

## Guest FAQ:

### What is myPechanga?

- ▶ myPechanga is the official mobile app for Pechanga Resort Casino. It provides guests with an up-to-date, tailored view of their exclusive offers, including free or discounted hotel stays, EasyPlay, EasyDine, gift offers, and invitations to events such as gift giveaways, shows, and tournaments. The app also features convenient services like booking hotel stays, viewing room rates, contactless mobile check-in, Digital Room Key access, and customizable push notifications for updates and promotions, making your stay at Pechanga effortless and enjoyable.

### How do I download the myPechanga app?

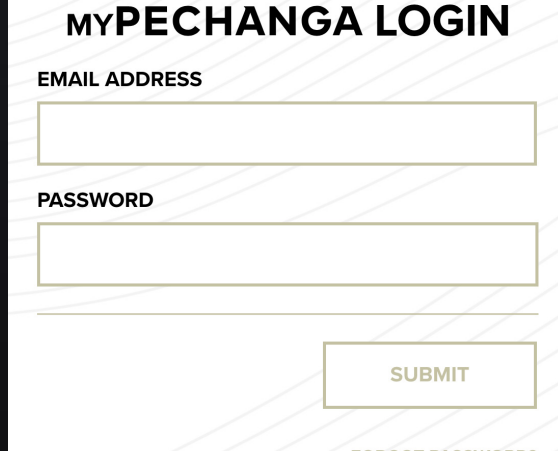
- ▶ Visit the App Store<sup>®</sup>, or Google Play<sup>™</sup> store and search for “myPechanga” Visit [www.pechanga.com/mypechanga](http://www.pechanga.com/mypechanga) for more information

### What do I do once I have downloaded the myPechanga app?

- ▶ You will be prompted with a screen to create an account the first time you open the app. Follow the steps to set-up your account.

### What information is required to create an account?

- ▶ Account Number: You'll need your Club account #, pin # and birthdate to link your account to myPechanga.
- ▶ Password Requirements: 8 characters, 1 number, 1 special character (\$, #, etc.)



#### What happens if I can't remember my password?

You can click on the “forgot password” link, to receive an email to reset your password.

*NOTE: If you enter your password incorrectly more than five (5) times, your account will be locked. If your account becomes locked, please visit The Club to unlock your account.*

### What happens if I can't remember my pin?

- ▶ If you've forgotten your pin, you will need to choose a new pin by visiting The Club next time you visit Pechanga.

### How do I unlink my Club account from my myPechanga app account?

- ▶ You can unlink your account by visiting The Club. The Club will assist with changing your pin. You can then link your app profile to a different account.

### What if I need to update my personal contact information in the app?

- ▶ To update your contact info in the app, please click on the profile icon in the upper right corner. Here, you can update your password, and email address. Note: this does not affect your personal contact information on your Club card.

### Can I purchase a hotel room through the app?

- ▶ You can redeem Stay offer(s) using the app. A valid credit card is required to be on-file when booking as well as to be presented at check-in. The room will be held and paid for at check-in. Final room type will be based on availability at check-in. If you wish to book a room without an offer, please visit [Pechanga.com/stay](http://Pechanga.com/stay).

### I'm having difficulty booking my hotel room.

- ▶ When booking a hotel room, it may take a moment to save and process the reservation. For further issues, please email [comments@pechanga.com](mailto:comments@pechanga.com).



#### When does my app balance get updated?

Live account balances (EasyPlay, EasyDine, Club Dollars) can be shown by swiping down on the main screen to update. Balances are valid as of the shown date & time, as shown in the image to the left.

### Why is my credit card being required to book a room?

- ▶ Effective July 2021, a valid credit card is required at time of booking and check-in. This change is effective in both the myPechanga app and Hotel Reservations.

### Why are all my promos not showing in the app?

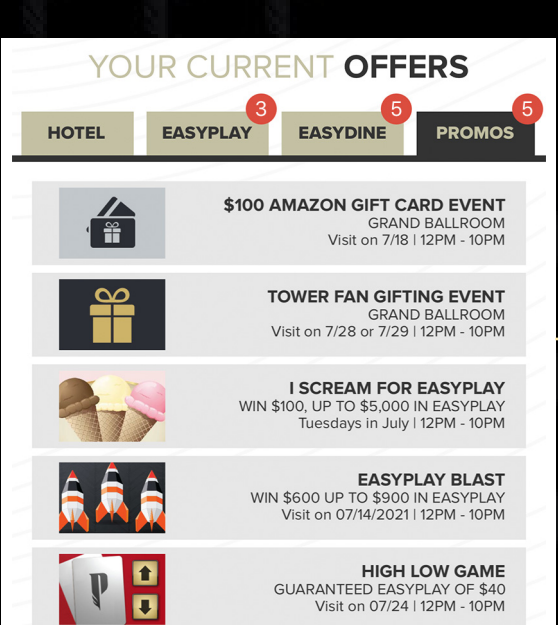
- ▶ Offers will appear in the app when available. Not all guests will qualify for each promotion. All of our comps and rewards are based on rate of play. Visit or call The Club if you have further questions. The Club may be reached at 951.770.2508.

