

A. MELCO CLUB - Terms & Conditions:

1. Melco Club is the marketing loyalty programme (hereinafter referred to as “**MC**”) of Integrated Casino Resorts Cyprus Limited (hereinafter referred to as “**ICR**” or “**Cyprus Casinos**”) and is only valid in its Limassol and Satellites casinos (the ‘**casinos**’) branded as Cyprus Casinos or alternative as C2.
2. These Terms and Conditions define the basic rules for participating in the MC and are subject to changes from time to time without notification. Members shall have access to these Terms and Conditions in a printed or form inside the casinos, and they may also be available on ICR’s website and/or mobile application(s) and/or any other electronic means. Members can request a hardcopy of these Terms and Conditions from the Melco Club counter.
3. ICR reserves the right to implement mandatory card usage for gaming (e.g. on gaming machines, table games and other casino games). If Members do not wish to participate in any of ICR’s promotions and marketing programs, then their MC card will only be used to engage in gaming, without point accumulation and/or benefits and the right to redeem and/or claim such points and/or benefits.
4. ICR may not be able to establish or continue any business relationship with a Member if the requested information or documentation is not provided for registration and/or other purposes at any time during the Member’s participation in the MC.
5. By signing and submitting the respective MC application, you are requesting to become a MC Member. ICR reserves the right at its sole discretion to accept this application. If ICR accepts this application, a membership card shall be issued, and the applicant shall be considered as a Member of MC (hereinafter referred to as “Member”). The required documents and information for registration purposes can be found on the membership application form. The use of the MC card for gaming (including without limitation to collect and redeem points and the associated benefits and rewards) is deemed as an acceptance of the Terms and Conditions.
6. Where a customer does not wish to become a MC member to engage with gaming, the alternative KYC application form must be completed. By signing and submitting the respective KYC application, your details will be saved for ICR to meet its legal and regulatory requirements. ICR reserves the right at its sole discretion to accept this application. If ICR accepts this application, an entry level Card shall be issued, and the applicant shall be considered a KYC member. The required documents and information for KYC purposes can be found on the KYC application form. The use of the KYC Card is deemed as an acceptance of the Terms and Conditions.
7. Our Privacy Policy applies to all personal data that ICR collects as part of the MC and/or other services offered by ICR. The Privacy Policy sets out how we collect your personal data, how we use it, and what rights and choices you have in relation to the personal data we hold and process. The Privacy Policy is available at the Melco Club Service Points.
8. Where a Member exercises his/her right to erase any personal data, under the EU General Data Protection Regulation, and ICR fulfils such request, all information held on the Member will be deleted, the MC card will be deactivated, and any benefits and rewards achieved by that Member will be lost without the possibility to be retrieved. Data erasure requests may be denied and in such cases, the information on the Member’s account will not be erased due to legal and/or regulatory requirements. Members who cannot have their data deleted will remain Members of the MC without having the right to claim or accumulate or redeem points and/or benefits.
9. Members acknowledge that personal data collected for the purposes of MC may also be used to conduct checks and controls as required by any applicable law and to satisfy any legal requirements for document collection. In addition, ICR reserves the right from time to time to collect additional information and/or documentation as well as updating information and/or documentation previously collected.
10. Members may be able to collect points via their gaming activity while their gaming activity shall be recorded at any time and will be associated with their membership account number. Members in some cases may participate in promotions even if they don’t actively use or present their card and in some instances, collect points.
11. Membership is not open to persons under 21 years old or to legal entities or other groups or associations. Valid proof of identification must be provided, while a facial photo of the applicant must be taken upon registration for the purpose of identity verification and to avoid misuse of points.
12. Members will be issued with one MC card displaying the applicant’s name and membership account number. Occasionally the Members may receive a temporary card that will only display the membership account number. Members can replace this card with a new one at the Melco Club Service Point (at the casino) as soon as the registration is completed
13. Membership card is strictly personal. Members are not allowed to share their membership card with a third party. Accordingly, it may not be sold or loaned to someone else. Members have the option to link and share their point balance, provided both parties give their written consent.

