

COMMON QUESTIONS

What are Tier Points and Bonus Points?

Tier Points and Bonus Points determine your Passport Rewards tier level (Red, Bronze, Gold, Platinum and Diamond) for the following year.

Earning period is January 1–December 31. On January 1, your tier score balance will reset to zero so you can start earning your tier level for the next year.

Tier Points are also used to qualify for drawings, giveaways and other promotional events. Tier Points do not have any cash or comp value.

What are Comp Dollars?

Comp Dollars are purchasing power! You can redeem your Comp Dollars to make purchases throughout Peppermill Reno and Western Village. Simply present your Passport Rewards card and valid photo ID to the cashier or server.

Your Comp Dollars are yours to keep, as long as you have tracked gaming activity once every 13 months. Unused Comp Dollars on an account with no gaming activity in the last 13 months will expire.

How do I earn Tier Points and Comp Dollars?

Every bet you track with your Passport Rewards card earns you Tier Points and Comp Dollars. The amount of Tier Points and Comp Dollars earned varies based on the game type, amount wagered and time spent playing.

ONE CARD, TWO GREAT LOCATIONS!

Starting in 2022, you can use your Passport Rewards players card at both Peppermill Reno and Western Village. Tier Points and Comp Dollars will now be combined across properties, making it that much easier to achieve your desired tier status and to use your Comp Dollars.

PEPPERMILL
RENO

2707 S. Virginia Street ♦ Reno, NV 89502
www.PeppermillReno.com

WESTERN VILLAGE
A PEPPERMILL RESORTS PROPERTY

815 Nichols Blvd. ♦ Sparks, NV 89434
www.WesternVillageSparks.com

PASSPORT REWARDS PROGRAM GUIDELINES

1. Must be 21 years or older to participate. Membership is free. A valid photo ID is required for all transactions.
2. By becoming a Passport Rewards Club member, you acknowledge your permission for Peppermill Resorts to correspond with you via mail, email and telephone. Participation in the Passport Rewards Club indicates acceptance of these Program Guidelines.
3. Membership in the Passport Rewards Club is a privilege, which may be modified or revoked at any time. Passport Rewards card(s) must be returned and are the property of Peppermill Casinos Inc.
4. Membership is non-transferable and may be canceled at the discretion of Peppermill Resorts management. It is against policy for Passport Rewards members to allow others to accumulate and redeem benefits with their account. Passport Rewards members may only have one account. All duplicate accounts will be combined or deleted.
5. Tier Points, Comp Dollars and Offers are non-transferable, including death or divorce. The rules, terms and limitations for accumulating and redeeming Comps may vary by property and are subject to change at any time at Peppermill Casinos Inc. discretion.
6. Any Passport Rewards member who is banned from the property will forfeit all privileges including awards, prizes, comps and offers that are associated with Passport Rewards membership.
7. Up to two eligible Passport Rewards members residing at the same address may link accounts to share Comp Dollars, Tier Points and tier status for Peppermill Reno and Western Village. Both members must be present with current and valid photo ID at the Passport Rewards Center to link accounts. Either member may request that accounts be split in person at the Passport Rewards Center. Each member of joint accounts will be issued an individual Passport Rewards card and account number. All members on a joint account may modify any account data. Only members listed on accounts may receive information or engage in any transaction relating to the account. Offers are posted to the Primary account.
8. It is the member's responsibility to ensure play is tracked and to report any concerns to management the same day. We welcome any request to review tracked play.
9. Tier Point and Comp Dollar balances represent the combined total of each respective category across Peppermill Reno and Western Village casinos. Tier status is determined by the combined total between the two properties during the calendar year.
10. Bronze, Gold, Platinum, Diamond and Chairman tiers are subject to expiration or modification based on account status and casino play.
11. If the Tier Point requirement to maintain account status is not met by December 31, Tier Status will be adjusted accordingly. Any Passport Rewards member who has had a Tier Status reduction is required to surrender the existing card and will be issued a new card. This includes any parking pass that has been issued.
12. Bonus Slot Comp Multiplier Days apply to slot play only. Passport Rewards members must opt-in at any slot machine on the advertised multiplier day before playing to receive the bonus multiplier. Activation does not carry over from one day to the next. All carded sessions on the Bonus Slot Comp Dollar Multiplier Days must be completed by 11:59pm. Table games, Race & Sports Book and Keno play are not eligible for Bonus Slot Comp Multiplier Days. Promotional days vary by location.
13. Bonus Tier Point Multiplier Days apply to all gaming areas. Passport Rewards members must opt-in at any slot machine on the advertised multiplier day before playing to receive the bonus multiplier. Activation does not carry over from one day to the next. All carded sessions on the Bonus Tier Point Multiplier Day must be completed by 11:59pm. Bonus Tier Points are not eligible to qualify for drawing entries and promotions. Activation of Comp/Tier Multiplier promotion does not carry over from one property to the next. Must activate at the property you're playing at to participate. Promotional days vary by location.
14. Peppermill Reno Boutique and Western Village Gift Shop discount is valid for cash or credit card sales only. Discounts cannot be used on discounted or sale items, gift cards and sundries such as food items, health and beauty aids, tobacco products, alcohol, books and magazines. Other limitations and restrictions may apply. This discount is available only to current Bronze and higher cardholders.
15. Locals 20% Discount is available at Peppermill Reno only and is available to current Passport Rewards members with the local flag shown on the player card. Restrictions apply. Complete details of the Locals 20% Discount policy is available at the Passport Rewards Center.
16. Exchanging Comp Dollars for Retail Gift Cards is at a rate of \$2 to \$1 and is eligible to Diamond and Chairman members only. Minimum exchange is \$100 Comp for \$50 Retail Gift Card value each month. Maximum exchange is \$1,000 Comp for \$500 Retail Gift Card value each month. All exchanges require the Passport Rewards Club member to be present with photo ID at time of redemption. Lost or damaged gift cards will not be replaced. Retail Gift Cards are subject to availability. Comp Dollars will be deducted from the account.
17. Parking Passes are not transferable. One Parking Pass per account holder. Issuance of Parking Pass does not guarantee availability of a priority parking space. Spaces are available on a first-come, first-served basis. Platinum, Diamond and Chairman Parking Passes valid at both Peppermill Reno and Western Village.
18. Exchanging Comp Dollars for Free Play is at a rate of \$2 to \$1 for Slot Free Play and \$1 to \$1 for Table Free Play. Benefit is available to Diamond and Chairman members daily. Daily minimum transaction is \$50 Comp for \$25 Slot Free Play or \$25 Comp for \$25 Table Free Play. Daily maximum transaction is \$200 Comp for \$100 Slot Free Play or \$200 Table Free Play. Comp Dollars will be deducted from account. Comps earned from pari-mutuel race betting may NOT be redeemed for Free Play.
19. Win/loss statements are provided as a convenience and based on tracked play at Slots, Tables and Keno. We are unable to provide estimated win/loss numbers for Race & Sports Book or Poker betting activities.
20. Personal privacy policies are enforced. Complete details of the policies are available at the Passport Rewards Center and through your Casino Host.
21. All benefits are based on qualified gaming activity. Some services will be deducted from available Comps. Benefits are subject to availability and limitations. Player must meet event/benefit criteria to receive Birthday Gift.
22. Management reserves the right to change, reduce or discontinue the program at its discretion at any time without prior written notice; adjust account status due to machine malfunction, operator error, fraud or any reason it deems valid; and limit the amount of comps a player may earn or adjust a player's tracked gaming value and his or her complimentary amount. All tracked play, Tier Points and Comp Dollars are subject to review and verification by Peppermill Casinos Inc.
23. Limit one per household on select itineraries. Taxes, fees and port expense are the responsibility of the guest. Based on Tier status as of Dec. 1, 2022.