### How do I redeem my offers and exclusive invitations?

- ▶ Depending on the offer, redemption information may be found by tapping the offer card and viewing specified promotion date and time. **Invitations are non-transferable and intended for addressee only.** Visit or call The Club if you have further questions. The Club may be reached at 951.770.2508.

### How do I get more information on the promos in my app?

- ▶ Tap the offer card to view more information on each promotion or offer. Visit or call The Club if you have further questions. The Club may be reached at 951.770.2508.



#### How do I qualify for promotions?

All of our comps and rewards are based on rate of play. Visit or call The Club if you have further questions. The Club may be reached at 951.770.2508.

## Mobile Check In

### How do I use mobile check-in?

- ▶ If you have push notifications enabled for myPechanga, you will receive a notification to check in on the day and time of your reservation. To check in, open the app and tap the 'Stay' button, then tap the 'Check In' button.

### I have used mobile check-in, but it says my room is being prepared. What should I do?

- ▶ When your room is ready, you will receive a text message to the phone number we have on file with instructions on how to proceed.

### I have a reservation for today but I don't see it in myPechanga. What should I do?

- ▶ In order for the app to know what reservations you have, your myPechanga account must be linked to your Club account. If your accounts are not linked, you should see a gold button on the “Offers” tab that will assist you in either creating an account, verifying your email address from the sign-up process, or linking your account. Tap this button, and follow the instructions to complete the linking process.

## Digital Room Key

### What can I do with my Digital Room Key?

- ▶ Your Digital Room Key can be used in the elevators to give you access to your room's floor, as well as to unlock your room's door lock.

### What are the benefits of using digital room keys?

- ▶ There are many benefits to using Digital Room Key, including:
  - **Convenience:** Digital Room Key is more convenient than physical key cards because you can access your room with your smartphone.
  - **Security:** Digital Room Key is just as secure as physical key cards. What's more, you're a lot less likely to lose your phone than a plastic key card. Digital Room Key can be disabled and reissued.
  - **Sustainability:** Digital Room Key helps to reduce the amount of paper and plastic waste generated by hotels.

### Can I still use a key card?

- ▶ Yes! If you would also like a key card, please visit the Front Desk to request one for your stay.

### How does Digital Room Key work?

- ▶ Digital room keys are a convenient way to access your hotel room without having to worry about carrying around a physical key card. When you tap the key button, your mobile device emits a secure Bluetooth signal encoded for your specific room to tell the locking mechanism to unlock.

### What if there are multiple guests per room?

- ▶ myPechanga currently supports Digital Room Keys for the registered guest on file for the room. Additional guests who would like access to the room will need to visit the Front Desk with the registered guest on file for a key card.

### What if I've booked more than one room?

- ▶ Provided you haven't opted out of using the Digital Room Key, you will have access to use it with any rooms you are checked into during your stay.

### What if my phone runs out of battery?

- ▶ If your phone runs out of battery, you will still be able to access your room. Please visit the Front Desk for a key card.

### What if my device is lost or stolen?

- ▶ If you lose access to your device, please visit the Front Desk so the existing Digital Room Key can be disabled. We also strongly advise you to ensure your device is secured with a passcode or biometric security feature.

### What if I decide to stay longer?

- ▶ Digital Room Key will function for the duration of your stay until the check-out time on file. If you plan to stay longer, please inform the Front Desk as your Digital Room Key will not work past the check-out time on file.

### What if I'm having trouble using Digital Room Key?

- ▶ If you're having trouble, please call us at 951.770.5100 for assistance.

## Push Notifications

### How do I manage which push notifications I receive?

- ▶ You will see “Notification Preferences” under the “My Account” page. Here you can control which notification types to receive. This includes options for Featured Promotions, Stay Updates, and General Information. Certain essential notifications for security and account management will always be sent.