14. Only one membership per person is allowed. Participation in the program is strictly personal and cannot be transferred or assigned to a third party. Rewards and other benefits can only be redeemed by the card owner.
15. ICR may request a Member to select a Personal Identification Number ("PIN") in a format specified by ICR. A PIN selected by a Member may only be used by that Member. The Member must not disclose his/her PIN to another person or Member for any purpose whatsoever.
16. ICR reserves the right to restrict a Member's ability to participate in any rewards, benefits or promotions by limiting eligibility to those Members issued with a PIN.
17. The rewards, benefits or promotions issued from time to time by MC or ICR to the Members cannot be transferred, replaced, extended, or otherwise changed or refunded, except if authorised in writing by a MC or ICR representative.
18. ICR reserves the right to implement a cashless solution for Members' participation in ICR's premises and/or services pursuant to which the Members shall be entitled to collect, receive and/or redeem MC benefits or any other promotion generated benefits. All rewards and/or benefits shall be credited to the Member's account within 48 hours unless otherwise stated in specific Terms and Conditions that may apply to any reward and/or benefit. Any redemption claim shall be automatically debited from the Member's account unless otherwise stated in specific Terms and Conditions that may apply to the said redemption claim.
19. Members must comply with the casino games rules and ICR regulations. Signs of fraudulent accumulation of rewards and/or benefits and/or failure to comply with casino games rules or ICR regulations will result in the suspension or termination of the MC membership.
20. Photo identification of valid documents such as passport, or identity cards may be required upon request for any redemption process, card replacement, PIN issuance as well as for any MC activities. ICR may from time to time require the Member to produce or update the photo identification.
21. ICR reserves the right to cancel at any time the MC programme without any liabilities, prior notice or assigning any reasons. In this event, all the rewards and/or benefits accumulated shall be automatically forfeited without further notice and the Members shall not be entitled to any compensation whatsoever.
22. ICR may terminate the membership if: Member breaches these Terms and Conditions or ICR regulations; attempts to obtain awards or benefits by providing false information or in any other improper or abusive way; or behaves unruly. Upon termination of membership, any rewards, benefits, or promotions shall be considered expired, and the former Members shall not be entitled to any compensation whatsoever.
23. Points are redeemed in a FIFO (first in first out) method. Under the FIFO method, point redemptions are tied to the earliest points earned by a Member that have not been redeemed. All points in an account that have not been redeemed within a period that is not less than 12 months shall be expired and removed. Expiration of points usually takes place at the end of the calendar year. The above period will be reviewed periodically at the sole discretion of ICR. Bonus points may have a different expiration period. If there is not at least one gaming record within the last 365 consecutive days in the Member's account, then all rewards and other benefits may also expire, however other special conditions may apply.
24. Gifts, the number of points required for each gift, as well as the number of points earned per value of bet are set by ICR which reserves the right to change and modify these numbers and the gifts themselves without the consent of the undersigned. ICR may set different point ratios per value of the bet at gaming machines and at table games, depending on the type of game, the position of the gaming machine, the minimum bet, or the time or day of participation. The same applies for table games. ICR also may set different amount of points to be won at gaming machines and table games per tier. New criteria may be added to already existing ones depending on the capabilities of the computerised system. ICR might exclude Members from collecting points, offers, benefits and promotions when those Members participate in special programs that have been agreed either with them individually or their representatives.
25. Gifts may, among others, be items, gift vouchers, tickets in other promotional programmes, Free Play, additional points, provisions, or services and other complimentaries. The point redemption ratio is determined on a case-by-case basis and is not directly or indirectly related to the value of the gifts. It is at the discretion of ICR to determine which gifts are available and when they can be redeemed as well as to set a maximum daily limit on the redemption of points per gift or tier, collectively or per Member. ICR has also the right to set a limit of points the Member should have collected in his/her account.
26. Criteria, provisions, privileges and services per tier and any changes thereto may be announced by MC or ICR in a printed or digital form and in advertising material. From time to time these are personalised and are communicated exclusively to the concerned party.
27. Some privileges and services are offered by third parties, who have entered contracts with ICR. ICR bears no responsibility in case the third-party refuses to offer the promised services and privileges and the Member shall not be entitled to any compensation whatsoever.