PASSPORT REWARDS



PEPPERMILL
RENO

WESTERN VILLAGE
A PEPPERMILL RESORTS PROPERTY

JOIN OUR PASSPORT REWARDS CLUB TODAY!

PASSPORT CARD TIER BENEFITS

RED
up to
499 Tier Points



- Locals 20% discount at Peppermill Reno for Hotel Stays, Dining, Bars, Boutiques and Spa Toscana¹⁵
- Earn Comps with Gaming Activity
- Passport Rewards Online Access

BRONZE
500 Tier Points
*includes all benefits
of previous level*



- 20% discount available for gift items and souvenirs at Peppermill Reno and Western Village gift shops¹⁴
- Bonus Promotion and Drawing Entries (exclusive events)

GOLD
2,000 Tier Points
*includes all benefits
of previous levels*



- Locals 20% discount at Peppermill Reno with Comp Dollar purchases for Hotel Stays, Dining, Bars, Boutiques and Spa Toscana¹⁵
- VIP Parking Pass at Peppermill Reno¹⁷
- Birthday Gift²¹

PLATINUM
7,500 Tier Points
*includes all benefits
of previous levels*



- Peppermill Reno Hotel Check-in at VIP Lounge with complimentary hotel stay
- Free Round-Trip Limo Service to/from Airport and Peppermill Reno (with advance notice)
- Annual Complimentary Princess Cruise for Two in an Interior Cabin (available for pickup Dec. 1-28, 2022)²³
- VIP Parking Pass at Peppermill Reno and Western Village¹⁷

DIAMOND
30,000 Tier Points
*includes all benefits
of previous levels*



- 2:1 Comp to Free Play Exchange Rate¹⁸
- Access to the Peppermill Reno Diamond Lounge upon check-in
- Free Fitness Center Day Pass at Peppermill Reno (Mon-Fri)²¹
- Free Spa Day Pass at Peppermill Reno (once per month, Mon-Thurs)²¹
- Free Car Wash (once per month)²¹
- Annual Complimentary Princess Cruise for Two in an Ocean View Cabin (available for pickup Dec. 1-28, 2022)²³
- 2:1 Comp for Gift Card Exchange (monthly)¹⁶

TRACK GAMING ACTIVITY TO EARN BENEFITS

Slots: Insert your Passport Rewards card into the reader on the slot machine. Leave your card inserted during play and only remove when finished. If you play more than one machine at a time, visit the Passport Rewards Center for additional cards.

Table Games: Show your Passport Rewards card to the dealer. Pit tracking will update shortly to your Passport Rewards account after the pit tracking rating is closed.

Keno, Race & Sports Book: Show your Passport Rewards card to the writer or runner before placing your bet.

Poker: Hand your Passport Rewards card to the dealer or supervisor.

EARN BONUS COMP DOLLARS AND TIER MULTIPLIERS

Earn bonus Comp Dollars and Tier Points when you play on multiplier days. Activate your account at any slot machine to receive the multiplier when available.

CONVENIENT ACCESS TO YOUR REWARDS

Comp Convenience: Use your Comp Dollars at any restaurant, bar, lounge or boutique at Peppermill Reno and Western Village.

Promotional Kiosk: Swipe at any promotional kiosk to view your Tier Points and comp balance and participate in promotions and contests.

Download the Passport Rewards App: Check your account status, offers, promotions and more.

Online Passport Rewards Club: Log in to your online Passport Rewards account at www.PeppermillReno.com and www.WesternVillageSparks.com to view special offers, print yearly Win/Loss statement and check Tier Point and Comp balance.



Our invitation-only Chairman Passport Rewards card offers exclusive benefits and privileges tailored to your specific needs and interests.