

HOW-TO-PLAY

GILA RIVERTM
HOTELS & CASINOS



vee quiva • wild horse pass • lone butte



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BINGO

HOW-TO-PLAY

Players buy cards with numbers on them in a 5x5 grid corresponding to the five letters in B-I-N-G-O. Numbers such as B-2 or O-68 are then drawn at random (out of a possible 75 balls) until one or more Players completes a “Bingo” pattern, such as a line with five numbers in a vertical, horizontal or diagonal row on one of their cards and wins the prize. There are many possible patterns to play for.

A Bingo card contains 24 numbered spaces and one free space (blank), with which you play Bingo. The numbers are assigned at random on each card and are arranged in five columns of five numbers each by five rows (5x5=25 in total including the blank square). The numbers found in each column are derived from the following predetermined choices:

B: 1-15 I: 16-30 N: 31-45 G: 46-60 O: 61-75

Players have thousands of unique cards to choose from. Some manufacturers print unduplicated series of 6,000 cards. There are also series of 9,000 cards available.

POKER

HOW-TO-PLAY

Every Player with a live hand makes wagers in turn, based on the strength of their own hand or the suspected weakness of their opponents' hands. These wagers belong to a common fund called a "Pot". Each Player makes the decision to "Fold" their hand (throw it away), "Check" their hand (pass the bet hoping to get a "free" card), "Bet" their hand (wager the required money into the pot, depending on the table limit), "Call" the bet (match the amount of money that a previous Player had wagered into the pot), or "Raise" the existing bet (call a bet made by a previous Player and add at least as much more as the existing bet). Players' options are to Check or Bet if there has been no bet before them. After a bet has been made Players' options are to Call, Raise, or Fold. When raising, the Player must raise at least the size of the bet, up to the limit.

The object of the game is to win the pot. A Player may win the pot in one of two ways. When all the betting is over the Player showing the best hand wins the pot. If, on the last round of betting, a Player makes a wager that no other Player wishes to call, the Player who made the wager wins the pot.

A Poker hand consists of precisely five cards (possibly the best five selected from a greater number of cards) ranked according to the following list from highest to lowest, in order of their probability (from rarest to likeliest):

STRAIGHT FLUSH	Five cards in the same suit in sequence. An Ace High Straight Flush is called a Royal Flush and is Poker's best possible hand.
FOUR OF A KIND	Four cards of the same value.
FULL HOUSE	Three cards of the same value and two cards of the same value.
FLUSH	Any five cards of the same suit.
STRAIGHT	Any five cards in sequence.
THREE OF A KIND	Three cards of the same value.
TWO PAIR	Two cards of the same value and another two cards of the same value.
ONE PAIR	Two cards of the same value.
HIGH CARD	The highest value card in a hand that contains none of the aforementioned hands.

POKER ETIQUETTE & HOUSE RULES

- Guests are responsible for protecting their hand and must always act in turn.
- Short buy-ins are not allowed.
- Cards speak for themselves, even if the hand is misread by the guest or dealer.
- All fixed limit games have a maximum of three raises excluding heads up play.
- No chewing tobacco, smoking, or Vaping of any kind is allowed in the Poker room.
- Verbal declarations in turn are binding.
- Any verbal or physical abuse of either guests or team members and obscene language will not be tolerated.
- Only a Card room Team Member may seat a guest or authorize a seat or table change.
- Guests who miss their name on the list when called must go to the bottom of the list- Per Management Discretion.
- Guests are allowed to be away from the table for 15 minutes. If there is a list for the game, they are allowed 10 minutes.
- When a seat opens, anyone wishing to change seats must do so immediately. The guest may complete the hand in which they are involved. If the guest is in the small blind, he/she can stay only until their button has been played.
- Only English is to be spoken while seated at the Poker tables.
- Guests requesting a table change must be on the list for a seat prior to the opening of a new game.
- Guests may not show others live cards while there is action during a hand.
- Raises shall be announced in turn by the guest prior to any action, or all chips must be wagered in one motion. (i.e. string bets)

