

Digital Loyalty Card January 2026 Terms & Conditions

Promoter

Genting Casinos UK Ltd. Registered in England 01519689. Address: Star City, Watson Road, Birmingham B7 5SA. Genting Casinos UK Limited are licensed and regulated by the UK Gambling Commission.

All entries and redemption are subject to the following terms and conditions – please read the following carefully.

Terms and Conditions of Entry

1. Promotion starts Thursday 1st January 2025 at 06:00
2. Promotion ends Saturday 31st January 2025 at 23:59
3. Participants are deemed to have accepted and agreed to be bound by these terms and conditions upon entry.
4. This promotion is open to all customers aged 18 years or over except employees of Genting Casinos Ltd, their families, agents, agencies, and anyone else professionally connected with this promotion who are all precluded from promotion.

How to Enter

5. To enter this promotion, you must be over the age of 18. Genting operates a Challenge 25 policy, so please ensure that you bring your photographic ID with you.
6. Entrants must be a My Genting member and must be signed up to email marketing to participate, with a valid email address.
7. Entrants will be given a stamp on every visit on the email communication when actively visiting the casino during the promotional period.
8. Customers must log each visit by presenting their My Genting card to a member of the reception team on entry each day they visit the Casino. If the member does not use their card, the visit will not be counted towards the promotion. It is the participating customers' responsibility to ensure each visit is registered.
9. Only the first visit each gaming day will qualify for a stamp/s
10. A casino gaming day is 06:00- 05:59 the following day. Individual casino opening/closing times will vary and can be found at <https://www.gentingcasinos.co.uk/>.
11. Rewards are redeemable a day after the 1st, 3rd, 5th, 10th and 15th visit by 12pm via the kiosk. Once redeemed take your ticket to Cash Desk to collect your reward.
12. You must complete all visits stated in a promotional month to earn your visit rewards. (Please see below for the breakdown).
13. If your scheme changes during the promotional month this may change the offer you receive for the completed visit, see all offers for the different schemes below.
14. You must be opted into marketing emails for your visits to be tracked on the stamp card, if you opt out of marketing emails your visits will not be tracked, if you opt back into marketing emails your visits will continue to be tracked again.
15. The promoter's decision is final in all matters relating to this promotion.

16. Stamp Cards

Red

- A day after the 1st visit the player will receive £5 in My Genting points
- A day after the 3rd visit the player will receive £5 in My Genting points
- A day after the 5th visit the player will receive £5 in My Genting points
- A day after the 10th visit the player will receive £10 in My Genting points
- A day after the 15th visit the player will receive £10 in My Genting Points points

Bronze

- A day after the 1st visit the player will receive £5 in My Genting points
- A day after the 3rd visit the player will receive £10 in My Genting points
- A day after the 5th visit the player will receive £10 in My Genting points
- A day after the 10th visit the player will receive £10 Match Play

- A day after the 15th visit the player will receive £20 Match Play

Silver

- A day after the 1st visit the player will receive £5 in My Genting points
- A day after the 3rd visit the player will receive £10 in My Genting points
- A day after the 5th visit the player will receive £10 in My Genting points
- A day after the 10th visit the player will receive £10 Match Play
- A day after the 15th visit the player will receive £20 Match Play

Gold

- A day after the 1st visit the player will receive £10 in My Genting points
- A day after the 3rd visit the player will receive a £10 in My Genting points
- A day after the 5th visit the player will receive £10 in My Genting points
- A day after the 10th visit the player will receive £20 Match Play
- A day after the 15th visit the player will receive £25 Match Play

Diamond

- A day after the 1st visit the player will receive £10 in My Genting points
- A day after the 3rd visit the player will receive £15 in My Genting points
- A day after the 5th visit the player will receive £20 in My Genting points
- A day after the 10th visit the player will receive £20 Match Play
- A day after the 15th visit the player will receive £25 Match Play

Platinum

- A day after the 1st visit the player will receive £20 in My Genting points
- A day after the 3rd visit the player will receive a £20 Match Play
- A day after the 5th visit the player will receive a £20 Match Play
- A day after the 10th visit the player will receive £25 Match Play
- A day after the 15th visit the player will receive £25 Match Play

Reward terms and conditions

17. No cash alternatives available.
18. The Promoters reserve the right to change or substitute a prize/reward if they reasonably deem it necessary.
19. All free plays and match plays must be redeemed by 31/03/2025.
20. Free play / match play cannot be used as progressive wagers.
21. All Match play - Take kiosk ticket to cash desk to redeem, you are required to stake an amount equivalent to the Matchplay and the Casino match's stake. You are required to stake all promotional funds before being able to cash out
22. All Free play - Take kiosk ticket to cash desk to redeem. You are required to stake all promotional funds before being able to cash out.
 - a. Full Free/Match play terms can be found here <https://www.gentingcasinos.co.uk/free-play-terms-and-conditions/>

General Terms

23. The Promoters reserve the right to:

- a. Refuse to accept any entry if a ticket/stamp card appears to be defective, tampered with, misprinted, damaged, defaced, forged, or reconstructed.
 - b. Void any entries (and any prize if necessary) in the event of non-member entry, entrant misconduct, fraud, or breach of these terms.
 - c. Amend, alter, or terminate this promotion or any specific entries in the event of circumstances beyond its reasonable control; or
 - d. Terminate any entry (including winning entries) where entrants are subject to any barring, suspension, or self-exclusion.
24. The Promoters accept no responsibility or liability for:
- e. Incomplete entry forms; nor
 - f. Any liability or responsibility otherwise arising from this promotion.

Your data:

25. All data provided will be processed in accordance with the Promoter Privacy policy that is available at Reception and <https://www.gentingcasinos.co.uk/privacy-policy/>
26. You may withdraw consent to your information being made available or request that less information be made available by speaking with a member of the Management Team, nevertheless the information will be shared with Government Agencies if required.

Governing Law and Jurisdiction

27. This promotion and any dispute in connection with it shall be governed by the laws of England and the courts of England shall have exclusive jurisdiction in relation to any disputes.

Responsible Gambling

Genting Casinos recognises that a small proportion of its Patrons may experience problems as a result of their gambling. Genting Casinos are committed to a policy of promoting a responsible attitude to gambling and provides free literature within its casinos for the information and benefit of all. Genting Casinos will ensure that its management and staff are aware of this issue so that they may assist wherever possible. Genting Casinos operate SENSE (Self-Enrolment National Self-Exclusion) scheme so if you would like to discuss your gambling, please speak to a member of the management team.