

Bus Arrival Guest Instructions By Casino 12.2.2020

Caesars/Bally's

- Upon arrival, we ask that all guests remain on the bus until instructed to depart. Five (5) guests will depart the bus in groups to limit exposure and overcrowding in the bus center.
- Face masks will always be required for both Caesars Team Members and guests.
- Space permitting, only every other work window will be open at the Caesars Rewards and Bus Center Desks.
- All guests will be offered hand sanitizer upon arriving.
- When presenting ID, Caesars Rewards Cards, or any other document, we kindly ask that guests place documents onto the countertop for review. Our Team members should avoid handling documents whenever possible.
- Similarly, when presenting new loyalty cards, printed offers, or other documentation back to the guest, Caesars Rewards team members will place the items on the counter in front of them and politely ask the guest to retrieve.
- Caesars Rewards team members will wipe down their countertop between each guest interaction.

Mohegan Sun Pocono

- They currently not accepting bus reservations, and unfortunately don't know when they will start again.

Resorts

- Greeters will not enter the bus – the driver will be asked to give departure time and package information
- Guests will swipe own card through the handheld device while exiting coach
- Guests will be required to answer COVID-19 questions while entering building
- Guests will have their temperatures taken when entering the building
- Masks must always be worn while in Resorts

Tropicana

- Greeters will not enter the bus – the driver will be asked to give departure time and package information
- Guests will show their players card to the greeter when exiting coach and they will manually be entered into our Avatar system to receive their bonus.
- Guests will be required to answer COVID-19 questions while entering building
- Masks must always be worn while at Tropicana.

Turning Stone

- Please review the required guidelines for motor coach groups, as well as their Health and Safety policies, [found here](#).

Wind Creek

- Temperature checks are performed at each entrance. If someone has 100.4 or higher, entry will be denied.
- Smoking is not permitted indoors; there is an outdoor smoking area.
- Alcohol is not served on the casino floor. Alcohol can only be purchased and consumed when dining in one of our restaurants.
- Masks are always required.
- No out of state buses allowed.