



# TERMS AND CONDITIONS

## COD Experiences Tier Benefit

### **A. DEFINITIONS**

The promoter is: **INTEGRATED CASINO RESORTS CYPRUS LIMITED** (“ICR” or “we” or “our”).

**You or Your:** means the member(s) of the Melco Club who will participate in this promotion.

### **B. THE PROMOTION**

The “COD Experiences Tier Benefit” is a tier benefit rewarding international, Silver and Gold Melco Club members without an assigned Host, Agent or Junket, with complimentary accommodation at City of Dreams Mediterranean and Aura Experience offers.

Any reference in these Terms and Conditions to dates or days means ‘Gaming Days’. A ‘Gaming Day’ is defined as the 24-hour period commencing at 06:00 of a calendar day and ending at 05:59 of the next calendar day.

- Duration of the promotion: 01/01/2026 to 31/12/2026
- Eligibility: International Silver & Gold Melco Club Members without an assigned Host, Agent or Junket.
- Location: City of Dreams Mediterranean
- Issuance channels: Melco Club App
- Reward:
  - Silver Members:
    - 2 complimentary nights at City of Dreams Mediterranean
    - €55 voucher for Aura restaurant.
  - Gold Members:
    - 3 complimentary nights at City of Dreams Mediterranean
    - €110 voucher for Aura restaurant.
- The eligible patrons will be notified by SMS and/or Push notification through the Melco Club App.
- Eligible members will receive the offers monthly, only from the Melco Club App.
- 1 coupon (reward) corresponds to 1 Night Stay.
- Eligible Patrons must call OBS at + 357 25088120 within 15 days of redeeming their coupon from the Melco Club app and book their stay, subject to availability.
- The booking of the complimentary stay is valid for up to 60 days after telephone communication.
- For Aura restaurant offer, the patron must show the offer’s QR code on the Melco Club App at the restaurant.
- Primary guests must be present during check-in and sharer/guests are required to register in the front office.
- Upon check in at City of Dreams Mediterranean you will be required to provide a credit card deposit (valid beyond the period of your intended stay). Reimbursement of the deposit will be on check out once all expenses, if any, are settled.
- Extras/incidentals are not included and must be arranged and settled separately at the reception of the hotel (Spa service, Room Service, transportation request, additional guest etc.)
- Requests for room type, room number, floor are not guaranteed.
- Early arrival or late departure may be arranged upon availability at an additional cost.
- Modification of the reservation can be done once (1) and subject to Casino room availability.
- Cancellation or amendments to a complimentary reservation must be received at least 3 business days prior the check-in date.
- No-Shows without prior notice handling:
  - No-shows will not be reinstated for another date.
  - Where a reservation is booked for multiple days and a no-show is observed, the reservation will be cancelled for the entire booking.
  - 1000 points will be deducted from patron point balance per each no-show booking.
    - Where a patron has less than 1000 points in the account, the available point balance will be deducted.
  - Future bookings and already issued entitlements, may be cancelled.
  - Exclusion from similar stay promotions for a period as decided by management.



- Unutilised nights from a shortened stay cannot be re-booked or transferred to different dates.
- ICR has the right to cancel/re-book the complimentary stay/booking if required.
- The Complimentary Stay may not be claimed by a third party on your behalf.
- The Complimentary Stay is valid only based on Room availability.
  
- By participating in this promotion, You agree to be bound by these Terms and Conditions.
- **ICR** reserves the right to refuse to award the prize to anyone in breach of these Terms and Conditions.
- For additional information or any assistance in relation to this promotion please contact ICR call centre at +35725088888.

