

Social Media User Guidelines:

Coeur d'Alene Casino Resort Hotel properties, [Facebook](#), X (formerly known as Twitter), Tiktok, Instagram, [LinkedIn](#), [Google+](#), and [YouTube](#), are public, which means that anyone can see your posts to our social channels, and your posts may even show up in search engine results like on Google, Yahoo!, or Bing.

While we encourage open discussion, we may occasionally remove posts that don't fit our community guidelines. Please remember, though, that this forum contains the opinions and views of other users. Although we are moderating our channels to help ensure that users' posts comply with these Guidelines, we cannot be responsible for the accuracy or reliability of any comments or materials posted by users.

For the benefit of lively discussion, we ask that comments remain on topic. This means comments should relate to the topic being discussed in that post and/or tweet. While we welcome reasonable critiques, we may delete negative comments about Coeur d'Alene Casino Resort Hotel and/or our competitors that aren't relevant, accurate, or don't add to the overall experience.

Basic Guidelines

- Stay on topic, use common courtesy, and be respectful of others
- Submit your own original content, and avoid posting content that you know or suspect to be false
- Do not post someone else's copyrighted work unless you have permission
- Anything posted to Coeur d'Alene Casino Resort Hotel Social Media Sites can and may be used for any purpose we deem, including commercial interests
- Never post anything you wish to be kept confidential or expect to be compensated
- Never post personal, identifying, or confidential information such as yours or anyone else's account number, address, phone number, email address, or social security number
- Coeur d'Alene Casino Resort Hotel is not responsible for views expressed other than our own
- Coeur d'Alene Casino Resort Hotel Social Media Sites are moderated by Coeur d'Alene Casino Resort Hotel employees. We will make every effort to respond in a timely manner; however, we cannot guarantee that we'll reply to every comment

Coeur d'Alene Casino Resort Hotel Online & Social Media Community Policies

I. Monitoring and Moderation Policies

Though Coeur d'Alene Casino Resort Hotel social media accounts are monitored by Coeur d'Alene Casino Resort Hotel employees, and inbound comments and posts are reviewed to ensure that they comply with our Policies, Coeur d'Alene Casino Resort Hotel has no obligation to accept, display, review, monitor, or maintain any content posted to any Social Media Site, but does reserve the right to monitor, prohibit, restrict, block, suspend, terminate, delete, or discontinue access to any Social Media Site, at any time, without notice and for any reason, in its sole discretion. We reserve the right to delete comments or posts that we deem are abusive, inflammatory or otherwise inappropriate. Broader community guidelines include:

- Our Social Media Sites are a place for conversations between customers and Coeur d'Alene Casino Resort Hotel and are not a substitute channel for services or general questions. Please visit cdacasino.com for more information about specific products and services.
- Do not post or transmit material you do not have the right to post or transmit under law (such as copyright, trade secrets, or securities) or due to your personal contractual or fiduciary relationships.
- Our Social Media Sites may not be used for the submission of any claim, demand, informal or formal complaint, or any other form of legal and/or administrative notice or process, or for the exhaustion of any legal and/or administrative remedy.
- Coeur d'Alene Casino Resort Hotel reserves the right to ban any user from our page without prior written notice or consent for violations of community Policies. Any comment(s) posted which we deem to be criminal in nature or instigates or implies violence toward oneself or another may be reported to the proper authorities.

Courtesy and Relevance

Please treat the community and your fellow participants with respect – even if you disagree with a post or comment. Do not post any content or comments that may be inappropriate, offensive, profane, culturally, racially, gender, or socially insensitive, disruptive, harassing or defamatory.

For the benefit of healthy discussion, we ask that comments remain on topic and relevant to the conversation. This means comments should relate to the topic being discussed in that wall post. Off topic posts may be hidden, moved, or removed.

