

DOWNSTREAM

CASINO RESORT

- Q Club membership is available to persons at least 18 years of age presenting a valid government issued photo identification. Membership and the Q Club card are free of charge.
- Q Club accounts, Q Club cards, and Q Club points are non-transferable, including death, divorce, or disability.
- Q Club cards may be used to track play and accumulate Q Club points by the Q Club member only.
- A Q Club member may not share, or allow any other person to use, his or her Q Club card.
- Q Club benefits are valid only to those Q Club members who have earned them through their own individual use.
- Points earned by someone other than the account holder are void.
- Q Club benefits are based on level of play on a semi-annual basis. The first half of the Q Club year runs from October 1 to March 31 of each year and the second half runs from April 1 to September 30 of the following year. The following are the Q Club card status tiers.
- The Quapaw Card status is available to all Quapaw Tribal members (in Oklahoma) that are 18 years of age or older with no points required. The Quapaw Tribal member must show their enrollment card.
- The Experience Card status is available to anyone that is 18 years of age or older with no points required.
- To qualify for Ruby Card status, the Q Club member must earn 7,500 Q Club points.
- To qualify for Sapphire Card status, the Q Club member must earn 25,000 Q Club points.
- To qualify for Diamond status, the Q Club member must earn 75,000 Q Club points.
- To qualify for Diamond Elite Card status, the Q Club member must earn 200,000 Q Club points.
- Q Club points are awarded for tracked eligible Electronic Gaming Machine (EGM) play and rated table play only.
- Q Club points cannot be earned on free gaming machine play (Q Play) awarded by DCR.
- It is the Q Club member's responsibility to ensure that the Q Club Card is accepted in the card reader when inserted into an EGM.
- If the Q Club Card is inserted into the EGM correctly, the EGM will display a green light in the card acceptor.
- If the Q Club Card is inserted incorrectly, the EGM will display a red light in the card acceptor.
- DCR is not responsible for points not earned while a Q Club Card is abandoned or invalid.
- When redeeming Q Club points at any outlet, redemption is \$0.01 = 1 Point.
- Unredeemed Q Club points, comps and/or other rewards will expire 18 months of Q Club member inactivity.
- All Q Club points are subject to review and verification. Management reserves the right to adjust account status, points or Q Play due to computer error, machine malfunction, operator error, fraud, non-payment of services or misuse of the Q Club Card.
- Use of the Q Club Card constitutes acceptance of the Q Club rules and conditions and all applicable laws, rules and regulations of the Quapaw Tribe of Oklahoma.
- Each Q Club member must select a 4-digit Personal Identification Number (PIN) in order to use the card for accessing Q Play or other Q Club member benefits.
- A Q Club member's PIN is not to be shared with any other person. It is the responsibility of the Q Club member to keep his or her PIN confidential and secure. Q Club members are responsible for any activity on their Q Club account when the account is accessed using the PIN.
- If a Q Club member enters an incorrect PIN three (3) times, the account will lock automatically and the Q Club member will be unable to access his or her Q Play or other benefits until the card is reset.
- To reactivate the card, the Q Club member must appear in person with valid government issued photo identification at the Q Club or Cashier's cage when Q Club business operations are closed.
- DCR is not responsible for lost or stolen Q Club cards, including any resulting misuse of the card or its benefits. Q Club members are responsible for promptly notifying the Q Club if a card is lost or stolen.
- DCR is not responsible if a Q Club member leaves his or her Q Club card in a machine unattended while the PIN is active.
- DCR reserves the right, in its sole discretion, to confiscate the Q Club card and terminate a Q Club member's membership and all associated benefits for violating Q Club rules and conditions, misusing the Q Club Card or Q Club points, or engaging in fraud, misrepresentation, or any improper or unlawful conduct.
- Any patron with a dispute resulting from Game Play or in accordance with any Promotion or Event may file a Prize Tort Claim with the Quapaw Tribal Gaming Agency, following the processes at the Q Club or Casino Cage.
- A current copy of the official Q Club Rules and Conditions is available upon request at the Q Club counter. Q Club Rules and Conditions are subject to change at any time with or without notice. Continued participation in the Q Club program constitutes the Q Club member's acceptance of any amendment to the Rules and Conditions of membership whether or not the Q Club member was notified of any revision.
- DCR is a governmental enterprise of the Quapaw Tribe of Oklahoma, federally recognized sovereign Indian nation. The Q Club shall be operated in accordance with all applicable laws and regulations of the Quapaw Tribe of the United States, the terms and conditions of the Tribe's gaming compact with the State of Oklahoma, and all DCR house rules. Any individual's acceptance of membership in the Q Club and/or use of the Q Club card shall constitute a voluntary and affirmative consent to the civil jurisdiction of the Quapaw Tribe, and further, such membership and/or use of the Q Club card shall comprise a stipulation, agreement, and consent that any claim or litigation commenced by the applicant or Q Club member shall be brought exclusively in the courts or administrative agencies of the Quapaw Tribe as the proper convenient forums.
- By signing up for a Q Club card guests acknowledge that they are opting in to receive marketing communications from Downstream Casino Resort in the form of direct mail, emails, and text messages.