



FREQUENTLY ASKED QUESTIONS

WHY AREN'T THE GAMES AREN'T WORKING ON MY PHONE?

The GOplayMorongo/GOplay site has been optimized for the following mobile devices, operating systems and browsers:

- Apple devices using iOS 11.0 or newer
- Safari browser using version 601.1 or newer
- Google devices using Chrome

Please make sure that your device has been updated to the above in order to enjoy the full experience of GOplayMorongo. Older devices that cannot support the above operating systems and/or browsers may experience functionality issues.

WHY AM I SEEING "YOUR SESSION HAS EXPIRED. PLEASE REFRESH YOUR PAGE AND TRY AGAIN"?

In most cases, this is due to more than one goplaymorongo.com/GOplay browser window open at a time. Please close any duplicate windows (aka tabs). You can also completely start over by closing all your browser windows, opening a new window, and typing in www.goplaymorongo.com/GOplay again.

HOW DO I CHANGE MY EMAIL ADDRESS?

Click the help button to submit a ticket to modify your registered email address.

HOW DO I CHANGE MY PASSWORD?

To change your password, click the MY PROFILE button and enter your new password in the designated fields.

CAN I AUTO-SAVE MY PASSWORD ON MY COMPUTER?

For your security, you are unable to auto-save your password.

WHY HAVEN'T I RECEIVED A RESPONSE TO MY REQUEST TO RESET MY PASSWORD?

Password reset requests are emailed to the address you used to register your account. Make sure to check your spam folder. Additionally, you can add our domain name to your safe senders list to ensure you receive the email.

It is also possible that your email provider has blocked the email. Some providers enforce strict





blocking lists or delete emails they deem to be spam. You can check with your provider and ask them to add our domain name to their safe sender list to allow the email to come through.

If you still do not receive the password reset email, you can use the site feedback form by clicking on the help button.

HOW LONG DO PASSWORD RESET REQUESTS TAKE?

Reset requests are emailed instantly to the address that was used to register the account.

I SHARE AN EMAIL ACCOUNT WITH MY SPOUSE. HOW CAN WE BOTH JOIN GOPLAY?

An email address can only be associated with one GOPlay account. We suggest that one of you open a second email account so that you can both benefit from playing. Free email accounts can be opened at <https://www.google.com/gmail> or similar provider.

WHAT ARE GOPLAY CREDITS?

GOPlay credits are the virtual currency rewards you receive for completing games and activities on our website. GOPlay credits are used to redeem items in our rewards section. Log in daily and check the rewards section because you never know when we will surprise you with prizes and rewards.

AT WHAT TIME DO GOPLAY CREDITS EARNING ACTIVITIES RESET AND BECOME AVAILABLE TO PLAY AGAIN?

GOPlay credits-earning activities are updated at 12 a.m. (pst).

WHERE CAN I FIND MY GOPLAY CREDITS BALANCE?

Your current balance is displayed at the top left portion of the banner at the top of website.

HOW CAN I REDEEM A REWARD IF I DON'T HAVE A PRINTER?

You can email or download the reward to your phone, and then present the message on your phone to rewards at Morongo Casino, Resort & Spa.

HOW DO I ENTER A GOPLAY DRAWING?

At certain times, we will feature a GOPlay promotion with drawing(s). By earning GOPlay credits, purchasing entries or other specified methods, you will automatically be entered into the specified drawing(s). Additional rules for activating your entries and/or attending a drawing event at Morongo Casino, Resort & Spa will be provided on the GOPlay website as is relevant for





each event.

DO I NEED TO BE PRESENT FOR DRAWINGS?

Promotion details vary. Please review the rules for each promotion to ensure you are complying with all requirements.

CAN MULTIPLE GOPLAY ACCOUNTS BE MERGED?

Multiple GOPlay accounts cannot be merged, but a duplicate account can be deleted by our support staff. Contact us by selecting the help button.





PROGRAM RULES

- GOPlay membership enrollment is free to everyone 18 years of age or older.
- Members are allowed one registered account per person. No duplicate accounts are permitted. Violation of this policy may result in the termination of the members' accounts and any further participation in the program.
- A valid id must be presented at Morongo Casino, Resort & Spa when redeeming a reward or prize.
- Rewards and prizes require membership in Morongo Casino, Resort & Spa rewards for redemption; membership is free.
- GOPlay credits can be exchanged for redeemable rewards. View your reward voucher for limitations on usage and availability.
- Redeemable rewards and prize vouchers are non-transferrable and may not be replaced if lost or stolen.
- Rewards and prize vouchers are not valid after the expiration date printed on the voucher.
- GOPlay credits have no cash value.
- GOPlay credits cannot be combined with any other GOPlay accounts.
- GOPlay credits can be reduced or eliminated at the discretion of Morongo Casino, Resort & Spa management.
- Employees of Morongo Casino, Resort & Spa are not eligible to participate in GOPlay for guests.
- Individuals who are excluded from casino facilities, either through government programs or by their own request, are not eligible to win any prize and may not participate in this program.
- Violation of any of these rules may result in the termination of the account.
- Members are responsible for updating their contact information in GOPlay.
- GOPlay rewards cannot be combined with any other offer or discount unless expressly permitted by the language on the vouchers.
- GOPlay and Morongo Casino, Resort & Spa rewards are two separate and individual programs.
- Management reserves the right to remove members from the program without notice and void any offers at its sole discretion.
- Management reserves the right to modify this program and/or any active promotions at any time without notice.
- Management may disqualify any person for any prize based on fraud, dishonesty or violation of official rules or other misconduct.





