



FREQUENTLY ASKED QUESTIONS

WHY DIDN'T I RECEIVE A REWARD AFTER CLICKING THE BUTTON IN MY EMAIL?

To receive an Instant Reward generated from an email, you must both click on the button in the email, and you must play the game that pops up. Once you complete the game, you will see a pop-up box telling you what you won. You can email or download the reward. If you accidentally click the button in the email and do not play the game, you can access the game by opening the email and clicking the button again. The game is accessible for seven (7) days from the date of the email; after that, it disappears.

WHY CAN'T I FIND A REWARD I RECEIVED FROM 20TH ANNIVERSARY RAMPART RICHES?

If you cannot find a reward that was emailed to you, please check your spam folder. If it is not there, you can access it on the *Rampart Riches* website, rampart.eplayrewards.com.

After you log into the site, click on the MY TREASURES tab the navigation bar, then click on the MY PRIZES button. Your non-redeemed rewards will be listed there, and you can either email yourself, download it to your phone, or download and print.

WHY DO I SEE "YOUR SESSION HAS EXPIRED. PLEASE REFRESH YOUR PAGE AND TRY AGAIN"?

In most cases, this is due to more than one rampart.eplayrewards.com browser window open at a time while logged into the *Rampart Riches* website. Please close any duplicate tabs. You can also completely start over by closing all your browser windows, opening a new window, and typing in rampart.eplayrewards.com again.





HOW DO I CHANGE MY PASSWORD?

To change your password, click the arrow next to your name, click the MY PROFILE button and enter your new password in the designated fields. You can also log out of the *Rampart Riches* website, click on the FORGOT PASSWORD button on the login page, and then follow the steps to reset your password.

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

Password reset requests are emailed to the address you used to register your account. Make sure to check your SPAM folder to see if it is there. Additionally, you can add our domain name to your safe senders list to ensure you receive emails from us. 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 on the MY PROFILE page and our customer support team can help you.





20TH ANNIVERSARY RAMPART RICHES PROMOTION RULES

The *20th Anniversary Rampart Riches* promotional period is May 17, 2019 through August 14, 2019.

This is an online promotion. Participants must have a unique email address to play and are encouraged to update their email addresses with the Rampart Rewards Players Club.

Rules:

1. *20th Anniversary Rampart Riches* is open to anyone, 21 and older, and is free to play. Membership in Rampart Rewards Club is required to redeem any reward or claim any prize. Membership is free.
2. Participants enjoy online games and activities daily, to acquire RCredits and *20th Anniversary Rampart Riches Grand Prize Drawing* Entries.
3. Drawing entries can also be earned playing slots and table games with your Rampart Rewards card from May 17, 2019 through August 14, 2019. Earn 100 base points = one drawing entry, one hour of table games play at an average bet of \$10 = 1 drawing entry.
4. On Friday's, July 12, July 19, July 26, August 2 and August 9, 2019, two online participants will be drawn and win a guaranteed spot in the *20th Anniversary Rampart Riches Grand Prize Drawing* to be held August 14, 2019 at 6:00 PM.
5. Participants must swipe-in to activate their drawing entries from 3PM – 6PM.
6. 10 additional *20th Anniversary Rampart Riches Grand Prize Drawing* finalists will be drawn from all players who swipe-in on August 14, 2019.





7. Participants who check into the drawing without entries are not eligible to win.
8. Must be present to win. Guests have three (3) minutes to claim their spot as a finalist.
9. Drawings will take place at the designated area (see Rampart Rewards Club for details).
10. Twenty (20) winners (10 from online drawings and 10 from *Rampart Riches* Grand Prize Drawing) will each select one envelope with prizes totaling \$25,000 in Cash and Free Slot Play.
11. On August 14, 2019, an online drawing will be conducted, and ONE lucky winner will win one FREE BUFFET per month for a year!
12. Automated drawing entries are non-transferable.
13. All winners must show their Rampart Rewards Club card and have valid ID to be verified.
14. Participants may only win one spot in the *Rampart Riches* Grand Prize Drawing.
15. In case of a public address system failure, the drawing continues on site manually. Management urges guests to be in or around the drawing area.
16. By participating in this promotion, winners hereby give their permission to Rampart Casino and any of its affiliated companies to use their names or likeness, etc. for promotional purposes without compensation.