- Any forward motion beyond the breach of the player's cards is considered action.
- Guests are responsible to place discards and wagers into the pot area.
- All games are table stakes.
- Guests are not allowed to have a phone conversation, text, email, or continually read at the poker table while participating in live play. Guests "on the phone" will not be dealt in.
- The house has the right to prohibit any two or more guests from playing in the same game.
- It is the policy of the Gila River Casino Poker Room to award the pot to the winning hand. If there is a doubt due to dealer error or other circumstances, the Manager will award the pot to the player who, in his/her opinion, is entitled to the pot after listening to the dealer and players at the table.
- Guests must have a Players Club card and it is the Guest's responsibility to be swiped in in order to qualify for our promotions.
- All guests of the Poker room grant permission, without restriction, to Gila River Gaming Enterprises to obtain and utilize photos, videos and/or audio at GRGE's discretion; no direct media release from individual guests is required.
- All decisions made by management are final. Decisions are made in the best interest of the game and with fairness being the utmost concern. Management has the right to prohibit any guest from participating in Poker Games or be in the Poker room.

SLOTS

There are different choices of Slot machines that a customer would have when arriving at the casino. There is the unskilled, video and mechanical reel and the skilled, Video Poker.

HOW-TO-PLAY

UNSKILLED GAMES

Whether it's video or mechanical reel the way that it is played is virtually the same. You select a game that visually appeals to you. There are hundreds of different makes and models. Sit down and look to see that there are no existing credits that have been left behind by another guest. Choose a denomination of currency you wish to put in the bill validator. (To date there are no machines that accept coins.) You may need to make a decision as to what denomination you wish to play. You then can make a selection of how many lines you wish to play on the game, ranging from 1-100. You will then choose how much you would like to bet per line. The reels will spin, you may be taken into a bonus round that allows you choose objects that increase your credit amount or you may have an outcome that does not. You can then change your bet per line or repeat your bet. Enjoy and have fun!

SKILLED GAMES

The Video Poker product has many different themes associated with it. Choose a theme that appeals to you. Insert your currency and choose a denomination for play. You will then need to make a decision of how many credits, from 1-5, you wish to play. Push the deal button and 5 cards will be displayed. You have the opportunity to hold as many cards as you need to optimize getting a winning hand. Push the deal button again to have the unheld cards replaced and determine your outcome. Play and have fun.

SPANISH 21

HOW-TO-PLAY

Spanish 21 is played with a deck consisting of 2, 3, 4, 5, 6, 7, 8, 9, Jack, Queen, King, & Ace...no 10s! Basic Blackjack rules apply, but the fun begins with... Match Play...Bonuses...Super Bonus and Late Surrender rules!

BLACKJACK

Player Blackjack always beats Dealer's Blackjack and pays odds of 3/2.

LATE SURRENDER

If a Player is dissatisfied with his first two cards, he may surrender instead of 'taking a hit' or 'standing', thereby forfeiting of the original bet and removing himself from the current round of play. The Player must indicate to the Dealer, his intent to surrender. Surrendering is not allowed on a Dealer blackjack.

PAIR SPLITTING

A Player may split cards of equal value including aces creating up to four hands - hitting and doubling of split hands including aces is allowed. Bonus 21 payouts are paid on split hands. Splitting or doubling voids the Super Bonus.

DOUBLE DOWN

A Player may Double Down once with two or more cards, on any total even after splitting. When doubling, a Player can place any wager up to a maximum of his original bet. Bonus 21 payouts are not paid on doubled hands (see Bonus 21 Payouts below).

DOUBLE DOWN RESCUE

If after doubling, a Player is dissatisfied with his non-busted hand, he may rescue or take back the doubled portion of his bet and forfeit his original wager. A double down rescue removes the Player from the current round of play. Spanish 21 also features nine different Bonus 21 Payouts. Remember, doubling voids all Bonus 21 Payouts.

SUPER BONUS

Spanish 21 also pays a Super Bonus of up to \$5000 to the winner and \$50 to every other betting Player!

- A Super Bonus occurs when the Player holds suited 7-7-7 and the Dealer draws 7 (any suit). A bet of \$5 to \$24 pays \$1000. A bet of \$25 or more pays \$5000.
- When a Super Bonus occurs, the Envy Bonus of \$50 is paid to all other betting Players at the table, no side bet required. Splitting and doubling voids Super Bonus.

