

# Delivery Guidelines

Delivery Guidelines for Suppliers  
February 2025



**CAESARS**  
ENTERTAINMENT®

# Receiving and Warehousing

Delivery Limitations & Requirements

Receiving Points of Contact

Claims Process

# Delivery Limitations & Requirements

## Eastern Region

Property	Delivery Hours/Days	Dock/Fork lift	Size Truck	Limits	State	Contact Info
Horseshoe Baltimore	6:00am-3:00pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap	Maryland	Jay Cohen 443-931-4389
Tropicana Atlantic City	7:00am-2:30pm Sun-Sat	Yes/Yes, with a days' notification	North: Up to 13'6" South: Up to 53'	No Tractor Trailers at the North Loading dock No sideway pallets, no pallets with black stretch wrap	New Jersey	Rob Salvatore 609-340-4000 x4149 North Dock x 5552 South Dock 609-340-4446 Office 609-437-4599 Cell
Caesars AC Offsite Warehouse	7:00am-3:00pm/M-SAT	Yes/Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap	New Jersey	Joseph Bove 609-343-2750
Caesars Atlantic City	7:00am-3:00pm/M-SAT	Yes/No	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap; 72" pallet height; 13'truck height	New Jersey	Cesar Barreto 609-343-2630
Harrah's Atlantic City	7:00am-3:00pm/M-SAT	Yes/Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap	New Jersey	Ferdinand Giordano 609-441-5177
Eldorado Gaming Scioto Downs	6:30 am – 2:30pm/M-F	Yes/Yes	Up to 53"	No sideway pallets, no pallets with black stretch wrap	Ohio	Cassandra McElwee 614-295-4039
Harrah's Philadelphia	6:00am-3:00pm/T-SAT	Yes/Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap	Pennsylvania	Michael Roach 484-490-2216
Caesars Virginia	7:00am-3:00pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets, No Black Stretch Wrap, No double stacked pallets	Virginia	Mark Price 434-251-5012



# Delivery Limitations & Requirements

## Mid-West Region-Iowa

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
Isle Bettendorf	8:00 am-4:00 pm M-F	No	Up to 53"	No Sideways Pallets	Iowa	Todd Dewilfond 563-343-1889
Isle Waterloo Offsite General Goods	8:00 am-10:00 am Tues & Thurs	Yes/No	Up to 53"	No Sideways Pallets	Iowa	Brent Kuriger 319-833-2152 Office
Isle Waterloo Property	7:00 am - 2:00 pm M-F	Yes/No	Up to 53"	No Sideways Pallets	Iowa	Brent Kuriger 319-833-2152 Office
Harrah's Council Bluffs	7:00 am-2:30 pm M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Iowa	Marty Walstrom 712-828-0189
Hilton Garden Council Bluffs	7:00 am-3:30 pm M-F	No/No, but have access to FL from HS Receiving	Up to 53'	No Sideways Pallets	Iowa	Marty Walstrom 712-828-0189
Horseshoe Council Bluffs	7:00 am-2:30 pm M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Iowa	Marty Walstrom 712-828-0189
Harrah's Columbus, Nebraska	8:00 am-3:00 pm M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Nebraska	Jeff Heng 402-649-0742

# Delivery Limitations & Requirements

## Mid-West Region-Missouri

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
Harrah's North Kansas City	7:00am-1:00pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Missouri	John Woodford 816-214-7538
Isle of Capri Booneville Offsite General Goods	7:30am-4:00pm M-F	Yes	Up to 53"	No Sideways Pallets	Missouri	Property: Daniel Mallott 660-882-1295  General: Josh Kivett 660-882-1295
Isle of Capri Booneville Property	5:00am - 12:30pm M-F	Yes	Up to 53"	No Sideways Pallets	Missouri	Daniel Mallott 660-882-1295
Lumiere Place	6:00am-3:00pm M-F	Yes/No	Up to 53"	No Sideways Pallets	Missouri	Valerie Wyatt 314-881-7428

# Delivery Limitations & Requirements

## Indiana Region

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
Horseshoe Hammond	8:00am-12pm/M-F	Yes/No	Up to 53'	No Sideways Pallets; 82" max pallet height	Indiana	Tommy Alelunas 219-473-7000 ext. 6959
Harras's Hoosier Park	8:30am-3:30pm/M-F	Yes/Yes, but no forklift on Dock	Up to 53'	No Sideways Pallets; 82" max pallet height. No double-stacked	Indiana	Scott Safford 765-278-9004
Horseshoe Indianapolis	8:00am-2:30pm/M-F SAT by Appt only	Yes/Yes	Up to 53'	No Sideways Pallets; 82" max pallet height	Indiana	Craig Spangler 317-421-8871



