



SAM'S TOWN SHREVEPORT OWNERSHIP TRANSITION FAQ

As of **Friday, July 31, 2026, at 10:00 PM**, Sam's Town Shreveport will temporarily close as part of its transition in ownership to Bally's. The property is projected to reopen **midday on Saturday, August 1, 2026**.

Boyd Gaming sincerely thanks our guests for their loyalty and support throughout the years. It has been our privilege to serve the Shreveport community. We look forward to welcoming you at Boyd Gaming destinations across the country.

For a complete list of Boyd Gaming properties, visit **BoydRewards.com**.

QUICK REFERENCE

Boyd Rewards

- ✓ Boyd Rewards points remain in your account and may be redeemed at participating Boyd Gaming destinations.
 - ✓ Tier Credits and Tier Status remain active and available throughout the Boyd Rewards network.
 - ✓ Eligible members will continue to receive Quarterly Tier Benefits at participating Boyd Gaming destinations.
 - ✓ Annual Onyx and Titanium gifts remain available to qualified members.
-

Tickets, Chips & Documents

- 🎫 Sportsbook and slot tickets remain redeemable at Sam's Town Shreveport through the expiration date printed on the ticket.
 - 🎰 Casino chips remain redeemable at the Cage Cashier.
-

Win/Loss Statements and W2-G's

📄 Win/Loss Statements and W2Gs for play at Sam's Town Shreveport from January 1, 2026, through July 31, 2026, will be available at the end of January 2027. Guests may access and print these documents through their Boyd Rewards account at BoydRewards.com.

What happens to my Boyd Rewards points?

Your Boyd Rewards points will remain in your account and may be redeemed at participating Boyd Gaming destinations.

Points remain active for six months and longer if you continue using your Boyd Rewards account at any Boyd Gaming location. Points expire after six months of inactivity. Visit BoydRewards.com for complete program details.

Can I use my Sam's Town Shreveport offers at another Boyd Gaming location?

Offers issued specifically for Sam's Town Shreveport are valid only at that property and remain redeemable through the expiration date and time stated on the offer.

Visit other Boyd Gaming destinations and use your Boyd Rewards card to continue receiving personalized offers.

What happens to my Tier Credits and Tier Status?

Your Boyd Rewards Tier Credits and Tier Status remain active and available throughout the Boyd Rewards network. You may continue earning and redeeming benefits at participating Boyd Gaming destinations.

I earned Titanium Status this year. Will I still receive my gift?

Yes. Eligible guests will receive their annual gift during the April 2027 renewal event. Additional details on gift selection will be provided in 2027.

I earned Onyx Status this year. Will I still receive my gift?

Yes. Eligible guests will receive their annual gift during the April 2027 renewal event. Additional details on gift selection will be provided in 2027.

Will I continue to receive quarterly trip benefits?

Yes. Eligible Emerald, Onyx, and Titanium members will continue to receive quarterly trip benefits in accordance with Boyd Rewards program guidelines. Visit BoydRewards.com for additional details.

Can I still receive complimentary or discounted rooms at other Boyd Gaming locations?

Yes. Eligible guests may continue to receive complimentary and discounted room offers at participating Boyd Gaming destinations. Visit BoydRewards.com for current offers and availability.

HOTEL INFORMATION

Will the hotel continue to accept reservations?

Yes. Hotel reservations will continue to be accepted. You may continue to book online at BoydRewards.com.

SPORTSBOOK TICKETS, SLOT TICKETS & CHIPS

Where can I redeem tickets and chips?

Sportsbook tickets, slot tickets and casino chips remain redeemable at Sam's Town Shreveport. Sportsbook and slot tickets are redeemable through the expiration date printed on the ticket.

NEED MORE INFORMATION?

For the latest updates, please visit Samstown.com or visit the Guest Services located at the Casino Cashier for assistance.