MATCH THE DEALER

In addition to the Spanish 21 bet, a Player can make a Match the Dealer wager by placing a bet in the Match the Dealer betting area. The minimum Match the Dealer bet is \$1, the maximum is the amount of the regular Spanish 21 bet up to a maximum of \$25. Once all bets and Match bets are made, the Dealer will issue each Player two cards face up and himself two cards, one face up. If either of your two cards match the Dealer's up card, the player wins! All Match the Dealer bets are settled before the start of the Spanish 21 round.

BUSTER BLACKJACK

HOW-TO-PLAY

Prior to the start of each round of Blackjack play, guests are afforded the opportunity to place a voluntary Buster Blackjack bet on the designated spot on the table layout at the same time their primary bet is made and before any cards are dealt.

During the regular play of the Blackjack hand, if the Dealer's completed hand exceeds 21, the Dealer will pay all Buster Blackjack side bets based on the number of cards in the Dealer's hand. The Buster Blackjack bet will be paid according to the posted pay table.

If during the regular play of the Blackjack hand, the guest's hand exceeds 21, the Buster Blackjack bet will continue to play until the Dealer's hand is complete.

If the guest has a Buster Blackjack bet of \$5 or more, has a Blackjack and the Dealer's completed hand exceeds 21 with 7 or more cards, the guest qualifies for the Player Blackjack Free Bonus and will be paid according to the posted pay table.

The winning payoff odds are as follows:

NUMBER OF CARDS IN DEALER'S HANDS	PAYOUT	PLAYER BLACKJACK FREE BONUS
8 or more	250 to 1	\$8,000
7	50 to 1	\$1,000
6	15 to 1	N/A
5	4 to 1	N/A
3 or 4	2 to 1	N/A

FREE BET BLACKJACK

Free Bet Blackjack lets you double down and split ... for free! If you chose the free bet options, the dealer will place a special lammer next to your original wager. If you end up winning the hand, you get paid as if you had made a traditional split or double, even though you didn't put any additional money at risk.

HOW-TO-PLAY

GETTING STARTED

Make a bet to play against the dealer. You and the dealer will get two starting cards, as in standard blackjack.

FREE SPLIT

You may free split any pairs, except for 10-value cards. Free re-splitting is allowed.

FREE DOUBLE

You may free double any two card hard 9, 10 or 11. Free doubling after splitting is allowed, when the above doubling rule is followed.

PUSH 22

If the dealer busts with a point total of 22, any bets you have left in action are pushes.

Note: Player blackjacks are paid before the dealer hits out his hand, so they are exempt from the Push 22 rule.



ELECTRIC PARTY ELECTRONIC TABLE GAMES

Our new Interblock Stadium seating allows you to play Roulette, Blackjack and Craps and NOW Baccarat! Features include lower limits, faster gameplay, strategy card for Blackjack and the Lucky Shooter side bet for craps. Enjoy the benefits of community gaming without the crowds from the comfort of your own play station.

BLACKJACK | ROULETTE | CRAPS | BACCARAT

PAI GOW POKER PROGRESSIVE

The largest linked Pai Gow Progressive in Arizona is at Gila River Casinos! This expansion means that jackpots start higher, grow faster and will hit more often! Play today at Wild Horse Pass Hotel & Casino, Lone Butte Casino and Vee Quiva Casino.

RULES OF PLAY

- Players are responsible for setting their own Pai Gow Poker hands.
- Players may use two hands to touch the cards.
- Players must keep their cards over the layout and in full view of the Dealer and surveillance at all times.
- All primary Pai Gow Poker wagers pay 1-1 (even money), less the house commission. (Odds may vary with TGO approved promotions).
- All Pai Gow Poker Bonus wagers will pay according to posted signage.
- Dealers will set their Pai Gow Poker hand according to established House Rules.
- Only English will be spoken while hands are in play.
- No discussion or showing of hands will be allowed while hands are in play.
- Players may assist other Players in the setting of a hand once the Player assisting has set and finished with their hand.
- Dealers may assist a Player in setting their hand according to the House Rules.
- Any hand set as a Foul Hand will result in a loss of the primary Pai Gow Poker wager; Bonus wagers will not be affected.
- Players may play two consecutive spots at twice the table minimum per hand.

