



## BUS TOUR INFORMATION

Please call the Bus Marketing Department for more information!

Phone: 267-232-2000 • Fax: 215-717-3519

# BUS RESERVATION POLICIES AND PROCEDURES

Bus Company: \_\_\_\_\_

Bus Company Representative: \_\_\_\_\_

Representative Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

## RESERVATIONS AND CANCELLATIONS

- All bus bookings must be made 3 full business days in advance of your arrival.
- Reservations may be made by calling or emailing the Bus Marketing Department.
- To receive a bus bonus on a weekday, Monday - Thursday, your bus must arrive before 4pm.
- Any bus arriving outside of bus operating hours as stated above are welcome to come to the casino but will not be greeted nor receive a bus bonus.
- All booked buses will receive a confirmation number.
- You only have a confirmed reservation when you receive a confirmation number from our Rivers Casino Philadelphia Bus Marketing Department.
- If you need to cancel, unless you are canceling due to weather, please call to cancel at least 3 days in advance of your scheduled arrival date.
- You must meet our 4-hour stay criteria to receive a bus bonus.
- Departures may be at any time, but all buses must meet the minimum time requirement to receive the incentive(s).
- Rivers Casino Philadelphia reserves the right not to issue a bus bonus to your motor coach if it does not meet the requirements.
- All bus reservation policies may change at the discretion of Rivers Casino Philadelphia.

## ALL BUS BONUS OFFERS ARE SUBJECT TO CHANGE AT ANY TIME AT THE DISCRETION OF RIVERS CASINO PHILADELPHIA.

- Buses must meet all requirements and have bus insurance, passenger counts and duration of stay in order to qualify for a bus bonus.
- Please inquire with the Bus Marketing Department to determine the bus bonus for the month and time of your groups' arrival.

## GROUP SIZE REQUIREMENTS

- In order to qualify for the incentive program, your motor coach vehicle must have at least 20 passengers on the bus, not including the bus group leader or driver.
- It is at the discretion of Rivers Casino Philadelphia to determine what qualifies as a motor coach and to determine that requirements have been met to receive incentives.

## AGE REQUIREMENT

- It is mandatory that any person(s) entering the Rivers Casino Philadelphia property, including parking areas, must be 21 years of age or older and present a valid state-issued ID. Security reserves the right to card any persons entering the property. If an individual does not have valid ID, he/she will not be permitted to enter the casino. In order to be valid, the ID must have a current expiration date. In an effort to prevent confusion, please make sure your group is aware of this policy. Valid forms of ID include the following:

- State-issued driver's license
- State-issued non-driver's license
- Military ID
- Passport

## NO ONSITE PARKING FOR BUSES

### UNLOADING AND RELOADING PROCEDURE

- All passengers will be dropped off and picked up at the South Entrance. After drop off, buses will depart to the designated bus parking area. Buses may pull up to the designated pick-up area no sooner than 20 minutes prior to the departure time.
- Group leaders and bus drivers are responsible for alerting passengers of the departure time.
- Rivers Casino Philadelphia employees will not assume the responsibility of assembling bus passengers at the appropriate time for departure from the casino.

### INSURANCE REQUIREMENTS FOR ALL TOUR BUSES ENTERING RIVERS CASINO PHILADELPHIA PROPERTY INDEMNITY AND INSURANCE; RISK OF LOSS

All buses visiting Rivers Casino Philadelphia must comply with all local, State, and Federal standards at a minimum, including but not limited to having a working fire extinguisher on board. All bus companies must pass annual safety inspections and have documentation proving so. In addition, bus companies must allow state safety inspections at Rivers Casino Philadelphia, if asked.

Tour Bus Operator acknowledges that it shall not be permitted to commence services until it has delivered to Rivers Casino Philadelphia a current Certificate of Insurance indicating that the Tour Bus Operator has obtained the required insurance in form and substance satisfactory to Rivers Casino Philadelphia.

- We require Certificates of insurance for Commercial General Liability as well as Automobile Liability. Policy limits should be a minimum of \$1,000,000 per occurrence, \$2,000,000 aggregate and additional limits provided by an umbrella/excess policy of at least \$3,000,000.
- The Automobile Liability limit must be \$5,000,000.
- This policy applies to all vehicles that carry 18 passengers or more.
- The policy should name specifically Rivers Casino Philadelphia HSP Gaming L.P. et al as additional insureds and contain a waiver of subrogation. The policy should state that in the event of a claim, the charter company's insurance policy is considered primary and non-contributory.
- We must also receive proof of workers' compensation coverage with a limit of \$1,000,000 for Employers' Liability.

Tour Bus Operator shall be solely responsible for any and all injuries and /or damages of any kind whatsoever (whether in tort, otherwise) caused by or related to the operations of the Tour Bus Operator company.

**VERY IMPORTANT: ALL BUS PASSENGERS MUST BE 21 YEARS OF AGE OR OLDER AND ARRIVE WITH A VALID STATE-ISSUED PHOTO ID OR DRIVER'S LICENSE IN ORDER TO RECEIVE ANY INCENTIVE.**

GAMBLING PROBLEM? CALL 1.800.GAMBLER.