



Bus Programming 2019 Policies and Procedures

Bus Tour Information

Please call the Bus Marketing Department for more information at 412-566-4555.

Location: 777 Casino Drive, Pittsburgh, Pa 15212

Per Security policy, guests who appear visibly intoxicated may be denied entry to Rivers Casino.

Reservations and Cancellations

- All bus bookings must be made at least 3 full business days in advance of your arrival.
- Reservations may be made by calling or e-mailing the Bus Marketing Department, the email address to book is Jbryner@theriverscasino.com.
- All booked buses will receive a confirmation number.
- You only have a **confirmed reservation** when you receive a confirmation number from the *Rivers Casino* Bus Marketing Department via phone or email.
- 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 minimum **5-hour stay** or min. **3-hour stay** criteria to receive a bus bonus.
- In order for a bus group to receive a bus bonus, the group must commit to gaming in the casino for the minimum time requirement stated above. All guests must present valid state-issued Photo ID to receive Free Slot Play. (Each stay must be in **consecutive hours**, 3, or 5 consecutive hours.)
- Rivers Casino reserves the right to NOT issue a bus bonus to your motor coach if it does not meet the requirements. These requirements may include review of insurance, and length of stay.
- Rivers Casino reserves the right to require (bonused) buses to complete their entire required stay-time (3 or 5 hours), prior to the start of a high-volume event on the North Shore. (High volume events may include sporting events or concerts.)
- On these days, Buses may also choose the option of beginning their tour at Rivers Casino after the close or end-time of the high-volume event, depending upon availability of Rivers Casino staffing.
- Due to the possibility of limited staffing on any given date, Rivers Casino reserves the right to not receive or greet bonused buses at any time.
- Rivers Casino reserves the right to refuse to offer Private Charter bus bonuses on any and all high-volume event dates.
- Rivers Casino reserves the right to only offer the minimum 3 hour stay bonus to all or some, arriving buses, on high volume event dates that may include sporting events, and concerts.
- Bus reservation policies & bonus offers may change at the discretion of Rivers Casino at any time.
- Please inquire with the Bus Marketing Department at 412-566-4555 to determine the bus bonus for the month and time of your groups' arrival.

Group Size Requirements

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- In order to qualify for the incentive program, your 55 passenger motor coach must have at least 10 qualifying passengers as an arriving Private Charter or OPT-bonused bus.
- Qualifying passengers are defined as passengers who are 21 years of age or older, have valid state issued photo ID and arrive on board the motor coach together as a group.
- It is at the discretion of Rivers Casino to determine what qualifies as a motor coach.
- It is at the discretion of Rivers Casino to determine that requirements have been met to receive incentives.
- Bonuses are not issued for those guests arriving in cars.

Age Requirement

- It is mandatory that any persons entering Rivers Casino property including parking areas **must be 21 years of age or older**, and present a valid state issued photo ID. Security reserves the right to card any persons entering the property; if they do not have valid ID they will not be permitted to enter the casino. In an effort to prevent confusion, please make sure that your group is aware of this policy.

Arrival Time Requirements

- Upon arrival to Rivers Casino, we request that all bus passengers remain seated and on the bus during the bus greeting process.
- **Bus Groups that arrive 15 minutes late, may not receive a bus bonus.**
- Private Charter buses may not book a second unique trip to arrive within less than 4 days of their first scheduled bus trip.
- Rivers Casino reserves the right to not issue a bus bonus if the reserved charter, is not arriving at Rivers Casino as the first stop, on a same-day, multi-casino stop tour. Guest will receive notice of a bonus refusal, at least 5 business days prior to bus arrival.
- No outside food or beverage may be brought off of the bus, into Rivers Casino.
- Bus bonuses are not issued to guests arriving in private cars.
- All passengers must arrive on the bus to receive a bus bonus.

Departure Time Requirements

- Rivers Casino reserves the right to request that all bonused buses depart at least 30 minutes prior to nightly closing of bus lobby doors. Sunday through Thursday bus lobby doors close at 10pm, Friday and Saturday bus lobby doors close at 12 midnight.
- Groups who depart earlier than the agreed upon departure-time, without contacting Rivers Casino Bus Marketing, will be contacted by phone or letter and may not be eligible for a bus bonus on future trips.
- Due to the possibility of limited staffing on any given date, Rivers Casino reserves the right to not receive or greet bonused buses at any time, but will provide advance notice.

Parking for Tour Buses

- All scheduled tour buses arriving at Rivers Casino may park for **free on Rivers Casino property**.
 - ❖ Our bus parking area is just a short walk from our casino.

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- If a motor coach driver chooses not to park at our free parking lot, driver must still park only in an authorized parking garage facility. No parking in the street please.
- All qualifying tours buses must depart bus parking area, upon agreed completion time of tour.
- On high-volume event dates, (Sporting events, concerts), Rivers Casino reserves the right to limit parking availability and hours of use for all buses.