- Players may play three consecutive spots at the table maximum per hand.
- Players playing multiple hands must play and set each hand individually starting with the hand with the highest wager.
- If a Player is playing multiple hands the Pit Supervisor/Manager may decide that the Player may have to give up playing their additional hands.
- All bets are final after the first card has been dealt.
- Players who choose not to play must give up their seat.
- Management may request valid identification from Players.
- If a Player refuses to identify him/herself, Management reserves the right to terminate their play.
- Management reserves the right to terminate a guests' play at Managements' discretion.
- The Pit Supervisor/Manager will correct any dealing errors occurring on the game.
- No "Foreign" chips, tokens, currency, coin, coupons or any other forms of monetary exchange not issued by the Gila River Gaming Enterprises or the United States Federal Government will be accepted for exchange or play.
- Summaries of the rules relevant to the method of play and odds paid to winning wagers shall be available to all Players in the Blackjack Area.
- Side betting of any type is not allowed.

THREE CARD POKER PROGRESSIVE

HOW-TO-PLAY

The 3 Card Poker with 6 Card bonus Progressive Jackpot is an optional \$1 wager made by the player. Make a Royal Flush in Spades and win 100% of the jackpot. Make a Royal Flush in any other suit and receive 25% of the progressive jackpot. See the table layout for all odds payouts. Play today at Wild Horse Pass Hotel & Casino, Lone Butte Casino and Vee Quiva Hotel & Casino.

Three Card Poker is an exciting stud Poker game that offers three ways to play and four different ways to win. You may bet against the Dealer, bet on the value of your own three card hand, or bet both. Bonus payouts may be had for certain hands when wagering against the Dealer.

PAIR PLUS

Pair Plus lets you bet on your own hand. If your hand contains a pair or better, you win!

ANTE

Ante lets you play against the Dealer's hand. It's just your cards against the Dealer's. If you bet ANTE and like your hand, you must place an equal wager on the Play spot. It's your Three Card Poker hand against the Dealer's Three Card Poker hand, and the best hand wins!

TO PLAY BOTH

It's you and your cards for a pair or better; it's you and the Dealer for the best Three Card Poker hand. You must also make the PLAY wager or you will forfeit the ANTE wager.

ANTE BONUS

If you make the ANTE and PLAY wagers, you may win a bonus payout even if the Dealer doesn't qualify, and even if the Dealer's hand beats your hand. Please refer to the table layout for payout details.

6 CARD BONUS WAGER

The 6 card Bonus side wager is based on the best 5-card Poker hand that can be made from the six cards dealt to the Dealer and guest. Thus, each guest uses his own 3 cards and combines them with the Dealer's 3 cards. The guest is eligible to win this wager even if the guest folds his or her Ante/Play Wager.

RULES OF PLAY

- Player's cards are dealt face down.
- Players may use only 1 hand to pick up the cards. (May use 2 hands to set cards)
- Players must be seated to play.
- Players may not exchange or communicate information regarding their hand.
- Players may wager on Pair Plus only which is playing the hand value only and not against the Dealer.
- Players may wager on 6 Card Bonus with either an Ante or Pair Plus wager.
- Pair Plus pays:
 - Straight Flush | Pays 40 to 1
 - Three-of-a-Kind | Pays 30 to 1
 - Straight | Pays 6 to 1
 - Flush | Pays 3 to 1
 - Pair | Pays 1 to 1
- Players may wager on Ante and Play with or without wagering on the Pair Plus or 6 Card Bonus.
- Play wager must always equal Ante wager.
- Dealer plays with Queen High or better.
- Ante wager and Play wager pay 1 to 1.

- Ante Bonus pays:
 - Straight Flush | Pays 5 to 1
 - Three-of-a-Kind | Pays 3 to 1
 - Straight | Pays 1 to 1
- 6 card Bonus Wager pays:
 - Royal Flush | Pays 1,000 to 1
 - Flush | Pays 20 to 1
 - Straight Flush | Pays 200 to 1
 - Straight | Pays 10 to 1
 - 4-of-a-kind | Pays 50 to 1
 - 3 of-a-kind | Pays 5 to 1
 - Full House | Pays 25 to 1
- The rank of the cards in order of highest to lowest rank shall be: Ace, King, Queen, Jack, 10, 9, 8, 7, 6, 5, 4, 3 and 2.
- The rank of hands from highest to lowest are: Straight Flush, Three-of-a-Kind, Straight, Flush, Pair and High Card.
- Players who choose to not play must give up their seats.
- Management may request valid identification from Players.
- Management reserves the right to terminate a guest's play at Management's discretion.
- The Supervisor/Manager will correct any dealing errors occurring on the game.
- No "Foreign" chips, tokens, coin, coupons or any other forms of monetary exchange not issued by the Gila River Gaming Enterprises or the U.S. Government will be accepted for exchange or play.