### **C. ELIGIBILITY**

- The promotion is only available to **Melco Club members** except:
  - employees of ICR or its holding or subsidiary companies.
  - members who are banned or Self-Excluded or have signed a Time out or Setting limits form/application.
- **Special case Scenarios:**

There may be cases where a member, during the validity of this promotion, signs an application for Self-Exclusion, Time Out or Setting limits under the Responsible Gaming programme of ICR or is required to provide any documentation and/or information and sign the relevant form(s) and/or other documents in line with ICR's policies and procedures. Should this happen:

  - i. Members who applied for Self-Exclusion, Time Out or Setting limits before or during the period of the promotion are ineligible and therefore, they cannot participate in the promotion or claim any offer or prize.
  - ii. Members who are banned from Casino premises under an Exclusion Order before or during the period of the promotion are ineligible and therefore, they cannot participate in the promotion or claim any prize.
  - iii. Members who are required to provide any documentation and/or information and sign the relevant form(s) and/or other documents in line with ICR's policies and procedures can participate in the promotion and claim the offer or prize once the requested documentation and/or information is presented and/or signed (as the case may be) prior to the expiration of the promotion or the period for claiming or redeeming the offer or prize (if applicable).
  - iv. For members whose identification documentation has expired, valid identification documents must be provided to be able to redeem or claim the offer or prize.
- The offer can only be claimed by the member who is entitled to receive the relevant offer.
- In entering the promotion, You confirm that You are eligible to do so and eligible to claim the offer. ICR may require You to provide proof that You are eligible to enter the promotion, such as Your membership card.
- Promotional Non Negotiable Chips (PRNN) do not have an expiry date and can play up to 20 times the minimum of the table, not covering more than 20 numbers per spin in American Roulette games with any combination of playing activity. Opposite bets are not allowed (e.g., red/ black, high/ low). Side bets, bonus bets or progressive bets using PRNN can be accepted subject to management discretion.

### **D. LIMITATION OF LIABILITY**

- ICR does not accept any responsibility if You are not able to participate in the promotion or claim the offer or prize of this promotion for whatever reason.
- ICR will not accept any responsibility for prize certificates, vouchers, receipts or TITO tickets or other tickets that are lost, stolen or damaged (in any way).
- ICR will not be responsible for any SMS, notification, or offer or prize that will not be received or used for whatever reason including, for example, as a result of any equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind.



- ICR will not be responsible for any SMS, notification, or offer that has been sent but not used, or SMS not received due to Casino closure or alteration of operating hours or other reason that resulted in the Casino being unavailable.
- Insofar as is permitted by law, ICR will not in any circumstances be responsible or liable to compensate members or accept any liability for any loss, damage, personal injury or death occurring as a result of participating in this promotion or claiming the Free Play coupons or winnings or prize or using (in any way) the Free Play coupons, or winnings, or prize except where it is caused by the negligence of ICR. Your statutory rights are not affected.

## **E. DATA PROTECTION AND PUBLICITY**

- ICR will only process your personal information as set out in our Privacy Notice. A copy of our Privacy Notice is available at our Melco Club Counter and on our website (<https://www.cypruscasinos.com/en/privacy>).
- ICR will record and/or take photographs of the promotional event and/or game and the winners participating in the said event and/or game.
- ICR will use the recordings and images captured for transparency and validity purposes, as well as branding purposes regarding the promotion of ICR's business in print and digital media formats, subject to the winners' explicit written consent.

## **F. GENERAL**

- If there is any reason to believe that You have breached any of these Terms and Conditions, ICR, at its sole discretion, reserves the right to exclude You from participating in this promotion.
- ICR reserves the right to terminate, cancel or amend this promotion without prior notice. In all cases, ICR's decision is final.
- These Terms and Conditions shall be governed by the laws of the Republic of Cyprus, and both ICR and You hereby agree to submit to the exclusive jurisdiction of the courts of the Republic of Cyprus.
- If You request to stop receiving any further communication from ICR, this will be applicable within 3 business days from the date of Your request.
- If the winner wishes to exchange the prize for Free Play, then the winner must submit such request to ICR. ICR reserves the absolute right to refuse the winner's request to exchange the prize or set terms and conditions on the use of the Free Play. If the winner's request is approved in writing by the senior management of ICR, then the winner can exchange the prize for the Free Play determined by ICR according to any terms and conditions set by ICR for the use of the said Free Play. ICR reserves the absolute right to determine the amount of the Free Play which may be less than the retail price of the prize.
- If a person has a permanent disability or temporary impairment and is unable to walk up to the stage, then that person will have the right to participate in the game from the dining area near the stage (Centre Stage). In such a case, abovementioned person will have right to either request the use of a microphone for game participation, and/or nominate a representative to appear on stage on behalf of the said person.