/offers, sending coupons or other direct mail pieces, and for market research. Subject to your prior consent, your personal contact information collected by OLG and/or its BCSPs may be shared with these third party companies. Third party companies may, potentially, contact you directly.
16. In order to be eligible for exclusive SPC benefits, participants are responsible for notifying a representative at OLG Support Centre of any name, address or phone number change(s).
17. In determining whether a member is entitled to an SPC benefit (including whether a member is entitled to redeem points), OLG is entitled to rely upon, and the member is bound by, the information recorded in the central computer system. No SPC benefit (including point redemption) shall be issued unless the points and information are validated by OLG using the validation procedure of the central computer system.
18. OLG will not be responsible for operational errors or malfunctions including but not limited to defective cards and SPC data lost, interrupted, damaged, misdirected, stolen, or delayed for any reason whatsoever, for interruption or delay of any communication to be given or received, for any reason, or for any incorrect or inaccurate capture of entry information, technical malfunctions, human or technical error, visual or printing errors, or garbled data or transmissions, omission, interruption, deletion, defect or failures of any telephone, computer line or network, online systems, servers or access providers, computer equipment, software or any combination thereof. OLG will not be responsible for acts or omissions of any participating SPC Bingo centre. OLG reserves the right to adjust point balances as a result of operational errors or malfunctions.
19. These Rules are made effective March 24, 2010 and supersede all previously existing SUPER PLAYER CLUB Rules. OLG may amend these Rules or issue successor or replacement rules at any time in any manner without prior notice. For program information visit [superplayerclub.ca](http://superplayerclub.ca). By agreeing to participate in the SUPER PLAYER CLUB program, all members agree to comply with and be bound by these official Rules and any amendments thereto and any successor or replacement thereof.

Pour renseignements en français 1-800-387-0098.