

Grand Portage Players Club



Terms & Conditions

1. Members use of the Grand Portage Players Club card indicates acceptance of these terms and conditions.
2. Membership in the Grand Portage Players Club is free.
3. All individuals must be 18 years of age or older.
4. One member per account.
5. Points will be added to a member's Grand Portage Players Club account that represents value earned for qualified, tracked video gaming.
6. All point accumulations shall be subject to review and verification.
7. Management may request to see valid photo identification at any time when the Grand Portage Players Club card is in use.
8. Only the account holder whose name appears on the Grand Portage Players Club card may make transactions and account inquiries.
9. Account information is only available to the account holder when they make the request in person with a valid photo identification and their Grand Portage Players Club card.
10. Grand Portage Players Club cards, points, and awards are non-transferable.
11. Grand Portage Players Club is a one card system. Multiple cards cannot be issued to members.
12. Members may not distribute, loan, sell or in any way allow another person to use their Grand Portage Players Club card or benefits.
13. It is the member's responsibility to properly insert the card when playing.
14. Grand Portage Lodge & Casino is not responsible for untracked play due to player negligence or improper insertion of the Grand Portage Players Club card.
15. Insert your card at the beginning of play at the video gaming device terminal for proper credit.
16. Present your card at the beginning of play at Bingo for proper credit.
17. Management reserves the right to confiscate cards from members who fail to follow these rules or have been barred from casino play by Grand Portage Tribal Gaming and all accumulated value on the account may be forfeited.
18. Rules of specific promotions and point redemption programs vary (see the Grand Portage Players Club booth for details).
19. Members may be required to present their card for entry into casino entertainment venues.
20. All points in an account will expire and shall be deleted from the system if no activity has occurred on that account for a period of eighteen months. Notification will be sent thirty days prior to any action taken via mail or email to the address listed on the account.
21. Management reserves the right at any time to change or revise policies, and/or benefits. Grand Portage Lodge & Casino shall provide thirty days advance notice of changes to point values and point redemption requirements.
22. In the event of a dispute, the decision of Grand Portage Lodge & Casino management is final.
23. Any member dissatisfied with a decision/ruling may submit their complaint in the form of a written petition for relief to the Grand Portage Gaming Commission within thirty days of the disputed decision/ruling.
24. It is the member's responsibility to report changes in address to the Grand Portage Players Club.
25. If you do not wish to be contacted or receive offers via mail, e-mail, or phone you must notify a Grand Portage Players Club representative at the Grand Portage Players Club booth.
26. Any information obtained from you will be maintained consistent with the Grand Portage Lodge & Casino privacy policy.