Removal of Posts

We will try our best to review every comment or post, and thus we reserve the right to remove any that violate these Guidelines or that, in our sole discretion, we otherwise consider objectionable. We may ban offenders from our communities. As such, we may delete comments or posts that we deem to be:

- Profane, obscene, inappropriate, disruptive or unrelated to the topic and conversation.
- Indecent, sexually explicit or pornographic material of any kind — including masked profanity where symbols, initials, intentional misspellings or other characters are used to suggest profane language.
- Impersonating any person or entity or falsely state or otherwise misrepresenting an affiliation with a person or entity.
- False, inaccurate, libelous or otherwise misleading in any way
- Repeated or identical posts.
- Solicitations or content that promote commercial interests, campaigns, causes or political views.
- Any posts which might identify matters that are currently the subject of legal proceedings or would break a court's non-publication order.

Banning Of Users

- Threats; personal attacks; abusive, defamatory, derogatory, ad hominem attacks, or inflammatory language; or stalking or harassment of any individual, entity or organization.
- Discriminatory or containing hateful speech of any kind regarding age, ethnicity, gender, race, religion, nationality, sexual orientation, socio-economic status, political affiliations, disability or other characteristics.
- Patterns of repeated disruptive or bad faith engagements with our social media accounts (3 or more negative, inappropriate posts)
- Spam, or content containing or linking to any kind of virus, malware, spyware, or similar program that could cause harm to a user's computer.

The decision to block any individual from our social media platforms is not something Coeur d'Alene Casino Resort Hotel would ever make lightly. All bans will be reviewed post-blocking by the Marketing Director. If you believe you have been wrongfully banned, you may fill out an online form to request social media access be reestablished. All reinstatement applications will be reviewed in 30 days by our Marketing Director.

Suspension/Termination/Reporting to Authority

We take our responsibility to our online community and to our customers very seriously, with the utmost priority being yours and our safety. Therefore, any comment(s) posted which we deem to be criminal in nature or instigates or implies violence toward oneself or another may be reported to the proper authorities.

Our community administrators/managers are not allowed to discuss or respond to comments about security threats and threatened or current litigation against the company. We will escalate them to our legal counsel and may remove any such posts if we see them.

In certain instances, we may also suspend, terminate or ban certain repeat offenders and/or those committing significant violations of these guidelines. When appropriate, we may also, on our own or as required by the platform's rules or law, be required to refer to and/or work with the applicable platform and/or the appropriate authorities to review and or pursue certain violations.

If you wish to report or flag a user post/comment as inappropriate yourself, please follow the then current published procedures of the platform where the post originated.

II. Comment and Posting Policies

Community participants are responsible for their comments or posts. The opinions, statements and viewpoints expressed by community participants (including Coeur d'Alene Casino Resort Hotel employees/contractors) do not necessarily reflect the opinions of Coeur d'Alene Casino Resort Hotel or constitute an official position of Coeur d'Alene Casino Resort Hotel.

Coeur d'Alene Casino Resort Hotel is not responsible for, and does not validate any opinions, assertions or forward-looking statements expressed in, any user comments.

We expect conversations to follow the rules of polite discourse and ask that participants treat each other and our employees with respect.

III. Copyright and Intellectual Property Policies

By submitting any content to our Social Media Sites, you warrant and represent that you are the copyright owner of the content or that the copyright owner of the content has granted you permission to use such content consistent with the manner and purpose of your use.

Using our Social Media Sites to distribute unauthorized copies of copyrighted material, including photos, artwork, text, recordings, designs, computer programs or derivative works of such programs is strictly prohibited and subject to removal.

Infringement on any party's copyright, patent, trademark, trade secret, intellectual property, or other proprietary rights, or right of publicity or privacy is strictly prohibited and is your sole responsibility.

Ownership and License of the Content You Post

Please note that by posting comments, posts, tagged photos, videos, ideas, or any other content on our Social Media Sites, you are granting Coeur d'Alene Casino Resort Hotel non-exclusive, worldwide rights to republish, redistribute, or otherwise use this content (including your name, profile photo, likeness and social media handle or other publicly shared information) in perpetuity in any way we see fit. This includes, but is not limited to, marketing and advertising materials.

You represent that to the best of your knowledge you own or have permission to make such posts and grant the above rights to us.

Therefore, do not submit any ideas or materials you wish to keep confidential or for which you expect compensation.