28. The Members can redeem their points and receive their gifts and services at ICR's casino premises and in some instances outside the casino premises at a place and time set by ICR or a third party. Redeemed points are subtracted from the total number of points collected up to the time of redemption. It may not be possible for redeemed points to be returned, if a Member changes his/her mind later. Faulty gifts, items may be exchanged within a dedicated time frame and the points used to redeem these will be debited to Member's point balance. Members might be required to demonstrate valid identification document and to sign a gift receipt document at the redemption point.
29. ICR shall have the absolute discretion to determine, change or amend the terms and conditions for upgrading, downgrading, and renewing the tier and/or the type of card issued to the Member without prior notice and/or assigning any reasons to the Members. Participants in the MC programme gain access and are admitted to the respective tier by the decision of ICR. Similarly, participants in the programme change tier in accordance with decision of ICR; prior notice to the Member is not required. The criteria for the categorisation/tiering of Members may include, without limitation, the number of visits of the client during a specific period or the number of points they have collected in a specific number of active gaming visits, or a combination thereof. All privileges and provisions, as well as the criteria for admission to each tier are determined exclusively by ICR, who reserves the right to change, alter or even revoke them, if it deems appropriate, without the consent of the Member.
30. If a Member meets the criteria for a tier upgrade, ICR may invite via MC's communication channels the Member to participate in a trial assessment period, or may even reject this upgrade without prior notice to the Member and/or explanation for the reasons behind this decision. Similarly, in the case of a downgrade of a Member, ICR may invite a Member to participate in a trial assessment period before it proceeds to the said downgrading.
31. In certain tiers or cases, the upgrade and downgrade procedure may be carried out automatically without a notice to the Member.
32. Apart from the above-mentioned general tiers, there may be other tiers or even sub-tiers of Members, which ICR may create or cancel, if it deems appropriate.
33. ICR at its sole discretion may create and deliver an "honorary members" card (or even use an existing membership club card from a specific tier) to a restricted number of Members to use that card as normal; however, they may also enjoy some additional privileges other than the actual related to their gaming activity and tier. While the type of card usually is associated with the tier benefits in this case the rule does not apply as the "honorary members" will not have access to all tier benefits related to their card, however they will be able to enjoy all benefits associated with their actual tier they belong to.
34. ICR shall not be liable for rewards and/or benefits which accumulate inaccurately as a result of a technical malfunction, operator fault, misrepresentation or any reason beyond the control of ICR. ICR is not responsible for any loss of points that were not collected during a game due to the incorrect use of the card, malfunction of the reader card or damage thereto or due to an interruption of the communication with the computerised system. It is the Member's responsibility to inform employees of ICR of any malfunction of the card reader or damage thereto that may result in the point collection card being denied.
35. The Member may initially only have one account in the computerised system, connected to a single Member's card. Upon request of the Member, providing the computerised system offers that capability the ICR may create more than one card connected to the same account for a limited number of Members. ICR reserves the right to cancel any additional card created.
36. The right on the collected points cannot be transferred or inherited.
37. Points are accumulated in an integer and not decimal form.
38. Some of the tiers might offer their respective Members the opportunity - but not the right - to enter (with the authorisation of the Management) the Platinum Club private gaming area along with a specific number of guests and to enjoy the privileges and services available in that room. Entrance to the Platinum Club private gaming area, is only permitted by prior permission or invitation of ICR; furthermore, entry in the private gaming area, constitutes an acceptance of the specific Terms and Conditions, as described herein. A Member's frequent entry in the " private gaming area does not constitute a right of entry to that area at will, since permission has to be granted prior to each entry from ICR. ICR reserves the right refuse entry to Platinum Club private gaming area, at its discretion, without explaining the reasons for that decision and any person who fails to comply with instructions from an ICR employee or person acting on behalf of ICR may be banned temporarily or permanently from entering into any of ICR's casino premises.
39. ICR may replace lost or stolen cards at its sole discretion. ICR reserves the right to charge a fee for replacement of membership cards in a form of points and/or monetary value.
40. The Card is the property of ICR and must be returned unconditionally and immediately upon request.
41. ICR has the right and is authorised by the Member to, at any time and at its sole discretion, terminate, change, or amend all or any of these Terms and Conditions. The Member's continued use of the MC card or participation in the MC loyalty program will constitute the Member's acceptance of the Terms and Conditions and any amendment thereof.