Insurance requirements for all Tour Buses entering Rivers Casino Property

- We are requiring Certificates of insurance for Commercial General Liability as well as Automobile Liability. The CGL limit should be at least \$2 million dollars aggregate, and \$1 million dollars per occurrence.
- The Automobile Liability limit must be \$5 million dollars.
- This policy applies to all vehicles that carry passengers entering Rivers Casino property.
- The policy should name specifically: ***Holdings Acquisition Co, L.P. d/b/a Rivers Casino at 777 Casino Dr. Pittsburgh, PA 15212*** as additional insured, and contain a waiver of subrogation.
- We must also receive proof of workers' compensation coverage if your drivers are not independent contractors.
- All tour operators/group leaders/or individuals who reserve a bus tour are responsible for contacting their hired bus company, to make sure all appropriate insurance paperwork is filed with Kerrie Moriarity, or John Bryner in the Bus Marketing Department, at Rivers Casino. Bus Marketing Staff can assist in obtaining insurance info, upon request by group leader.
- Insurance paper work may be emailed;
*The email address is: kmoriarity@rushst.com, jbryner@rushst.com.
- **NO BUS CAN ENTER RIVERS CASINO PROPERTY WITHOUT COMPLETED INSURANCE**

Unloading and Reloading Procedure at our Bus Arrival area

- All passengers are dropped off in our bus drop-off area at the casino. The bus then departs to park, at our parking facility.
- Buses may pull up to our drop-off area to pick up departing passengers no sooner than 15 minutes prior to their departure time.
- Group Leaders/Bus drivers are responsible for alerting passengers to their departure time.
- Rivers Casino employees will not assume the responsibility of assembling bus passengers at the appropriate time for departure from the casino.

Incentive Packages for Private Charter Bus Tours in 2019

- Casino Arrivals: There are 2 package offers for our bus patrons; one offer is based on a minimum **5-hour stay** and another is based on a **minimum 3-hour stay**.
- Casino Arrivals: Weekend Bonuses and Weekday Bonuses differ in amounts.

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- Because our bus bonus changes during the year, we ask that you inquire about specific Free Slot Play bonuses by calling or emailing our department. The number is 412-566-4555, or you may email jbryner@theriverscasino.com
- Eligible Group Leaders and Bus Drivers receive an additional bus bonus. There is a limit of 1 Group Leader coupon (\$40 Free Slot Play and \$15 Food credit) and 1 Bus Driver coupon (\$25 Free Slot Play and \$15 Food credit) per qualifying reserved bus. Group Leaders and Bus Drivers do not qualify for passenger bonus, only the group leader or bus driver bonus. Company escorts do not qualify for a group leader bonus.
- Guests cannot combine certain promotional offers. Inquire for details.
- Inquire at 412-566-4555 for information on our partnership with The Gateway Clipper.
- **All bus passengers must be age 21 or over and arrive with a valid, state issued photo ID or Driver's license in order to receive the bus bonus of free slot play.**

Manifest Requests

- Manifests are not necessary at this time.

OPT-Access and New Castle Transit Authority Tours

- OPT tours are not eligible for standard private charter or line run bonuses.
- Upon reservation, OPT tour may qualify for
 - ❖ 5-Hour Stay bonus of \$10 in Free Slot Play and one \$5 Food Credit per passenger.
 - ❖ Minimum 3-Hour Stay bonus Of \$10 in Free Slot Play only per passenger.
- Passengers arriving on an OPT tour bus, may only receive an OPT tour bus Free Slot Play bonus, a maximum of twice in one month period.
- Passengers choosing to arrive on OPT tour buses more than twice in a monthly period, will only be issued the \$5 Food Credit portion of the bonus, if the scheduled OPT tour is completing a 5-Hour Stay requirement.
- OPT Tours are subject to the same pre-reserved reservation, passenger count, passenger ID, vehicle insurance and time-stay requirements, as private charters.
- **New Castle Transit Authority** bus arrivals are not eligible for standard private charter or line run bonuses.
- Please inquire at 412-566-4555 for NCTA bonus information.
- Referring to all the above bonus information and requirements, in Rivers Casino Bus Guidelines, Rivers Casino reserves the right to change or cancel bus bonuses at any time without notice.
- Tours who violate Rivers Casino Bus Guidelines policy may not be able to receive bus bonuses on future trips.

Retail Line Runs:

- Retail line run operators must notify Rivers Casino bus marketing of pick-up areas and frequency of trips.

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- Retail line run operators who agree to bring at least one, or multiple tours per month, from the same pick-up areas, on an ongoing, minimum 12-month basis, may qualify for an alternative retail line run bonus.
- Pennsylvania Line Run Tour Bus Operators, arriving on weekends, (Saturdays or Sundays), at Rivers Casino, must arrive by 12noon, in order to receive the line run bonus for their passengers.
- It is at the sole discretion of Rivers Casino as to which tour operators meet all requirements to qualify for the retail line run bonus.
- **Rivers Casino reserves the right to change or cancel the above requirements or information at any time without notice.*
- Rules apply ask for details.