

FAQ FOR POINT CONVERSION

Guest

Q: Are you taking my points away?

A: *No, all points you have earned are still available for your use in your account. The points have been converted to the new point ratio and **have exactly the same value.***

Plus, it will take fewer points for you to redeem rewards such as free slot play, match play, racing wagers, food, entertainment tickets and hotel stays. Be sure to always play with your card to ensure you receive benefits for your play.

Q: How am I earning points? OR How many dollars to earn a point?

A: *You will earn a point for every \$5 you bet, excluding slots free play.*

*Plus, now it takes **fewer points to redeem rewards.** Be sure to always play with your card to ensure you receive benefits for your play.*

Q: How many points to earn a dollar in rewards?

A: *For every **100** points you earn, you can redeem \$1 in rewards such as free play, food and gift shop items.*

*Now instead of 595 points to redeem \$1, it only takes **100** points.*

Q: What can I use my points for?

A: *You can redeem points for all of the same great rewards. These include free slot play, table games free bets, racing wagers, food, gift shop items, entertainment tickets and hotel stays. It's your choice how you'd like to use your point rewards.*

Q: How many points to receive free food, slot free play, table games free bet or racing wager?

A: *It takes 1295 points for a lunch buffet (it used to take 7700 points!)*

500 points = \$5 Free Play/Free Bet/Racing Wager (it used to take 2975 points)

100 points for \$1 in free slot play (it used to take 595 points!)

15,000 points for one free hotel night stay (it used to take more than 75,000)

Q: What if I don't have enough points? How can I get something?

A: *Let's say you want to go to eat at the Thursday dinner Buffet. You have 1,200 points in your account and 1,595 points are required for the buffet. Give the cashier your card and she will swipe to redeem your 1200 points. Then, the cost to you would be \$3.95 plus tax.*

Be sure to always play with your card inserted in the slot machine, presented to the table dealer, or when you place racing wagers to ensure you receive maximum benefits for your play.

Q: How will I know what my points are?

A: *You can check your point balance at any slot machine, promotional kiosk or at the Players Club booth.*

Q: Am I earning points the same for slots, tables and racing?

A: Yes. Be sure to always play with your card inserted in the slot machine, presented to the table dealer, or when you place racing wagers to ensure you receive maximum benefits for your play.

Q: Do I earn points in the Poker room?

A: *You will earn 25 points for every hour of poker pay tracked on your card.*

Q: Why am I earning fewer points for the same amount of play?

A: *We recently adjusted our points system to require fewer points to receive benefits. Now, you will receive 1 point for every \$5 you bet. Also, it takes fewer points to redeem benefits. You still earn points every time you use your Player's Club card to play. Be sure to always play with your club card to receive the maximum number of points.*

Q: How will this affect my card status?

A: *There is no change to your card status. We have adjusted the number of points required for each status level to reflect the new point values*

Q: When will/did this happen?

A: *These changes go [went] into effect on April 4, 2011*

Q: Can I use points and coupons at the same time?

A: Yes you may. If you have the points available in your Players Club account and you have a coupon with a valid date, you may use these benefits how you wish.

New Version

\$5 coin in = 1 point

100 Points = \$1

\$500 coin-in = \$1 in value

Buffet (\$15) = 1,500 pts

Old Version

\$1 coin in = 1 point

595 points = \$1

\$595 coin-in = \$1

Buffet (\$15) = 8,925 pts

Comparison

Casino	Play for a Point	Points =\$1	\$5 Free Play
Wheeling Island	\$5.00	100	500
WV Casino	\$0.25	2500	12,500
PA Casino	\$1.00	1000	5000
PA Casino	\$1.00	800	4000