

Craterview Casino & Resort (Formerly the Craterview Hotel)

Comprehensive and Binding No Refund Policy (Rev. 3001.M)

Refunds are for quitters. Craterview is for winners.™

1. Preamble & Corporate Position Statement

Craterview Casino & Resort ("we," "our," "Craterview," "the Entity") welcomes you ("you," "Guest," "Subject of Policy") to our low-cost Martian holiday experience. We appreciate your irrevocable decision to engage with our hospitality and entertainment facilitation services.

By accessing, entering, observing, or otherwise becoming physically proximate to any area owned, leased, or simulated by Craterview Casino & Resort, you hereby affirm your full and binding agreement to this No Refund Policy ("the Policy"), as well as to the spirit and intent of said Policy, whether or not you read, comprehend, or consent to it in the ordinary sense.

No aspect of this Policy is negotiable. All determinations made under this Policy shall be final, absolute, and fully enforceable under Martian law or lack thereof. The presence or absence of a printed or electronic receipt, duress, or second thoughts shall not constitute grounds for deviation.

2. Definitions and Interpretive Guidelines

For the purposes of this Policy, the following terms shall be defined as follows:

- **"Guest"** - Any sentient or semi-sentient individual who has interacted with Craterview property, services, or promotional material, either voluntarily or through coercion by marketing.
- **"Refund"** - A theoretical construct involving the partial or complete return of currency or perceived value. Conceptually amusing, but legally inapplicable.
- **"Currency"** - Any medium of exchange (legal tender or otherwise) voluntarily or involuntarily surrendered to the Resort.

- **"Complaint"** - An emotional outburst or expression of disappointment, typically expressed post-transaction. Recognised as a natural response but not admissible in policy proceedings.
- **"Good Faith"** - A concept irrelevant to this Policy in good faith.
- **"Decision-Making Autonomy (Waived)"** - The legal and philosophical surrender of individual choice and alleged 'peanut allergies' upon entry into the Craterview premises.

3. Finality of All Transactions

All transactions executed, initiated, considered, or simulated with Craterview Casino & Resort are irrevocably final. This includes but is not limited to: accommodation, food and beverage purchases, gambling losses, spa treatment regardless of consequence, entertainment, and interactions with staff, real or holographic.

No cooling-off period shall be provided. All decisions are considered conclusive, and each act of swiping, tapping, or affirming is interpreted as the Guest's unwavering endorsement of the value received, whether or not any was perceived.

4. Hypothetical Exceptions and Their Invalidity

The following scenarios **do not** constitute grounds for a refund, credit, chargeback, coupon, voucher, apology, or sympathetic glance:

- Partial or total destruction of property (ours or yours) by fire, flood, storm, or act of God.
- Miscommunication by any party regarding check-in/departure dates resulting in lack of accommodation.
- Service delays of any duration.
- Misunderstanding of any nature.
- Receipt of any food or beverages containing unexpected or previously extinct ingredients.
- Failure to understand casino odds, or creative interpretation of casino odds.
- Exposure to psychologically and/or emotionally manipulative advertising.
- Being overcharged by any amount due to unforeseen errors.
- Room temperature.
- Emotional or physical losses and/or damages.
- Death.

Any perceived legitimacy of the above scenarios shall be considered void upon policy invocation.

5. Guest Assumption of Risk (Voluntary and Otherwise)

By entering any Craterview premises, you affirm that:

- You accept full responsibility for all financial, physical, simulated, emotional, social, or digestive outcomes.
- You forfeit the right to allege regret, surprise, disappointment, or betrayal.
- You agree that your own choices, however ill-advised or influenced by 2-for-1 drink specials, are yours alone to bear.
- You do not hold the Entity responsible for any and all risks known, unknown, unknowable, and/or entirely invented by marketing.

6. Gambling, Wagering, and Simulated Success Clause

All gambling activities at Craterview Casino (a division of the Entity) are designed solely for entertainment purposes and the efficient recirculation of money back into the Entity, and the local economy at our discretion.

Refunds will not be issued for:

- Alleged or actual losses by malfunction of slot machines, staff, and/or software of any kind.
- Card dealer behaviour.
- Accusations of bad luck.
- Confusion regarding rules of any kind.
- Feelings of cosmic unfairness.
- Theft.

Guests are reminded that "luck" is not a service we guarantee, simulate, or recognize.

7. Resort Services and Amenities Non-Recoverability Clause

All purchases on resort premises, including those related to accommodations, spa experiences, food and/or beverage consumption, are hereby declared **non-refundable**.

This clause applies regardless of:

- Actual usage or disuse of services.
- Guest expectations, both realistic and delusional.

- Early checkout or eviction due to unforeseen or foreseen circumstances of any kind.

8. Refund Request Protocol (Symbolic Procedure Only)

Should a Guest nevertheless wish to **perform** a refund request, they must adhere to the following steps:

1. Obtain Official Refund Request Form 404.9-R by inquiring at the main reception between 3:45-4:00am MST.
2. Complete the form using a Craterview-compliant blue pen (available for non-refundable purchase from the front desk).
3. Have the form notarized by a Senior Craterview Associate or Manager.
4. Deposit form into the Refund Processing Box.

Guests may expect a response within **six months**, pending boardroom weather conditions.

9. Temporal Limitations

Refunds may not be requested:

- Retroactively (i.e. after dissatisfaction has been felt).
- Preemptively (i.e. in anticipation of disappointment).
- Immediately (i.e. within a perceived reasonable immediate timeframe of purchase).
- Subconsciously (i.e. through sighs, muttering, or angry stares).

Emotional timelines and memory-based accounting are not recognized.

10. Consent Through Presence

Your continued presence in or near Craterview Casino & Resort premises constitutes full, binding, and enthusiastic legal affirmation of policy understanding.

11. Governing Law, Jurisdiction, and Dispute Containment

This Policy shall be governed exclusively by the statutes, codes, and mood of the Craterview Internal Legal Oversight Committee, convened quarterly at the discretion of the CEO (Chief Executive Officer) of the Entity.

Any disputes must be submitted to mandatory in-house arbitration.

Legal representation is permitted only in theory.

12. Severability and Consequential Reverberations

In the unlikely event that a court, council, or entity of any kind declares any section of this Policy invalid, all other sections shall remain fully enforceable. Any legally binding fines or financial losses at the expense of the Entity shall be reimbursed by the guest, with an additional 20% service fee also at the expense of the guest.

13. Closing Remarks and Affirmation of Guest Enjoyment

Thank you for choosing Craterview Casino & Resort.

We hope your experience was "worth it," by whatever metric you no longer control. Should you feel the urge to pursue a refund, we invite you to re-read this Policy with enhanced posture and renewed humility.

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