



BUS PROGRAMMING POLICIES AND PROCEDURES

Bus Company: _____

Bus Company Representative: _____

Representative Signature: _____

Date: _____

Phone #: _____

Email Address: _____

Mailing Address: _____

BUS TOUR INFORMATION

Please call the Bus Marketing Department for more information!
Phone: 267-687-4485 • Fax: 267-861-5708
Email: bus@sugarhousecasino.com

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.
- We are not currently offering bus promotions on Fridays, Saturdays, or Sundays. Any bus arriving outside of bus operating hours as stated above are more than 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 SugarHouse Casino 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 3-hour stay criteria to receive a bus bonus.
- Departures may be any time, but must stay the minimum time requirement to receive an incentive.
- SugarHouse Casino 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 SugarHouse Casino.

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

- All buses must also meet all requirements, bus insurance, passenger counts, and time 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 driver.
- It is at the discretion of SugarHouse Casino 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 persons entering SugarHouse 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. Valid form of ID includes the following: a valid state issued driver's license, a valid state issued non driver's license, a valid military ID and a valid passport. In order to be valid, the ID must have a current expiration date.

PARKING FOR TOUR BUSES

- All tour buses arriving at SugarHouse Casino may park for free on SugarHouse Casino property. Our bus parking area is just a short walk from our casino and you will be directed to the area after passenger drop off.

UNLOADING AND RELOADING PROCEDURE AT OUR BUS ARRIVAL AREA

- All passengers will be dropped off and picked up at our North Entrance. If you are looking at SugarHouse from Delaware Ave, it is on the left side of the casino. After drop off, the bus will depart to our bus parking area. Buses may pull up to our pick-up area no sooner than 20 minutes prior to their departure time.
- Group leaders/Bus drivers are responsible for alerting passengers to their departure time.
- SugarHouse Casino 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 SUGARHOUSE CASINO PROPERTY INDEMNITY AND INSURANCE; RISK OF LOSS

All buses visiting SugarHouse Casino 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 SugarHouse Casino, if asked.

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

- 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 SugarHouse 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 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.

GAMBLING PROBLEM? CALL 1.800.GAMBLER.