42. Any person who fails to comply with ICR's Rules (including without limitation the house rules), regulations or instructions may be banned temporarily or permanently from ICR's premises.
43. Nothing contained herein shall be interpreted as an obligation of ICR to make available any particular rewards, benefits or promotions.
44. The English version of these Terms and Conditions shall prevail whenever there is a discrepancy between the English and Greek versions.

B. Platinum Club Private Gaming Area

The Platinum Club private gaming area is part of the Integrated Casino Resorts Cyprus Limited in Limassol and consists of:

- A. Two (2) Reception areas
 - B. Gaming areas (High Value Slots area and main Tables Platinum Club private gaming area)
 - C. Two (2) Limited VVIP gaming areas (by invitation only)
 - D. A Cage
 - E. A Bar and Dining area
1. Entrance to the Platinum Club private gaming area is only allowed for specific tier Members of the MC, with the authorisation of the ICR. Non-Members and Members of other tiers of the MC programme may visit the private gaming area by invitation only; nevertheless, as soon as they enter the said area, they irrevocably accept the rules set out herein.
 2. Access to the limited access VVIP room of the Platinum Club private gaming area is allowed by invitation only or with a special permission of the ICR. Members who wish to play at a table in this room should submit a request to the ICR, who will decide, at their absolute discretion, whether to allow entrance or not. The tier to which the applicant belongs is irrelevant in this case. ICR reserves the right to deny access or even to cancel the participation of a Member in a game or a tournament and to ask any player to leave the table or room or area, without explaining the reason for this decision. A player who participated in a game that took place in a room of the private gaming area in the past, whether they had been invited in or not, does not acquire the right to enter the area, since each invitation or authorization is separate and valid for a limited period only.

C. Melco Club Tier Benefits - Discounts in City of Dreams Mediterranean's Outlets

1. The Melco Club Tier Benefits Discounts ("**Discounts**") are only applicable to Melco Club Members depending on their tier as reflected in the Melco Club Tier Benefit table.
2. Discounts are only applicable to services and/or goods provided and/or sold directly at certain outlets of the integrated casino resort, City of Dreams Mediterranean ("**COD**") by ICR Cyprus Resort Development Co Limited ("**ICRD**") ("**COD Services and/or Goods**") and are subject to availability, the applicable terms and conditions of sale and/or service and/or instructions and/or procedures of ICR Cyprus Resort Development Co Limited. Discounts shall not be applicable to COD Services and/or Goods that are on sale or offered at special price. Discounts cannot be combined with any other discount, special offer, complimentary items or services, promotions, split payments or point purchases.
3. The eligible Melco Club Member may be required to present their Melco Club Card together with a valid form of identification to claim their (tier benefit) Discounts at the COD outlets.
4. The Discount applies only to participating COD outlets.
5. The Melco Club reserves the right to set a minimum transaction threshold for discount percentage eligibility.
6. The Discount cannot be sold or transferred.
7. The Melco Club Member must have a valid Melco Club Card with an active status to qualify for the Discounts.
8. Members paying a COD Service and/or Good with cash, the Discount will be applied directly upon payment. Should a Member decide to charge the amount of a COD Service and/or Good to their Hotel room, then the Discount shall not apply, and the full price will be applied. Upon hotel checkout and depending on the gaming activity of the Member, ICR may offer complimentary or discounts to the overall amount that is payable for COD Services and/or Goods.
9. ICRD reserves the right to refuse the provision of its services if a Member does not comply with ICRD's terms and conditions, instructions, procedures and policies.
10. ICR reserves the right, at its sole discretion, to amend, suspend or terminate tier benefits in any way it deems appropriate. In addition to above right, ICR reserves the right, at its sole discretion, to suspend and/or terminate the tier benefits of any member breaching or not complying with these terms and conditions.

