

Southland Player Rewards Program Terms & Conditions

Welcome to **Southland Player Rewards**, a free customer loyalty program operated by **Springfield Gaming LLC, doing business as Southland Entertainment** ("Southland," "we," "our," or "us").

These Terms & Conditions govern participation in the Southland Player Rewards Program ("Program"). By enrolling or participating in the Program, you agree to these Terms & Conditions.

1. Program Overview

Southland Player Rewards is a free loyalty program designed to reward members for visiting participating Southland locations.

Members may earn points through qualifying check-ins, unlock exclusive offers, advance through membership tiers, and redeem rewards available through the Southland Player Rewards Program.

The Program is available only at participating Southland locations and participation is voluntary.

2. Eligibility

Participation is free.

To enroll, members must:

- Be **21 years of age or older**
- Provide a valid mobile phone number
- Agree to these Terms & Conditions

No purchase or gameplay is necessary to enroll or participate in the Program.

Only one account is permitted per individual.

3. Enrollment

Members may enroll through the Southland Player Rewards mobile application or with assistance from a participating Southland location.

Members are responsible for providing accurate account information.

Providing additional profile information, such as a birthday or email address, may make members eligible for additional rewards and promotions.

4. Earning Points

Members earn points through qualifying check-ins at participating Southland locations.

Unless otherwise stated:

- Members earn **5 points** for each qualifying check-in.
- Members may receive **one qualifying check-in per day**.
- Qualifying check-ins may require verification by a participating location employee.
- Additional point opportunities may be available during promotional events.

Point values, rewards, promotions, earning opportunities, and participating locations may change at any time without prior notice.

5. Rewards & Redemption

Members may redeem accumulated points for eligible rewards available through the Southland Player Rewards Program.

Rewards:

- Are subject to availability
- May vary by participating location
- May be modified or discontinued at any time
- May have expiration dates or additional eligibility requirements

Points will be deducted from the member's account upon redemption.

Unless specifically stated otherwise:

- Points have no cash value.
- Rewards are non-transferable.
- Rewards may not be exchanged for cash.

6. Offers

Offers are promotional incentives provided by Southland Entertainment or participating locations.

Examples include:

- Birthday rewards
- Anniversary rewards
- Bonus point promotions
- Seasonal promotions
- Exclusive member offers

Offers do not require points unless otherwise specified and may be subject to additional terms, eligibility requirements, or expiration dates.

7. Tier Levels

Members may advance through Southland Player Rewards tier levels by accumulating qualifying visits and points.

Higher membership tiers may include:

- Increased point earning opportunities
- Exclusive rewards
- Tier-specific promotions
- Additional member benefits

Tier qualifications, earning rates, and benefits may be modified at any time.

8. Point Expiration

Points and tier status expire after **120 consecutive days of inactivity**.

Inactivity is defined as not completing a qualifying check-in at a participating Southland location.

Once an account becomes inactive:

- Accumulated points will expire.
 - Current tier status will be forfeited.
 - Members may continue participating by earning points again through future qualifying visits.
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9. Member Responsibilities

Members are responsible for maintaining accurate account information and protecting the security of their account, including their mobile phone number and PIN.

Members should promptly notify Southland if they believe their account has been accessed without authorization.

10. Fraud & Abuse

Southland reserves the right to suspend or terminate membership, remove points, revoke rewards, or deny participation if fraudulent or abusive activity is suspected.

Examples include, but are not limited to:

- Creating multiple accounts
- Sharing accounts
- Fraudulent check-ins
- Misrepresenting personal information
- Unauthorized redemption of rewards
- Attempting to manipulate the Program
- Any abuse or misuse of the Program

Termination of participation may result in forfeiture of accumulated points, rewards, and tier status.

11. Communications

Members may choose whether to receive communications through:

- SMS Text Messages
- Email
- Push Notifications

Members who opt in may receive:

- Account notifications
- Reward notifications
- Exclusive offers
- Bonus point opportunities
- Birthday rewards
- Anniversary rewards
- Program updates

Communication preferences may be updated at any time through the Southland Player Rewards mobile application.

12. SMS Terms

Members who choose to receive SMS messages agree to receive recurring automated text messages related to their Southland Player Rewards membership.

Messages may include:

- Rewards
- Exclusive offers
- Promotions
- Account updates
- Loyalty notifications

Message frequency varies.

Message and data rates may apply.

Consent to receive SMS messages is optional and is not required to participate in the Program.

Reply **STOP** to unsubscribe.

Reply **HELP** for assistance.

13. Program Nature

Southland Player Rewards is a customer loyalty program designed to reward qualifying visits to participating locations.

The Program is intended to encourage customer engagement and loyalty.

Participation in the Program does not alter the rules, odds, payouts, or outcomes of any regulated gaming activity.

14. Program Modifications

Southland reserves the right to modify, suspend, or terminate the Program at any time without prior notice.

This includes, but is not limited to:

- Point values
 - Rewards
 - Offers
 - Tier requirements
 - Promotions
 - Participating locations
 - Eligibility requirements
 - Program rules
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15. Limitation of Liability

Springfield Gaming LLC, doing business as Southland Entertainment, is not responsible for technical malfunctions, system outages, delayed communications, lost data, or circumstances beyond its reasonable control that may affect participation in the Program.

Participation in the Program is at the member's own risk.

16. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of the State of Illinois.

17. Contact Us

If you have questions regarding Southland Player Rewards or these Terms & Conditions, please contact us:

hello@southlandentertainmentmusic.com

Southland Entertainment reserves the right to revise these Terms & Conditions at any time. Updated versions will be posted on this website and become effective immediately upon publication.