17. Participation in this promotion constitutes the guest's agreement to abide by the rules of this promotion and the decisions of the management.
18. Winners must have valid identification and Social Security number. If winner doesn't present valid identification and Social Security number upon winning, then the casino cage will hold the prize for 48 hours. If not claimed within that time, the winner forfeits the prize.
19. Accumulative winnings over \$600 for the year will receive a 1099.
20. Management reserves the right to modify or cancel this promotion and distribute additional drawing entries at their discretion.
21. Employees of Rampart Casino and members of their immediate household are not eligible to participate in this promotion.
22. All management decisions are final. If a satisfactory resolution to a dispute cannot be reached for the parties involved, the dispute is subject to the dispute arbitration process of the Nevada Gaming Control Board.

REWARDS

RCREDITS

By participating in the *Rampart Riches* online games and activities, players will be awarded Rcredits and drawing entries.

Rcredits are virtual currency that can be used to redeem Rampart Casino rewards. The rewards will be available at rampart.eplayrewards.com on the My Treasures tab beginning Friday, June 14, 2019.

The last day to exchange Rcredits for rewards is Tuesday, August 13, 2019.





LEVELING UP

Level-Up prizes are FREE and do not require the conversion of Rcredits. They are awarded to players who earn specified amounts of Rcredits. As you complete games and activities on the rampart.eplayrewards.com website, you will automatically level up when you have earned enough Rcredits.

Rampart Riches Level-Up Program

Level #	Level Name	RCredits Earned	Prize
1	Booty	1,500	\$10 Free Slot Play
2	Freebooter	25,000	Decanter Set
3	Buccaneer	90,000	Bluetooth Speaker
4	Old Salt	215,000	Blue Athletic Jacket
5	Crow's Nest	400,000	Two-Night Stay





TERMS AND CONDITIONS

By accepting the Terms and Conditions agreement for the *20th Anniversary Rampart Riches*, the player:

- Understands that the *20th Anniversary Rampart Riches* is a limited-time program and will conclude at the date and time predetermined by Rampart Casino.
- Gives consent to the collection and use of personal information for the purposes of administering the *20th Anniversary Rampart Riches* for general marketing, management, and customer service activities. Rampart Casino will not disclose the player's personal information other than for internal purposes.
- Agrees to adhere to all rules and regulations associated with Rampart Casino and the *20th Anniversary Rampart Riches*.
- Acknowledges he/she is over the age of 21 and not part of a Voluntary Self-Exclusion Program or on an Evicted Status at Rampart Casino.
- Acknowledges the *20th Anniversary Rampart Riches* and its benefits are for the account holder only.
- Acknowledges that rewards are not transferable.
- Agrees to "opt-in" to Rampart Casino and *20th Anniversary Rampart Riches* marketing solicitations and emails. Players may opt-out by clicking the "unsubscribe" link in marketing emails.
- Understands that revisions of the General Terms and Conditions will be sent to every user via email or provided on the *20th Anniversary Rampart Riches* website. The player is obliged to check the current General Terms and Conditions on a regular basis.
- Acknowledges that the operator assumes no liability for loss or damage of any kind arising from the improper use of the account by the player. The operator is not to be liable for any damages whatsoever arising from the improper use of the account from a third party (i.e. persons other than operator or associates of the operator). The operator assumes no liability for any loss or damage due to circumstances beyond its control (e.g. acts of nature). 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.

- Acknowledges that the operator also has the right to terminate any ongoing games, terminate or block an account, or ban a player with or without prior notice. In terminating the contract, the player loses all claims to his/her account and to any services, contents, and virtual goods that become revoked upon termination.
- Agrees that improper conduct on the *20th Anniversary Rampart Riches* is strictly prohibited. Such conduct 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
- Will, regarding improper conduct, in particular:
 - not make any attempt to decompile or reproduce the software used on the *20th Anniversary Rampart Riches*, 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 that, 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 that are not authorized by the operator
 - not use any software that allows the user to analyze or reproduce the *20th Anniversary Rampart Riches* website or allows the user to interfere with the *20th Anniversary Rampart Riches* website and the games and/or their programming in any other way
 - not use any program causing an excessive burden on the server

