



FREQUENTLY ASKED QUESTIONS

1. How do I obtain a card?

To obtain the WM Club card, you must present your identity card or valid passport and complete the registration form with your details. Ask for the form at our WM Club customer service desk.

2. Why is it important to have a card?

They are safe and eliminate the need to carry bills and large amounts of coins. They keep the game clean and prevent dirt on your hands. They can be used on all our slot machines. They provide additional protection to WM Club members through a PIN code (personal identity number).

3. How do points accumulate?

Points accumulate with every purchase at the hotel, associated restaurants and bars, bets made at the casino's slot machines or tables and the purchase of tickets at the night club. These points will allow you to access the different benefits of the Club according to your category.

A) In the hotel, night club, restaurants and bars for every \$100 (One hundred pesos) of purchase, the system will automatically generate one (1) point in your account, if you have presented your personalized card and identity card or valid passport at the time of requesting your bill. You will accumulate points only for the amounts paid (cash, credit cards or other means of payment).

B) For every \$ 1,000. - (thousand pesos) bet in the slot machines, the system will automatically generate (1) point in your account, if you have inserted your personalized card and it has been read correctly by the system. Points will accumulate on all casino slot machines, except for those slot machines that expressly indicate that they do not accumulate points.

C) At the gaming tables, you must present your card to the dealer so that the respective personnel can carry out the manual, visual and not necessarily continuous tracking of your game. For every \$ 3,000. - (Three thousand pesos) of average bet, considering the average hand of the games and the time that you remain playing, a (1) point will be generated. It is understood as an average bet, the average of all bets that you make during a certain time at the gaming table. It will be considered as playing time, from the moment you present your card to the dealer until the moment you stop betting, you leave the table or the game stops. It is your responsibility to present your card at gaming tables and request that the corresponding points be registered. The accumulation of points is not possible without the presentation of your card.

4. How are points redeemed?

Points may be exchanged for the options offered by the Club. The points are valid for 3 months from the date of obtaining them. After this period ends, these points expire and are deactivated from your account.

They can be exchanged for:

- Credits to play on the slot machines
- Merchandising products
- Consumption in our restaurants, bar and hotel.

The exchange of points does not alter your membership category.

5. How can I upgrade categories?

Simply by using your WM Club membership card.

6. How long will my category last?

The category has a validity of 12 months from the date you obtained it.

7. Do the points expire?

Yes, the points have a validity of 12 months from the date they were obtained and added to your account. If you wish to use the points in our associated businesses, the points must be redeemed within 3 months of obtaining them. If you do not redeem them they will stay accumulated in your account for the remaining time, however you can use these points for upgrading membership levels.

8. Do I lose my category when I redeem my points?

No, since the points obtained last a year, from the day you got them. The Points shown on the slot machines are the points you have to redeem.