ULTIMATE TEXAS HOLD'EM PROGRESSIVE

HOW-TO-PLAY

Need a refresher on the rules of Ultimate Texas Hold'em?
Brush up on the rules and etiquette here.

Ultimate Texas Hold'em features heads up play against the dealer and an optional bonus bet. This game gives you several advantages:

- The earlier you bet, the more you can bet.
- You don't have to fold until you see all the community cards.
- The Trips bonus pays odds if your final five card hand is a three of a kind or better.

GETTING STARTED

Make equal bets in the ante and blind circles. You may also make the optional Trips bonus bet. You will then receive two cards.

Bet Big... or Small... or Not at All

When you get your two hole cards, you can either check or bet 3x/4x your ante. The dealer then reveals the three card flop. If you haven't already made a play bet, you have a choice: check or bet 2x your ante. The dealer then reveals the final two community cards. If you haven't already made a play bet, you have a choice: fold or bet 1x your ante.

WINNING & LOSING

The dealer then reveals his two hole cards and announces his hand. If your hand beats the dealer's, your play and ante bets win even money. If the dealer's hand beats yours, your play, ante and blind wagers lose. If you tie, those bets push. The blind pays if your winning hand is at least a straight. If you beat the dealer with less than a straight, it pushes.

DEALER QUALIFYING

The dealer needs a pair to qualify. When the dealer doesn't qualify, he returns your ante. All other bets receive action.

CRAZY 4 POKER PROGRESSIVE

Crazy 4 Poker is similar to Three Card Poker but based on four cards, as the name suggests!

HOW-TO-PLAY

You receive five cards to make your best four card poker hand. A four card straight is a straight, a four card flush is a flush, etc.

PLAYER VS DEALER

Make equal bets on the ante and Super Bonus spots. After seeing your cards, you can fold or stay in the game by making the play wager. The play wager must match your ante unless you have a pair of aces or better. If you have at least a pair of aces, you may bet up to three times your ante. The dealer qualifies with a king high or better. When you beat the dealer's qualifying hand, your ante and play bets win even money. When the dealer qualifies and beats your hand, your ante and play bets lose. When the dealer does not qualify, your play bet wins and your ante bet pushes. Super Bonus and Queens Up wagers are resolved normally.

SUPER BONUS

The Super Bonus wins when you have a straight or better. Failure to get at least a straight, however, does not result in an automatic loss. The Super Bonus pushes when you have less than a straight but you still beat or tie the dealer's hand. If your hand of a straight or better loses to the dealer, you still receive the Super Bonus payout. In addition your original Super Bonus bet is not removed.

QUEENS UP

The Queens Up optional bonus bet wins when you receive a pair of queens or better. Winning Super Bonus and Queens Up wagers are paid regardless of the dealer's hand.

BLACKJACK

HOW-TO-PLAY

Everyone in Blackjack plays against the Dealer. In the shoe version, Players receive both cards face up. The Dealer receives their first card face up and the second one face down. The object of the game is to get as close as possible to 21 without going over 21. If a hand goes over 21, it is called a “bust” and the wager is lost.

In Blackjack, Jacks, Queens, Kings and Tens count as 10. An Ace may be played as a one or eleven. All other cards are played at face value. A true “Blackjack” is when the first two cards equal 21 (e.g. Ace and any card with a value of 10). A “Blackjack” for the Players pays 3-2 times the original bet. All other bets are paid 1 to 1.

Players can never touch their cards. Simply indicate a “hit” or “stand” by using hand signals. If you want an additional card (a “hit”) you indicate by scratching the table with your finger. This may be done multiple times until you wish to “stand” or simply “bust” and lose. If you feel you are close enough to 21 and wish to “stand”, you indicate by waving your hand side to side over the table close to the bet.

If the Player’s first two cards are of equal value, they have the opportunity to “split” the hand as long as they equal the original bet on the second hand. They can “split” any similar cards up to three times to make four hands. Exception: Aces receive one card per Ace.

