



## **Group Sales & Bus Marketing Policies and Procedures**

### **Contact Information**

Please contact Kim Quick in the Group Sales and Bus Marketing Department, regarding reservation procedures and policies. Contact information is as follows: Kim Quick at 443.931.4072 or [kquick@caesars.com](mailto:kquick@caesars.com)

### **Reservations & Cancellation**

- Reservations may be made by calling **800-621-0200**, once prompted please use **option #3**.
- A signed **contract** must be submitted and on file before reservations will be considered.
- All Transportation Companies must submit a valid **Certificate of Insurance (COI)** in addition to the signed contract. Proper requirements, wording, and information may be found by clicking the links provided or by visiting [www.caesars.com/horseshoe-baltimore/hotel/bus-program](http://www.caesars.com/horseshoe-baltimore/hotel/bus-program).
- Once registered, a three-letter identification code will be assigned. This code will be used for all reservation requests.
- Reservations are subject to availability, are on a first-come, first-serve basis and may exclude holidays and peak periods. Groups must have a minimum of 30 guests and stay at least 4 hours to receive group incentives.
- Each reservation receives a confirmation number that contains the date and four numbers.
- Multiple reservations must have multiple confirmation numbers (one for each bus).
- Confirmation numbers must be presented upon arrival.
- **Any deviation from original reservation information** must be approved by Horseshoe Casino Baltimore **prior to arrival**. Failure to comply may result in forfeiture of group incentive.
- All tour companies, group leaders, and individuals arriving on contracted transportation must ensure the carrier is registered and in good standing with Caesars Entertainment.
  - School buses are prohibited.
- Motor coach operators must be in full compliance with all Federal Motor Carrier Safety Administration regulations.
  - Report status changes (i.e. ownership, address, phone) to Caesars Entertainment and If applicable, submit updated COI and contract.
- The changing, "farming out" or "sub-contracting" of scheduled motor coach carrier is strictly prohibited without **prior** consent from the Group Sales and Bus Marketing Department.
- Horseshoe Casino Baltimore reserves the right to change, alter or cancel group incentive packages without notice.
- Group leaders are responsible for advising passengers of correct departure time. Horseshoe Casino Baltimore does not assume responsibility for assembling departing passengers or providing return transportation.
- Group leaders who bring 30 or more guests and provide a **legible** manifest 5 days prior to arrival, are eligible for additional group leader incentive(s).
- Call 800.621.0200, option 2 to cancel your group reservation.



### Age/ID Requirement

- All guests must be 21 years old to enter facility and gamble.
- Only **non-expired** driver's license, passports, military ID's or State Issued ID cards accepted.



- Guests must be 21, present a valid Government or State issued ID and become a Total Rewards member to receive and redeem bonus package.
- Total Reward membership is free.
- Non-members are encouraged to sign up online at [www.totalrewards.com/program/](http://www.totalrewards.com/program/).
- Total Rewards offers are sent exclusively through email; **valid email required**.

### Manifests

- **Manifests** are requested 5 days prior to arrival. Please submit manifests via email to [kquick@caesars.com](mailto:kquick@caesars.com); [UBABusGroups@caesars.com](mailto:UBABusGroups@caesars.com) or fax to 443.931.4222 or 609.340.1733.
- Additional group leader incentive(s) based on receipt of legible and accurate manifests.
- The more information we have in advance, the more we may do to alleviate wait times.

### Arrival Time Requirements

- Please contact the Group Sales and Bus Marketing Department at 410.375.5097 or 443.931.4293, **15 minutes prior to arrival**.
- Groups more than 15 minutes late should call 443-931-4072 or 410-375-5097 to notify us of the delay. Groups arriving without prior notification and 15 minutes after scheduled reservation time will be considered a NO CALL-NO SHOW and will be cancelled. A NO CALL-NO SHOW group will not be greeted and will forfeit group incentive.

### Parking

- Bus groups who receive a confirmation number and have complied with all booking procedures are guaranteed free parking in **J Lot**, conveniently located within walking distance of the staging area.



Please play responsibly, for help visit [mdgamblinghelp.org](http://mdgamblinghelp.org) or call 1-800.522-4700