11. The maximum amount of a Discount shall not exceed €1,000.00 (one thousand euro) per single transaction. Any discount over and above the amount of €1,000.00 is subject to ICR's and/or ICRD's sole discretion and upon obtaining ICR's and/or ICRD's approval.
12. At any time and without prior notice, ICR may change the Discounts by withdrawing, limiting, modifying, or cancelling the Discounts that are applicable to the respective tiers.
13. Members who have incorrect or missing or outdated information in their Melco Club account. or are under an active Self Exclusion, or Time Out (RG programmes) may not be able to claim their Discounts at COD outlets.
14. Before claiming any Discount, the eligible Member should confirm the participating outlets with the Loyalty Host of the Melco Club.

D. Code of Conduct and Ethics of Platinum Club private gaming area:

1. Members who enter the Platinum Club private gaming area should behave in a civil manner and be respectful to the rest of the visitors and members at all times. They should refrain from raising their voice and any offensive or unruly behaviour, including use of inappropriate language, will not be tolerated. Members are prohibited from participating in the games that are held in the Platinum Club private gaming area, without obtaining the prior permission or invitation by the ICR.
2. All visitors and members are prohibited from entering the area under the influence of alcohol and/or drugs. Consumption of alcohol beverages should be responsible. ICR has the right to escort or refuse the service to intoxicated persons or persons that are deemed intoxicated.
3. In case of a dispute or if an argument arises between two visitors and/or members, they should avoid a confrontation and instead inform an employee of ICR who will try to resolve the dispute in a civil manner. The decision of ICR must be respected and accepted. The decision of ICR shall be final in the event of any dispute.
4. Provisions and services:
 - i. All visitors and members may have access to certain free of charge provisions and services but may from time to time be asked to pay for them.
 - ii. Members of this programme who use these services and provisions should not abuse them, but rather act in accordance with the guidelines of ICR.
 - iii. Honorary tier Members have limited access to the above-mentioned services and benefits.
 - iv. Honorary Members do not participate in the promotional activities and draws that are intended for the respective tiers that have the right to have access to the Platinum Club private gaming area.
5. All visitors and Members in the Platinum Club private gaming area must be discreet as to their presence in the area and keep all gaming activities strictly confidential.
6. Members should enter the area smartly dressed. ICR reserves the right to deny entrance to the area if the dress code is not followed.
7. ICR reserves the right to deny entrance and/or limit the Members and Visitors stay in the Platinum Club private gaming area in case that they do not comply with the Code of Conduct, and they also do not comply with any instructions and/or recommendations by the ICR.
8. ICR is the only competent authority to determine, based on the applicable Law and regulations, if the behaviour and appearance of Members and visitors is inappropriate and/or if it jeopardizes the proper functioning of the Platinum Club private gaming area and/or the safety of the staff and the other.
9. In case of a breach of any of the provisions of part C, ICR reserves the right to apply disciplinary measures such as:
 - A. Verbal warning; or
 - B. Temporary prohibition of entry to the Platinum Club private gaming area; or
 - C. Indefinite prohibition of entry to the Platinum Club private gaming area
10. ICR is not responsible for the loss of personal belongings due to theft or damage.
11. The operating hours of Platinum Club private gaming are strictly determined by the ICR and can be changed at any time without any notice.

12. All customers should game responsibly. Support line: 1422- Supervised by KENTHEA. For more information in relation to ICR Responsible Gaming Policy visit: <https://www.cityofdreamsmed.com.cy/en/play/responsible-gaming>