

THE CLUB at Chumash Rules

The following rules and regulations govern participation in THE CLUB at Chumash loyalty program. Enrollment in THE CLUB at Chumash or use of a card from THE CLUB at Chumash constitutes acceptance of these terms. Members are responsible for reviewing and understanding the benefits, terms, and responsibilities associated with their membership.

Membership Terms

1. Members must be 21 years of age or older. A valid, government-issued photo identification (e.g.: Driver's License, State Identification Card, Passport, or Military Identification) is required at time of enrollment.
2. THE CLUB at Chumash accounts are for individual use only. Sharing accounts and/or players cards is not permitted.
3. Rewards, offers and benefits are intended solely for the registered member and are non-transferable, unless otherwise stated.
4. By joining THE CLUB at Chumash, members consent to receive promotional communications via email, mail, and SMS. Preferences may be updated at any time at THE CLUB desk.
5. Members who are banned, barred or excluded are not permitted to redeem offers, Reward Points, Slot Free Play, or participate in promotions.
6. Misuse of membership, including fraudulent activity or inappropriate conduct, may result in termination of membership, forfeiture of accumulated balances, loss of benefits, and/or downgrade of membership status.
7. Memberships may be canceled or revoked at the discretion of management at any time without notice.
8. All decisions regarding rule interpretation and enforcement are at the sole discretion of management.
9. Management reserves the right to modify or discontinue THE CLUB at Chumash program at any time.
10. Team Members of Chumash Casino Resort and Santa Ynez Tribal Gaming Agency are not eligible to join THE CLUB at Chumash or use their players card issued prior to their employment.

Card Issuance and Usage

11. To receive a replacement card, members must either have valid photo identification on file or present a physical valid photo identification. Chumash Casino Resort is not liable for lost or stolen cards.
12. Members may request multiple cards. Each card must be used by the registered member. Sharing cards with others may result in account termination and forfeiture all remaining balances.
13. Members are responsible for selecting and securing a personal identification number (PIN) for their account. All transactions made using the PIN are the responsibility of the member.
14. To reset or change their PIN, members must present a valid photo identification that matches the name on their membership card.
15. Chumash Casino Resort is not liable for any personal or financial data accessed, exchanged, or updated via kiosk when using your PIN.
16. Chumash Casino Resort is not liable for untracked play resulting from card misuse, player negligence, or failure to properly insert or present their membership card. Members are responsible for properly inserting their card into a slot machine or presenting it to table games personnel or bingo seller prior to playing.

17. If a member's card from THE CLUB at Chumash is used by another person, all accumulated Reward Points and Tier Points accrued are subject to forfeiture.

Benefits and Rewards

18. Benefits and rewards are earned through carded play while using your membership card.
19. Members qualify for benefits, as outlined on chumashcasino.com. Tier benefits are valid from the date of advancement through December 31st of the following year.
20. Tier Points accumulate annually from January 1st through December 31st. On January 1st, all Tier Points reset to zero (0). A member's Tier Level is determined based on total Tier Points earned from the previous earning year.
21. A valid photo identification matching the name displayed on your membership card is required to redeem offers, Reward Points or Host Comps at point-of-sale locations.
22. Reward Points are subject to forfeiture if a member's THE CLUB at Chumash account does not reflect any activity for thirteen (13) consecutive months.
23. Management reserves the right to adjust any balances resulting from malfunctions, operational errors and/or fraud.
24. Management's decisions regarding disputes over Reward Points or Tier Points balances are final.