- Any attempt by any person to deliberately damage any program or to undermine the legitimate operation of this promotion may be in violation of criminal and civil laws and should an attempt be made, Morongo Casino, Resort & Spa reserves the right to seek damages from any such person to the fullest extent of the law.
- All GOPlay promotions are subject to all applicable federal, state and local laws and regulations.
- Morongo Casino, Resort & Spa is not responsible for (a) electronic transmission errors or delays resulting in an inability to participate or other loss, (b) theft, or destruction of, or unauthorized access to, or alterations of GOPlay data, or for technical, hardware, software or telephone failures of any kind, (c) lost or unavailable connections, fraud, incomplete, garbled or delayed computer transmissions, whether caused by GOPlay, users, or by any of the equipment or programming associated with or utilized in GOPlay or by any technical or human error that may occur in the processing of submissions that may limit, restrict or prevent a player's ability to participate in GOPlay promotion(s)





TERMS AND CONDITIONS

By accepting the terms and conditions agreement for Morongo Casino, Resort Spa, the Member:

- Gives consent to the collection and use of personal information for the purposes of administering GOPlay for general marketing, management, and customer service activities. Morongo Casino, Resort & Spa will not disclose the player's personal information other than for internal purposes.
- Agrees to adhere to all rules and regulations associated with GOPlay and Morongo Casino, Resort & Spa.
- Acknowledges they are 18 years or older and not part of a voluntary self-exclusion program or on an evicted status at Morongo Casino, Resort & Spa.
- Acknowledges GOPlay and its benefits are for the account holder only. A valid, government-issued photo id will be requested for any redemptions and/or drawing winnings. Rewards are not transferable.
- Acknowledges GOPlay credits have no cash value and are non-transferable. Any refund, redemption or compensation in real money is excluded. In GOPlay, the operator allows users to acquire and use GOPlay credits. GOPlay credits offered may vary depending on the type of game. The object of purchase is exclusively an authorization which is limited in terms of time, content and location to the use of the relevant GOPlay credits. Upon termination of contract for any reason whatsoever, any GOPlay credits still available to the user upon termination shall be forfeited.
- Agrees to be notified via email if named a GOPlay winner.
- Agrees to "opt-in" to Morongo Casino, Resort & Spa and GOPlay marketing solicitations and emails. Users may "opt-out" by editing their profile.
- Revisions of the general terms and conditions will be sent to every user via e-mail or provided on the GOPlay website. The user is obliged to check the current terms and conditions on a regular basis.
- The operator assumes no liability for loss or damage of any kind arising from the improper use of the account by the user. The operator is not to be liable for any damages whatsoever arising from the improper use of the account (i.e. persons other than operator, or associates of the operator) from a third party. The operator assumes no liability for any loss or damage due to circumstances beyond its control (e.g. acts of god, etc.). The Operator assumes no liability for any loss or damage incurred in the event that a customer requests assistance requiring a "screen share" to correct an issue or technical situation.





- The operator also has the right to terminate any ongoing games, terminate or block an account or ban a user with or without prior notice and delete or withhold GOPlay credits where applicable. In terminating the contract, the user loses all claims to his/her account and to any services, rewards, contents, virtual goods and GOPlay credits which become revoked upon termination.
- Improper conduct on GOPlay is strictly prohibited. It includes, but is not limited to, behaviors such as:
 - Deliberately submitting false or misleading information;
 - Any attempt to influence the result of a game by collusion, tampering with the program or by any other means contrary to the rules;
 - Causing malfunctions or failure deliberately to influence the course of a game;
 - Creating more than one or multiple accounts for one person;
 - Breaking any other rules set forth in the terms and conditions.
- Regarding improper conduct, the user will, in particular:
 - Not make any attempt to decompile or reproduce the software used on GOPlay and will not interfere with it in any other way and will not develop any software that interferes with the program name or client-server communications;
 - Not use any type of software permitting the use of artificial intelligence, allow opponent profiling or user collusion;
 - Not use any software which, at the operator's sole discretion, is regarded as a program that would allow a user to cheat, or give a user an unfair advantage;
 - Refrain from using any scripts which are not authorized by the operator;
 - Not use any software which allows the user to analyze or reproduce the website GOPlay, or allows the user to interfere with the website, GOPlay and the games and/or their programming in any other way;
 - Not use any program causing an excessive burden

