



Frequently Asked Questions

What is *Star Player Rewards*?

Our new MEC *Star Player Rewards* program allows you to earn points the more you visit, bet and eat. The more points you earn, the more you can redeem for discounts and special offers.

What is the difference between *Star Player Rewards* and the old *Star Player* program?

The old *Star Player* program offered only discounted admission and occasional monthly offers via mail, where everyone received the same offer. The new *Star Player Rewards* program allows you to continue to receive your admission discount, but it also allows you to select the program benefits you want, whether it's a free program or a free mutual voucher. Plus, we'll continue to send emails with special offers and benefits, just for *Star Player Rewards* members.

I'm already a *Star Player*. Will my current *Star Player* card still work? Do I have to sign up again for the new MEC *Star Player Rewards* program?

Your current *Star Player* card will work to provide discounted admission until our new program is introduced on Monday, January 16. However, once the new program is running, your old card will no longer be valid, so it is important that you sign up to continue to receive your discounts and to start earning points.

Can anyone be a member?

Membership is open to any U.S. resident age 21 or older, as long as they or an immediate family member are not employed by Lone Star Park. Additionally, membership is limited to one per person.

How do I become a member of MEC *Star Player Rewards*?

It's easier than ever to join our MEC *Star Player Rewards* program!

Step 1. Complete an application, available online at lonestarpark.com (under "About Us" on the left-hand column) or visit Lone Star Park to ask for one on your next visit. Plus, if you complete your application online and use it to enroll, you will receive 1,000 bonus points.

Step 2. Appear in person, with your completed application and Driver's License or State-issued photo identification, at the Pavilion Gift Shop.

Step 3. We'll give you your card and you can begin to earn points immediately! (note to current *Star Players*: you will also continue to receive your discounted \$1 general admission even after you join the new program)

How do I earn points?

After you join MEC *Star Player Rewards*, you earn points for each day you visit, with every wager you place on qualified races, and with each item purchased in select concession stands, dining rooms or gift shops.

How do I know how many points I have earned?

You may check your points at any of our five (5) conveniently-located kiosks, which can be found in our Post Time Pavilion or Grandstand.

When are points credited to my membership and when are they available for redemption?

Memberships are updated at the end of each day. Points are credited and available for redemption the day *after* your wagers/food & beverage purchases, etc.

Can I give my points to someone else?

Each member may only collect points on his/her membership account and may not apply points to other member cards. Cards, points and benefits are non-transferable.

How do I use my card with a Self-Service wagering machine?

Once you have inserted your vouchers, winning tickets or cash into the machine, simply swipe your card along the magnetic stripe reader on the terminal. Your *Star Player Rewards* account number (located on the back of your card under the bar code) will appear on the screen. Then, simply print your tickets. Remember to swipe your card after starting each new transaction.

How do I know if the Tote machine read my card correctly?

If your card has been properly inserted, your membership number will print on your ticket just below the total amount you have wagered. (Notice: Lil' Bettor account users must update their Lil' Bettor account with their new *Star Player Rewards* number before activity will be registered and points can be awarded.)

Will using my card slow down my wagering process?

No. It only takes seconds for you or a mutuel teller to insert your card to record your wagers.

What if I lose my card?

Lost or worn cards may be replaced at our Pavilion Gift Shop. Please bring your valid Driver's License with you to process a replacement card. You may receive one lost card replacement free of charge. Subsequent lost cards will be replaced for a fee or points. Worn cards will always be replaced free of charge.

Is my membership and activity confidential?

Information pertaining to your membership is kept confidential and will never be sold or provided to a third-party. For complete details, please refer to our privacy policy.

