

## Trick or Treat Rebate FAQs

### How do I enter for the 10% rebate?

1. Log into your PlayNow account.
2. Enter the promo code **TREAT10** on your “My Promotions” page.
3. Play any Casino game (excluding Live Casino) during the promotional periods.
4. If you incur an **overall loss** on eligible games during one or both of the promotional periods, you will receive a 10% rebate on your overall loss in the form of a Casino Token.

### How does the 10% rebate work?

To qualify for a Rebate Token, a player must incur an **overall loss** during the promotional period. All cash wager outcomes for the duration of the promotion will be combined and 10% of the overall loss will be refunded as a Casino Token. Please see below for overall loss calculation examples.

Promotional Period 1 (October 22 - October 24)			
Games	Wager	Winnings	Outcome
Game #1	-\$5.00	\$1.00	-\$4.00
Game #2	-\$5.00	\$8.00	\$3.00
Game #3	-\$5.00	\$12.00	\$7.00
Game #4	-\$10.00	\$7.00	-\$3.00
Game #5	-\$10.00	\$15.00	\$5.00
Overall Outcome			\$8.00
Token Rebate			\$0.00

This player did not receive a token rebate because they **did not** incur an **overall loss** over the promotional period.

Promotional Period 2 (October 29 - October 31)			
Games	Wager	Winnings	Outcome
Game #1	-\$15.00	\$1.00	-\$14.00
Game #2	-\$5.00	\$2.00	-\$3.00
Game #3	-\$15.00	\$3.00	-\$12.00
Game #4	-\$10.00	\$3.00	-\$7.00
Game #5	-\$20.00	\$5.00	-\$15.00
Overall Outcome			-\$51.00
Token Rebate (10% x overall loss)			-\$5.10

This player received a token rebate because they **did** incur an **overall loss** over the promotional period.

## **What is a promotional period?**

A promotional period will be held over the weekend. There are two promotional periods for the Trick or Treat Rebate:

- **Promotional period 1:** from Friday, October 22<sup>nd</sup> (9am PT/11am CT) until Sunday, October 24<sup>th</sup> (11:59pm PT/Monday 1:59am CT)
- **Promotional period 2:** from Friday, October 29<sup>th</sup> (9am PT/11am CT) until Sunday, October 31<sup>st</sup> (11:59pm PT/Monday 1:59am CT)

## **I played all weekend, how come I didn't get a rebate token?**

Tokens will be credited 1 – 3 days after each promotional period ends. If you did not receive a rebate token within the 72h following the end of a promotional period, it means you did not incur an **overall loss** during the promotional period, and are therefore not eligible to receive a rebate token.

## **I incurred an overall loss during the promotional period, how come I didn't get a rebate token?**

A Casino Rebate Token cannot be lower than \$5, or higher than \$1000.

- If you incur an Overall Loss during the Promotion Period, and 10% of the Overall Loss results in an amount lower than \$5, you are not eligible for a Casino Rebate Token.
- If you incur an Overall Loss during the Promotion Period, and 10% of the overall loss results in an amount higher than \$1000, you are eligible for a Casino Rebate Token of \$1000 only.

## **Do my tokens expire?**

Tokens will expire after 14 days once issued.

## **When will I receive my token?**

Our team is working hard to calculate the rebates. Please allow up to 72 hours after the end of the promotional period for tokens to be awarded.

**How will I see if I have received a rebate token?**

The rebate token will be automatically uploaded to your account and will appear in your Token Balance within 72 hours of the promotional period ending. You will receive an account message to notify you that the token has been uploaded.

**Which games are eligible for the rebate token?**

Games in any of the below eligible categories qualify for the 10% rebate. These categories are: Instants, Slots, Tables, Video Poker.