# Delivery Limitations & Requirements

## Illinois Region

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
Grand Victoria Casino	7:30 am-4:00 pm M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Illinois	David Alred 847-531-7849
Harrah's Joliet	6:00 am-2:00 pm M-F	Yes/Yes	Up to 53'	No Sideways Pallets; 82" max pallet height	Illinois	Todd Adams 815-774-2644
Harrah's Metropolis	6:00 am-4:00 pm M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Illinois	Misty Cates 618-524-6403

# Delivery Limitations & Requirements

## Southern Region-Mississippi

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
Isle of Capri Lula	8:00am - 4pm M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Mississippi	Michael Hoskins 662-36304329 Ashley Scipper 662-363-4330
Trop Casino Greenville	7:30am-3:30pm M-F F&B delivers at 199 Lakefront Rd	Walnut St - No/Yes Lakefront - Yes/Yes	Up to 53'	No Sideways Pallets	Mississippi	Claudette Campbell 662-400-9075
Harrah's Gulf Coast	6:00am-1:00pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Mississippi	Gene Rivers 228-257-0711
Horseshoe Tunica	7:00am-3:00pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Mississippi	Calvin King 662-519-1468 or 901-647-6999

# Delivery Limitations & Requirements

## Southern Region-Florida and Louisiana

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
Isle Pompano Park	6:30am- 2:30pm M-F 10am - 2pm Sat	Yes/Yes	Up to 53'	No Sideways Pallets	Florida	
Isle of Capri Lake Charles	Closed until Fall 2022	TBD	TBD	TBD	Louisiana	TBD
Harrah's New Orleans	7:00am-3:00pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets; 77" max pallet height; 13' max truck height	Louisiana	Kevin McGuinness 504-533-6069
Horseshoe Bossier City	7:00am-3:30pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Louisiana	Patrick Kennar 318-402-1449

# Delivery Limitations & Requirements

## Western Region-Arizona, California, Colorado

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
Harrah's Ak-Chin	6:00 am-4:00 pm/M-F	Yes/Yes	Up to 53"	No Pallets with Black Stretch Wrap; Max Pallet Height 80" No Truck length Limitations / Max Height 14'	Arizona	Gilbert Bandin 480-802-5062
Harrah's Resort Southern California	6:00 am-4:00 pm/7 days	Yes/Yes	Up to 53'	No Sideways Pallets	California	Mitch Crismon 760-751-3124
Isle Black Hawk	6:00 am - 3:00 pm/M-F	Yes	up to 13'	No sideways Pallets	Colorado	Juan Soto/Alejandro Romero 303-998-7801
Lady Luck Black Hawk	6:00 am - 3:00 pm/M-F	No		No Sideways Pallets	Colorado	Juan Soto/Alejandro Romero 303-998-7801

# Delivery Limitations & Requirements

## Western Region-Nevada (Non-Las Vegas)

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
The Row	6am-2:00pm M-F	Yes/Yes	Up to 14'	No Sideways Pallets	Nevada	Ray Ferro 775-303-4534 Ronnie Bazaldua 775-750-1633
Tropicana Laughlin	7am - 4pm M-Thur 7am - 6pm Sat	Yes/Yes	Up to 53'	No Sideways Pallets, and cannot be higher than 73 inches	Nevada	Fred Mueller 702-298-6208
Harrah's Laughlin	6:00am-12:00pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Nevada	702-218-6745
Harrah's/Harvey's Tahoe	6:00am-4:00pm/M-F SAT by appt	Yes/Yes	Up to 53'	No Sideways Pallets	Nevada	Dan Anderson 775-586-5041 Nathan Silverman 775-586-2596 Gary Gerz 775-586-6224

# Delivery Limitations & Requirements

## Western Region – Las Vegas, Nevada

Property	Delivery Hours/Days	Dock/Forklift	Size Truck	Limits	State	Contact Info
Bally's Las Vegas	6:00am-12:00pm/M-F	Yes/Yes	Up to 53'	No Sideways Pallets	Nevada	Martin Turner 702-731-7108
Caesars Palace						
Cromwell						
Flamingo						
Harrah's Las Vegas						
Linq						
Paris						
Planet Hollywood						
Rio Casino & Hotel						

# Claim Process

Suppliers utilizing the Caesars Entertainment Shipping Program will file all claims as requested by Caesars Entertainment (Refer to the Routing Guide for additional information).

**THANK YOU**



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