

Sky River Rewards

Frequently Asked Questions

Q: What is Sky River Rewards?

A: Sky River Rewards is the rewards program for Sky River Casino.

Q: Why should I sign up for Sky River Rewards before Sky River Casino is open?

A: Here's your chance to be one of the first to join Sky River Rewards! By joining before we open, you can avoid lines and delays on your first visit to Sky River Casino. Becoming a Sky River Rewards member now, allows you to head directly to your favorite game or restaurant on your first visit – no need to stop at a kiosk or wait for a printed card.

Q: Why can't I use a tribal ID or military ID to enroll in Sky River Rewards before Sky River Casino opens?

A: There are unique rules and restrictions for these types of identification. To ensure we are following the appropriate laws and procedures for these specific ID types, we can't process them for Sky River Rewards enrollment prior to Sky River Casino being open. Once Sky River Casino is open, we can gladly assist those with these ID types with their Sky River Rewards enrollment.

Q: The sign up now button isn't working. What do I do?

A: Enrolling in Sky River Rewards online requires a computer, tablet or phone with a camera. If your device does not have a camera, please switch to one that does. If it does have a camera but the button still isn't working, please refer to the question below.

Q: The sign up button isn't working but my computer, tablet or phone has a camera. Is there something I can do?

A: You will need to enable the camera on your device in order to continue the enrollment process. Below are some common ways to activate your camera based on the phone type or internet browser.

- iPhone: Go to Settings → Safari → Camera → Select Ask or Allow
- Android: Go to Settings → Safari → Camera → Under Camera and Microphone, Select Ask or Allow
- Chrome: At the top right click the three dots → Settings → Privacy and security → Site Settings → Camera or Microphone → press the delete button next to the website
- Firefox: Click the hamburger menu button (three lines stacked on top of each other) → Settings → Privacy and Security → In the permissions section find our website and change to allow

- Safari Desktop: Preferences → Preferences → Websites → To apply the updated setting, first select the setting → choose the option you want from the pop-up menu next to the website

Q: When will I receive the \$20 in Free Play?

A: Your Free Play will be loaded directly to your Sky River Rewards account to use on your first visit. To activate your Free Play, visit any slot machine and place a bet. It is then available for you to download and play on your favorite game!

Q: When does my \$20 in Free Play expire?

A: The \$20 Free Play will expire 24 hours after activation.

Q: Will you be tier matching?

A: Yes, we will be offering tier match. If you are currently at the top tier from another casino, we will enroll you into Sky River Rewards at our Sky Level. Information will be provided on how to show another casino player's card to be upgraded in the coming weeks. There is no action for you to take at the time of sign up for tier match.

Q: What can I use my Sky River Rewards card for?

A: Your Sky River Rewards card is your key to receiving points for all your activities when you visit Sky River Casino. You'll want to use it every time you play slots, tables and dine at one of our 15 restaurants. Once you are ready, you can then redeem those points for Free Play or dining credits.

Q: If I don't need a printed card, how do I earn or redeem points?

A: Sky River Rewards will be one of the most hi-tech rewards programs in the Sacramento area. One of the unique features will include the ability to play slots and tables without a printed card. More information will be sent out in the coming weeks to all Sky River Rewards members.

Q: Is my information and this website secure?

A: Yes it is! Sky River Rewards uses end to end, bank-level encryption through a secured site to store your information safely in our database. The lock icon and "https" in the address bar above ensures the security of your information.