

Frequently Asked Questions

Q. How do I become a member of the Woodland Rewards Club?

A. It is very easy! Just present a valid photo ID to one of our Guest Service Representatives.

Q. How do I earn points?

A. Simply insert your card into any slot machine, present it to one of the dealers at any table game or to the cashier at Bingo. All play is tracked by use of your card.

Q. What is the value of the points?

A. 333 points equals \$5 Free2Play
400 points equals \$5 redemption value
400 points equals \$5 cash value (available to Maple Elite only)

Q. Can I redeem my club points and what can I use my points for?

A. Yes, your points are yours to use as you please. You can redeem your points for food, beverages, hotel stays, or merchandise. Simply present your Club card to the outlet of your choice. If you would like to redeem your points for Free2Play, you can do that directly from your machine, or cash at the cash booth (cash option only available to Maple Elite card holders).

Q. Can someone else redeem my points?

A. No. For redemption purposes, you must present your Club card and a valid ID when redeeming points.

Q. Can I get special offers from the club and does each tier level have different benefits?

A. Yes, but it depends on your profile. All levels have great benefits. Some of them are exclusive to a particular tier. See benefits chart for specifics.

Q. Do my points ever expire?

A. Yes. Points expire after 18 months of being earned.

Q. How many tiers does the club have?

A. Our Club is comprised of five tiers and is based on earned base points for the previous year.

Pine = 0-399 base points earned within a year

Oak = 400 base points earned within a year

Birch = 4,000 base points earned within a year

Maple = 20,000 base points earned within a year

Elite = 49,000 base points earned within a year

Periods of re-evaluation are daily.

Veterans will receive a personalized Veterans Players Card.

Q. Free2Play does not download to game.

A. Stay at your machine and press SERVICE button for a slot machine attendant.

Q. Want more info?

A. Please visit Guest Services for all of your questions about the Menominee Casino Resort Tiered Club.

* Must be 21 years of age to become a Woodland Reward player member

** Must be 18 years of age to become a Woodland Reward Bingo player member

Visit Guest Services for complete rules.

Guest must enroll as a Woodland Club member and activate PIN at Guest Services to earn Free2Play. Club member must be playing at a slot machine with their card in the machine to earn Free2Play. Membership is free. Menominee Casino Resort reserves all rights to change or alter any offer or promotion at any time without notice. Downloaded Free2Play cannot be converted into cash and will expire after 30 days. Must be wagered or abandoned. Menominee Casino Resort is not responsible for abandoned credits.

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Menominee Casino Resort And Thunderbird Woodland Rewards Club



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How VIP do you want to be?

Being a Woodland Rewards Club Member at Menominee Casino Resort is the most rewarding gaming, dining and entertainment experience in the northwoods. As a Club Member, you can use your Club card to earn points for Menominee Casino Resort dining, accommodations, exciting gaming, and merchandise. First-time members begin with the Pine level Club Card, and move up to the Oak, Birch, Maple, and finally the Maple Elite level. As you ascend the membership tiers, the rewards and benefits increase.

Insert your Club Card in the machine when you play our slots and earn valuable points. When you play table games, show the dealer your Club Card. When you play bingo, show the cashier your Club Card. Your Club Card points are just like cash at Menominee Casino Resort! Points can be used for Free2Play, to make purchases at the Five Clan Gift Shop, Thunderbird Complex, Hotel or Forest Island Restaurant. These are just a few of the ways you can use your points.

Menominee Casino Resort is grateful for the service and sacrifice of our United States armed forces.

To show our appreciation, we have created a special card for all veterans and active duty military members. Your veterans card entitles you to additional benefits.



\$20 F2P Valid on select dates:

- **Armed Forces Day** 3rd Saturday in May
- **Memorial Day** Last Monday in May
- **Independence Day** July 4
- **Veterans Day** November 11
(FREE meal on Veterans Day)

Your veteran card entitles you to extra tiered discounts.

Benefits

Gift Shop Discount
excludes tobacco, alcohol, minimum \$5 purchase

Food Discount

Hotel Discount

VETERAN

5% extra

5% extra

25% off rack rate

Woodland Rewards Club BENEFITS

	BASE POINTS EARNED				
	ELITE	MAPLE	BIRCH	OAK	PINE
Customized Benefits <i>(Arranged with Host such as spa, golf, and gas cards)</i>	●	●	●	●	●
Priority Hotel Check-in via Host	●	●	●	●	●
Annual Tier Gift	●	●	●	●	●
Hotel Suite Upgrade*	●	●	●	●	●
Off-Site Event Tickets	●	●	●	●	●
MCR Event Tickets & Preferred Seating	●	●	●	●	●
Cash Back for Points	●	●	●	●	●
Free Drinks	●	●	●	●	●
Personal Host	●	●	●	●	●
Reserved Parking	●	●	●	●	●
Exclusive Birthday Gift	●	●	●	●	●
Complimentary Offers** <i>Food, Drinks, Hotel (based on play)</i>	●	●	●	●	●
Check Cashing / Credit Card Fees Waived	●	●	●	●	●
Gift Shop Discount <i>excludes tobacco, alcohol, minimum \$5 purchase</i>	35%	25%	15%	10%	10%
Food Discount	35%	25%	15%	10%	10%
Hotel Discount <i>(based on play)</i>	35%	25%	15%	10%	10%
Invitations to Exclusive VIP Events	●	●	●	●	●
Redeem Points for Free2Play	●	●	●	●	●
Redeem Points for MCR Outlet Purchases	●	●	●	●	●

*Subject to availability

**Based on play