The Player may also “double down” on any two cards. A “double down” is to make a second wager equal to or less than the original bet in order to take only one “hit” card. Players always act on their hand before the Dealer does. Our rules say that the Dealer must draw to at least 17 and must hit “soft” 17. A soft hand is one where the Ace is counted as 11.

If your hand is less than the Dealer’s hand you lose your bet. Ties are a standoff called a “push” and your bet remains on the table.

RULES OF PLAY

- Players are responsible for counting their own point totals for their hands.
- Players cards are dealt face up.
- Players do not touch the cards.
- Hand signals are used to draw, stand, hit or double down.
- All bets pay 1-1 (even money).
- Blackjack for Player pays 3-2.
- Insurance pays 2-1.
- Players may double down on any first two cards, except for Blackjack.
- Players may double down after split.
- Players may split any pair up to 3 times to make 4 hands (Aces one card on each).
- Dealers will draw to 17 and must hit soft 17.
- Players may play 2 consecutive spots at 2 times the table minimum per hand.
- Players may play 3 consecutive spots at 3 times the table minimum per hand.
- No more than three (3) hands allowed per guest.
- Guests betting at a \$25 or higher minimum table are not required to increase the bets as indicated.
- If a Player is playing multiple hands and other guests are waiting to play, the Pit Supervisor/Manager may decide that the Player may have to give up playing their additional hands.
- All bets are final after the first card has been dealt.
- Players with a Blackjack may request an even money payoff before the dealer looks at their hole card if they are showing an Ace.
- Players who choose not to play must give up their seat.

- Management may request valid identification from Players. If a Player refuses to identify him/herself, Management reserves the right to terminate his/her play.
- Management reserves the right to terminate a guest's play at Management's discretion.
- The Pit Supervisor/Manager will correct any dealing errors occurring in the game.
- No "Foreign" chips, tokens, currency, coin, coupons or any other forms of monetary exchange not issued by the Gila River Gaming Enterprises or the U.S. Government will be accepted for exchange or play.
- Summaries of the rules relevant to the method of play and odds paid winning wagers shall be legible and posted in conspicuous and conveniently accessible locations available to all Players in the Blackjack area.
- Side betting of any type is not allowed.

PUSH YOUR LUCK

“Push Your Luck” is a side bet variation of Blackjack. It has its own unique layout with a circle for Players to make a “tie bet” wager. The “tie bet” is a wager the Player and the house hands push.

LIMITS : \$1 - \$25

- Winning “tie bet” wagers pay 10 to 1.
- Players make a “PYL” wager by placing a chip in the circle marked “tie bet” in addition to their primary Blackjack wager.
- The “tie bet” cannot exceed half the amount of the Player’s primary Blackjack wager (maximum of \$25).
- Players only win when the Dealer’s hand pushes with the Player’s hand and loses all other hand totals including hands that “bust.” A Player/Dealer bust does not constitute a push.
- When a hand is split, Players who have made a “tie bet” along with the primary Blackjack wager have the option to make additional “tie bet” wagers on the additional hands. Otherwise, the “tie bet” will apply to the original Blackjack hand dealt.
- Only a natural, two-card Blackjack ties another Blackjack.
- All other Blackjack rules of play apply.

HOW-TO-PLAY

- Play regular Blackjack.
- Make optional TIE bet.
- Win the hand - get paid on your regular bet.
- TIE the hand - regular bet is a PUSH. TIE bet pays 10 to 1.

RULES OF PLAY

- Bust hands cannot tie.
- Only a blackjack ties a blackjack.
- Tie bet may not exceed half of your main bet.

WIN/LOSS STATEMENT

The fastest way to get your Win/Loss Statement or Tax form is send an email request to **Tax.Request@wingilariver.com**. In your email, please include:

- Your name
- Players Club number (if available)
- Time range
- Indicate if you want a Win/Loss Statement(s) and/or tax forms
- Your contact information

You can also make your request in person or with a phone call:

1. **Complete a Win/Loss Statement/Tax Form Request Form at your favorite Gila River Hotels & Casinos Players Club.** Players Club can generate Win/Loss Statements for you. If you are requesting copies of your tax forms, fill out the form and then send it to Revenue Audit to process.
2. **Call Camilla Benally at 800-946-4452 extension 1998,** Monday - Friday between 7:30AM and 3:30PM.

Please note that it can take up to three days for a response.